

ASSERT 4 ALL NEWSLETTER

For Geelong, Queenscliff and Surf Coast

June 2015

Welcome to the Assert 4 All News.

We hope that you are enjoying the winter weather!

Assert 4 All is a division of Barwon Disability Resource Council (BDRC) and we provide advocacy in Geelong, Queenscliff and Surf Coast (to Torquay and Anglesea and areas in between). The funding for this advocacy comes from the Department of Health and Human Services – Office for Disability (State Government). Give Where You Live has also supported our Advocacy program and we are grateful for this support.

Our advocates are: Kate Carroll and Leonie Dillon.

Assert 4 All Client Information booklet

We give this out to all new clients. We hope that you had a chance to read it. If you need a further copy, or want to discuss anything in the booklet, please let our advocate know.

Your advocacy action plan

We ask every client to complete an advocacy action plan. Our advocate will discuss this with you when you first meet, and review the plan from time to time. Please let us know if your circumstances change and you want to review your advocacy action plan.

Access map of Geelong

If you travel to Geelong sometimes, you may be interested in our latest Access Map. Our Access Map shows parking, toilets, gradients and

other accessible features in Geelong Central and Waterfront. Please let us know if you require copies of the map. The National Disability Insurance Scheme (NDIS) and the City of Greater Geelong has supported the publication of this map.

Department of Health and Human Services – Audit of Assert 4 All Advocacy – to be held in July 2015

Assert 4 All has audits each year to make sure that Assert 4 All is providing a quality service to its clients and meets the standards for advocacy. Auditors from BSI last year found that Assert 4 All in Bacchus Marsh and Golden Plains is performing its duties in line with its funding agreements and providing a quality service.

It's now time for the audit of advocacy in Geelong, Queenscliff and Surf Coast in July. One of our advocates may ask you if you would like to participate by phone or in person. We would appreciate this, and it gives you a chance to talk about the service you have received, and gives us a chance to make any improvements to make our service better.

Compliments and Complaints

Remember to please let us know when we do a good job with our advocacy work, and any areas where we could improve. We welcome your feedback directly to our advocates or to the Executive Officer. Just phone our office or email (info@bdrc.org.au) and we will do all we can to assist you.

www.bdrc.org.au

Assert 4 All

Phone: 1300 942 773 or (03) 52 218011.

BARWON DISABILITY RESOURCE COUNCIL INC.

(A0016531X, ABN 83 121 194 660) trading as ASSERT 4 ALL