



ASSERTION



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WELCOME

Welcome to our Autumn newsletter. The NDIS (or Disability Care Australia) will soon be operating in the Barwon Region and should eventually roll out throughout Victoria.

This is a historic milestone for all Victorians. Assert 4 All is making every effort to find out as much as we can about the NDIS and to have input with and for people with disabilities. We look forward to its implementation in Barwon from July.

Kind regards
Carol Okai
Executive Officer

BDRC/Assert 4 All acknowledges the support of:

- Give Where You Live
- Department of Human Services, Victoria
- Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs
- Alcoa Access Awards and Alcoa Access Map partners: Alcoa, City of Greater Geelong, Encompass Community Services, Free to Smile
- Grampians disAbility Advocacy Association (GdAA)
- Members of QAN (Quality Assurance Network)

While all reasonable effort has been made to ensure the accuracy of the content of this newsletter, the editor, Barwon disAbility Resource Council or its Committees and staff will not be held responsible for any false or misleading information supplied herein.

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You Have a Right to Complain



You have the right to complain about disability support services if you are not happy. You can raise concerns about Assert 4 All or disability service providers. By speaking up you may clear up confusion or help improve the service for everyone who uses the service.

You may not want to complain as you fear that it may make it difficult with the service you are depending on or that you will lose your service. You may worry that your support worker may get into trouble or lose their job.

However, complaints help make sure that the services are working properly for the people they help. Legally, a service cannot hold it against you if you complain. If your support worker has done nothing wrong they will not get into trouble.

How to complain

Find out how to complain

All disability service providers must have a complaint handling procedure and a way of telling clients how to complain. Most organisations have a brochure. You can ring the organisation and ask for a copy.

Talk to the people involved first

Many problems are the result of confusion or misunderstandings and can be easily sorted out. Discuss your concerns first with the person responsible. Try to stick to the facts and provide examples and reasons why you were not happy with the service.

If you do not believe your complaint is being taken seriously, show that you are prepared to take it further. Ask to speak to a more senior staff member like a team leader or manager.



You Have a Right to Complain continued



External Complaint Agencies

If you feel the service is not responding to your complaint or you do not feel comfortable contacting the service directly you can make a complaint to:



Disability Services Commissioner (Victoria)
Ph: 1800 677 342

Complaints Resolution and Referral Service (CRRS). The CRRS handle complaints for Commonwealth funded disability employment or advocacy services.
Ph: 1800 880 052

Assert 4 All can also help you to make a complaint against a disability service.

**If you are happy with a service you are receiving, tell them!
We all like a compliment**

(With thanks to DAIS - Newsletter 2012)

Contact through the National Relay Service

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service www.relayservice.com.au

TTY users phone 133 677 then ask for 1300 942 773

Speak and Listen users phone 1300 555 727 then ask for 1300 942 773

Internet relay users connect to the NRS www.iprelay.com.au/call/index.aspx then ask for 1300 942 773



Disability Support Fund



The Disability Support Fund (DSF) assists people with a psychiatric disability access community based health, social vocational and recreational options that would not otherwise be available.

Some examples of things that have been funded are: Art classes & equipment; Computer courses; Gym memberships; Music lessons; Bicycles and safety equipment; Cooking classes; Karate lessons; Driving lessons; Musical instruments, and Bus trips for groups.



The DSF also has Agency & Self Help Carer Group Initiative funding. This has been used in the past for speakers, to pilot program initiatives and specific short term projects with clear outcomes

such as independent living skills or recreational and vocational options.

If you want to access the DSF and have a psychiatric illness, are a case manager, service provider or a carer of a person with a psychiatric illness or simply want to get some more information call Carmel Hendriks on:

(03) 5221 8498

0417 323 396 Mobile

1800 626 724 Toll Free from land lines and some mobiles

(03) 5229 5665 Fax

email: dsf@bdrc.org.au

www.bdrc.org.au/dsf.html



NDIS



Barwon launch of the NDIS on 1 July 2013

With about 75 days to go before the NDIS goes live in the Barwon area on 1 July, work is progressing very quickly to ensure Victoria is ready for the scheme. A lot of time is being invested in working out the best way to move from our current system in Victoria to the start of a new Commonwealth run national scheme. The Federal Government is in the process of finalising key details of the scheme's design and has been working through detailed implementation issues so that the July launch goes smoothly. This work includes:

- arrangements to ensure existing clients continue to get support during the transition to the new scheme
- arrangements for existing clients to receive information about how and when they can expect to become NDIS participants
- how existing services might operate under the new NDIS arrangements and what are the key changes, and
- how Victoria's quality assurance system and safeguards will continue to operate in the Barwon area during the launch of the NDIS.

