

CITIZEN ADVOCACY - SUNBURY & DISTRICTS Inc.

NEWSLETTER

Spring 2012

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Co-ordinator's Report - September

Welcome to the spring edition of our newsletter. Since our last newsletter, we have continued to support existing C.A matches and recruit some new people to the program as advocates, protégés and committee members. We have recently had a change to our Committee and wish to thank Jo Wiegerink who filled in as Chairman for a short period. Jo has been on our Committee for the past two years and has decided to concentrate on other endeavors; I thank him for his commitment and dedication to our program and wish him all the best for the future. Jo took over the role earlier this year from Irene Nolte, who will remain a valuable and devoted member of our Committee. Welcome to Anna Leach who has become our new Chairman during this busy time.

As mention in our last newsletter, we are in the process of preparing for our Quality Assurance audit against the new Disability Advocacy Standards. This process has begun through the framework we are using developed by the North East Citizen Advocacy program. Over the next few months we will produce and review policies and procedures, more or less streamlining and improving management of our program, reinforcing our good practice and most importantly ensuring we do our best in meeting the funding body's standards by providing people with disabilities with a better, more efficient service. Over the coming year, Quality Assurance policy development will play a major roll as part of our daily operations, but our main priority as always, is the continued recruitment and support of our advocates and protégés.

As part of our review and preparation we will be contacting all advocates to update information and in regards to matters such as current 'Police Checks' shortly. At a later stage, both advocates and protégés will be given an opportunity to participate in the audit process. **I would like to highlight and assure people that the Quality Assurance audit is about the operational processes within our office, making sure the program is doing a good job and, not about what advocates and their protégés do.**

For those of you that may remember, or had some association – Caloola has been closed for 20 years this year. I recently received an email from Dr. Mark Feigen – Senior Policy & Research Officer at the Office of the Public Advocate, interested in discussing – the closure of Caloola, and the impact this has had on people's lives and society. Anyone interested in contributing to this upcoming discussion/celebration can contact me and I will forward on your details to Dr Feigen.

David Abela
Program Co-ordinator



IN THE NEWS...

HUME LEADER NEWSPAPER – 29TH MAY 2012

Every minute of friendship helps Craigieburn resident

Volunteers - Elizabeth Allen



Lyn Plummer, a volunteer with Citizen Advocacy Sunbury, offers friendship and support to Craigieburn resident Heather who has a disability.

Picture: KYLIE ELSE

FRIENDSHIP is the greatest gift Lyn Plummer can give.

Her friendly face, help at complicated medical appointments, and comforting voice at the end of the phone line is greatly appreciated by Craigieburn resident Heather.

Since the pair met through the Citizen Advocacy Sunbury program two years ago, they've formed a strong friendship, chatting on the phone each week, shopping and attending social functions.

Ms Plummer, from Sunbury, said she enjoyed their friendship and offering support.

"We have a bit of fun when we go out, and we laugh a lot."

The Hume and Macedon Ranges program matches volunteer advocates with people with an intellectual disability who may be lonely, face difficult challenges or be in a risky situation.

Co-ordinator David Abela said volunteers offered emotional support to people with a disability, spoke up for them and advocated on their behalf.

The program's recently launched website offers information about the need for citizen advocates, and Mr Abela said he hoped it would encourage more volunteers.

"People would rather donate some money than time, but we just need people to spend some time," Mr Abela said.

Details: casunbury.net or phone 9744 7378.

VAIL – *Ethel Temby*

09.12.1914 - 10.07.2012

Ethel Temby was a visionary beyond her time developing 'social inclusion' over 40 years ago. Ethel, a very forward thinking person, led a revolution in the way she believed and advocated that all people with a disability have a right to live everyday lives in everyday communities and be more inclusive. These ideas are now common place in Australia. Parents of people with an intellectual disability recognised that it was essential to change the community attitude toward intellectual disability and as a founding member of STAR; Ethel helped initiate projects aimed at providing support to the community in new ways.

Interchange, Citizen Advocacy and Parent to Parent support are just some examples. In recognition of her commitment in social justice, the Victorian Government established the Ethel Temby Study Tour Awards, providing opportunities for staff to develop skills and knowledge in innovative and practical way that support and empower people with an intellectual disability to pursue their chosen lifestyles.

National Disability Service Standards
and the
Complaints Resolution & Referral Service
What are they?

Over the months ahead, we will be focusing on the **National Disability Service Standards** and the **Complaints Resolution & Referral Service** and how they apply to Citizen Advocacy Sunbury, our Advocates, Protégés, Committee members and staff.

There are 12 Standards that Commonwealth funded disability services (like ours) must follow to get money from the Government. In this issue, we look at Service Standard 2 – Individual Needs

Standard 2 – Individual Needs

Are you getting the help you need? If you are, that's great! If not, you can complain if a service does not

1. Help you work out your goals
2. Help you write your goals in a plan
3. Help you follow your plan
4. Keep your plan up to date
5. Help you learn new skills
6. Think about your cultural needs

If a service does not follow the Standards you can complain to the **Complaints Resolution & Referral Service (CRRS)**.

What is the CRRS?

The CRRS is a service that helps people with disability sort out complaints about disability employment and advocacy services funded by the Commonwealth Department of Family and Community Services.

Who can make a complaint?

Anyone who

1. Uses or wants to use disability employment or advocacy services funded by the Commonwealth Department of Family and Community Service
2. Is concerned about a person who uses or wants to use the service (if you are making a complaint on behalf of someone else, the CRRS will ask that person if it is okay for us to look into it)

What can I make a complaint about?

The CRRS helps sort out complaints when a service is not meeting the National Disability Service Standards. If you have a problem

1. At work
2. With a service that helps you find work
3. With your advocacy service

Call the CRRS and we will work out if your problem is about the Standards. If it is not, we tell you about another service that may be able to help you.

Complaints Resolution & Referral Service

Free Call: 1800 880 052 Telephone Typewriter: 1800 301 130 Fax: 02 9318 1372

Email: crrs@pwd.org.au Postal Address: Locked Bag 2705, Strawberry Hills, NSW 2012

National Relay Service: 1800 555 677 and ask them to call CRRS for you

For an interpreter who speaks another language: 13 14 50 and ask them to call CRRS for you.

If undeliverable return to:
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