

# CITIZEN ADVOCACY - SUNBURY & DISTRICTS Inc.

## NEWSLETTER

WINTER 2012

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### Co-ordinator's Report - June

Welcome to the winter edition of our newsletter. Hope you're staying warm and comfortable. Those of you that were able to make it to our website launch in April, I'm sure, would agree it was a wonderful night as can be seen on the following page. Several people and organizations were involved in the production of the website, including Hume City Council in providing a Community Grant to fund the project and Farnham St Neighborhood Learning Center overseeing the development. For those not at the launch, I would like to draw your attention to the magnificent achievement of one of our protégés – Elizabeth Lynch, who is an example of what people with disability can achieve, given the opportunity and support. Elizabeth has been encouraged and supported by her advocate and family to overcome a learning disability, do a web design course and develop the skills and knowledge to help us build our website, in fact being "lead editor". We are truly proud of Elizabeth's achievement and grateful for all the hard work she has put into it.

From 1 July 2012 Disability advocacy agencies funded under the National Disability Advocacy Program will be required to undergo a Quality Assurance audit each year to show that they are providing the best possible advocacy support and meeting the Disability Advocacy Standards. Quality Assurance refers to systematic assessment, evaluation and certification processes that ensure that programs operate at a high standard, providing well managed and effective systems that meet the required outcomes for the program. CA Sunbury have always done well in previous government audits and have met the standards. This new QA system will require a lot of preparation in reviewing our documentation such as policies, procedures and record keeping. To develop an understanding of the process and challenge ahead of us, we will be working with other advocacy programs and develop an action plan for the work that we will need to do.

Advocates and protégés of the program will have the opportunity to participate in the assessment process. This is by no means an assessment of the CA relationship but rather how we as a program support and help people with disability meet their objectives. We will send advocates and protégés further information in the later part of the year when we are closer to the audit date.

Regards

David Abela

Co ordinator.

## Our Website Launch

On April the 27<sup>th</sup>, Citizen Advocacy Sunbury & Districts Inc. celebrated the launch of our new website. Over a year in the making, Committee, staff and volunteers of the program came together with Farnham Street Neighborhood Learning Centre and the Hume City Council to produce our first ever, program dedicated website. We were delighted to have Cr Anne Potter and many other community leaders attend and celebrate this milestone with us. We will be incorporating more features into our website as this year progresses, broadening our reach into the Hume community. This new website has opened the opportunity for people to view and contact us 24 hours a day, 7 days a week from the comfort of their own space, eliminating locality and time restraints, allowing for much greater access to our service, especially to those limited by mobility. Our organization is now linked in with other groups servicing the Hume City population and we expect our participation rates to increase as, more and more groups and individuals become aware of our service. Some of you may have seen our website launch included within local media, featuring in the 'Sunbury Weekly' on the 1<sup>st</sup> of May. <http://farnhamst.fsnlc.net/farnhamst/content/sunbury-citizen-advocacy-website-launched>

Please visit our website at [www.casunbury.net](http://www.casunbury.net) to access our latest updates and to see more pictures of the night and, if you would like to contribute, please contact us at the office.



Website launch celebrated at The Nook Cafe

Top row: 1. Irene and Darren 2. Brendan and Noel with committee member and MC Michael

Bottom row: 3. Cr Anne Potter with Elizabeth Lynch 4. Edith and Vassiliki with career

**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 1 – Service Access

#### Standard 1 – Service Access

Are you getting a service when you need it? If you are, that's great! If not, you can complain if a service

1. Does not have fair rules about who can use the service
2. Will not help you
3. Stops helping you
4. Is not accessible (for example, you can't get into their building)

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](mailto: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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SUNBURY  
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