For more information and to contribute to the development of the NDIS visit: The Department of Human Services website Every Australian Counts

www.everyaustraliancounts.com.au/home/

National Disability Insurance Scheme Bill passes in Canberra

Recently Federal Parliament passed the new National Disability Insurance Scheme Bill.

The Bill establishes the National Disability Insurance Scheme and the NDIS Launch Transition Agency (the Agency) to deliver the launch of the scheme. Stage one of the National Disability Insurance Scheme will launch across five states in July this year, with 26,000 people with a disability, their families and carers to be the first to benefit. The NDIS will then roll out in full across New South Wales by July 2018, while the other state and territory governments continue to work with the Federal Government to finalise their timelines.

The Agency now has an established presence in the launch sites. When the scheme launches in July this year, there will be more than 250 suitably trained people working in seven regional offices in the launch locations.

The NDIS is being renamed Disability Care Australia.



**Barwon disAbility Resource Council
Philip Bain Life Membership Award**



Hank Wyllie is the 2012 recipient of the Barwon disAbility Resource Council Philip Bain Memorial Life Membership Award.

Barwon disAbility Resource Council congratulates Hank Wyllie on each of his achievements thus far as he is a most worthy recipient of this award due to his high levels of dedication, ongoing commitment and continuing passion in working with and for other people with a disability. Barwon disAbility Resource Council is proud of Hank's achievements in other areas of the community.

The "Barwon disAbility Resource Council Memorial Philip Bain Life Membership Award" is an award that recognises the outstanding contribution of a person who has been a member of the Barwon disAbility Resource Council for a number of years and/or has served on the Board for a number of years and has contributed through involvement in the work of the Barwon disAbility Resource Council. It is named in Philip Bain's memory.

Phil Bain was a particularly successful gentleman in the world of making life better for others, especially in the disability field. The Award has posthumously been named as a tribute to Phil Bain who spent many of his years working with Barwon disAbility Resource Council Board of Management.

To be judged amongst one's peers as a genuine and on-going achiever is a high recommendation. To have a perpetual award named after one speaks volumes about the person in question and the quality of their achievements.

Phil has spent a total of 20 years working to help implement change and improvement in Geelong and most of this was his long time commitment to the Barwon disAbility Resource Council.



**Barwon disAbility Resource Council
Philip Bain Life Membership Award**



Our 2012 recipient, Hank Wyllie held the position of Chair for five years and deputy Chair for four years. He is a long-time member of Barwon disAbility Resource Council and was on the Board of Management for a total of 16 years. Hank was also on Barwon disAbility Resource Council's sub-committees including TRACS (Transport and Access).

Hank's other local activities include his participation on the City of Greater Geelong's Aged and Disability Street Access Committee where on which he has also served for a number of years.

With his main interest in telecommunications, Hank has been on a wide variety of groups including ACMA, TEDICORE, Board Member of ACE, Australian Communication Consumer Action Network subcommittee Standing Advisory Committee on Disability Issues and a Board Member of Villamanta Disability Rights and Legal Service.

Hank, like Phil Bain has dedicated a life time to his community work. Hank, also like Phil, has raised the bar on the work one person can achieve in a life-time and then achieved so much more. Hank remains extremely active on the community service front, and he won't be giving up his works any time soon.

Congratulations and Well Done, Hank Wyllie.

Hank Wyllie joins Colin James as one of two Life Members.

Colin served as Deputy Chairperson and Chairperson of the Executive Committees for 17 years at Barwon disAbility Resource Council. He also helped set up Employ Ability Project (later Geelong Employability - Encompass) and a Barwon Accommodation project.

ASSERT 4 ALL CURRENT STAFF

Executive Officer	Carol Okai
Disability Support Fund Project Officer	Carmel Hendriks
Advocacy Project Officer	Angela Larcombe
Advocacy Project Officer	Leonie Dillon
Advocacy Project Officer	Sam Purcell
Advocacy Officer	Kate Carroll
Administrative Officer	Anita Winkler
Marketing Advisor	Glenda Dowling

A 4 ALL

Access Advisor	Frank Harvey
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For individual advocacy in Bacchus Marsh, Golden Plains, Geelong, Queenscliff and Surfcoast (Torquay, Anglesea and surrounding area only), please phone Assert 4 All Advocacy enquiries on 1300 942 773.

BDRC BOARD OF MANAGEMENT

Tina Gulino	Chairperson
Susan Williams	Deputy Chairperson
Rod Lambeth	Treasurer
Dianne Thomson	Secretary
Lynne Foreman	
Barbara Donovan	
Simone Stevens	
Ingrid Hindell	

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