



ASSERTION



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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.

WELCOME

Welcome to the January Edition of our newsletter. We hope you are enjoying the warmer weather and have your fire plans in place just in case (contact the CFA or Red Cross to arrange). BDRC/Assert 4 All Board and Staff are currently working on updating our policies in preparation for quality assurance and would appreciate any input you would like to make. We're working together with GdAA (Grampians disAbility Advocacy Association) our partner in providing advocacy in Bacchus Marsh and Golden Plains. GdAA provide advocacy in the other part of Moorabool Shire and Hepburn Shire. Our delivery of quality advocacy benefits greatly from this partnership.

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)

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

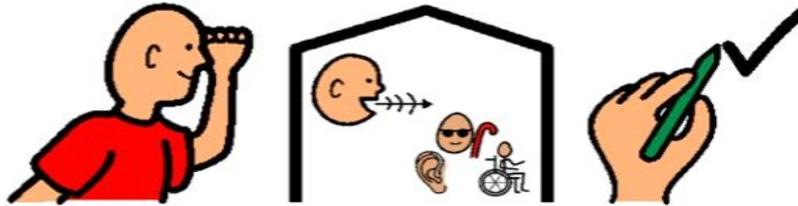
Internet relay users connect to the NRS www.iprelay.com.au/call/index.aspx then ask for 1300 942 773



Audit

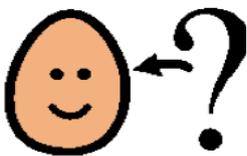


An audit is happening at Assert 4 All in 2013 what should I know?



Every year each disability advocacy agency has some people come to check whether it is doing a good job. This is called an audit. The people who do the audit are called the audit team. An audit might be happening soon at your disability advocacy agency. When this happens, you might be asked if you want to take part.

Taking part



One way to take part is to talk to the audit team and answer some questions. You tell them what you think of your disability advocacy agency.



Another way to take part is to let the audit team see your file. The audit team reads about what your disability advocacy agency has done for you. You can choose to do one of these, both or neither.

Up to you



It is up to you if you want to take part. You get to decide – yes or no. No one will be upset with you if you decide not to take part and it won't change any advocacy you get.



Audit continued



You can get help to decide or help to take part. You should choose someone who you trust, but who isn't part of your disability advocacy agency. If you want a different advocate from another agency to help, this is OK.

Finding out more



If you want to find out more about the audit, there is an Easy Read booklet with pictures and with more information. There are lots of questions and answers, so you can look through and find the bits you most want to know about.

Some of the questions are:



- Who does the audit team check on?
- Who is part of the audit team?
- What does the audit team think 'good job' means?
- What do I need to do to get ready for the audit team?

Who helps me?

What ways can I answer the audit team's questions?

Will the audit team tell my disability advocacy agency who said what?

Contact the Assert 4 All office for more information on

Free Call: 1300 942 773

Phone: 03 5221 8011

Fax: 5229 5665

Email: info@bdrc.org.au



Carer Respite



Did you know that you can contact Carer Respite 24 hours a day for emergency respite if you are experiencing a crisis or other unexpected situation where you cannot provide care to your family member or friend? Carer Respite can provide emergency in-home care in most situations at any time of the day or night.

When you require emergency respite during business hours an Intake and Response Worker will quickly attend to your call. If you call outside business hours, on weekends or public holidays your call will be answered by an After Hours Service. At times when you call After Hours, you will hear a recorded message instructing you to call a pager number for emergency assistance. The After Hours staff will assess the situation, gather information and where required, arrange a worker to come to your home to provide care. This can cover periods where you are unwell, hospitalised or have an emergency with another family member.

Emergency respite is usually put into the home in the short term. The following business day the situation is re-assessed by staff and other arrangements can then be made to provide further care. This could involve having another family member come and take over, or Carer Respite staff may need to arrange an emergency admission to residential respite.

The After Hours Service will arrange respite where it is required immediately or early the following morning. All other respite requests or messages will be followed up by Carer Respite staff when the centre opens on the next business day.

**If you need emergency carer respite please
phone 1800 200 422.**



Australian Disability and Indigenous Peoples Education Fund



Background:

Following 30 years involvement in disability advocacy, Frank Hall-Bentick with the help of family and friends has established an education fund for people with a disability.

The fund will assist indigenous and non-indigenous people with a disability to participate in both formal and informal education programs through small grants.

For many people with disabilities education can go along way to not only develop their skills but also their self esteem and the pride of their family, friends and community.

The fund is looking to distribute six monthly grants of up to \$2,500 to assist people with a disability to continue their learning.

Eligibility:

People with disabilities of any age may apply for assistance to help with education. While people may need assistance to complete the application, a person should write a letter in their own words about why they want to learn.

Deadlines for Application:

31st March, 2013

30th September, 2013

How to Apply:

Contact Frank Hall-Bentick on
03 9429 4210 or email
info@adipef.org.au

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

The National Disability Service Standards and the Complaints Resolution & Referral Service apply to Assert 4 All for the advocacy work we carry out in Bacchus Marsh and Golden Plains.

There are 10 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 and Standard 3, Decision Making & Choice.

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

1. Give you choices
2. Ask how the service can be made better
3. Listen to what you have to say about the service

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 a 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 ok for us to look into it).

**National Disability Service Standards
And the
Complaints Resolution & Referral Service
What are they? Continued**

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.



Support Plan



My Support Plan

Issued:
December 2012

To be reviewed:
December 2013

What is a Support Plan?

A support plan is information written about you.

Support plans contain information about:

- Important things you want and need to do each day.
- Important people in your life, like family and friends.
- The support that you need to live your life.

A good support plan tells disability services how best to support you. It is an important way of making sure you get the support you need.

Every person who uses a disability service must have a support plan.

Your disability service has to make sure you have a support plan. It has to be written by the time you have been at the service for 60 days.

The support plan has to be written with you. You can say who else can help write your plan.

Everybody changes over time. Sometimes people need more support. Sometimes they need less support. Sometimes they just want or need different support. You can change your support plan at any time. Your disability service has to talk to you about your support plan at least once every three years.

Always remember, a good support plan helps you get the support you need.

From Disability Services Commissioner
Edition No. 8 DSC Speaking Up Plain English Summer
2012





Some Ways To Get Involved at Assert 4 All



At Assert 4 All we value your opinion.

Tell us what you think:

Please write in and let us know what you think of the newsletter and its content.

News articles:

Do you have any community news or an article you might like us to include in our newsletter?

Please note—all news, articles, stories need to be of a benefit to people with a disability.

Policies:

Let us know if you would like to attend a forum to review our policies.

Don't forget - the Assert 4 All newsletter can come to you in large print, via email or other format on request. Please contact us to arrange this.

Free Call: 1300 942 773
Phone: 03 5221 8011
Fax: 5229 5665
Email: info@bdrc.org.au

We would appreciate any comments on the service we provide.

Post your comments to:
Assert 4 All,
48 McKillop Street, Geelong, Vic, 3220
Or email them to us at:
info@bdrc.org.au

There is also a feedback form included with this newsletter - we would appreciate your completing and returning this form.

Thanks for being part of Assert 4 All



New Disability Service Commissioner Website



The Disability Services Commissioner have recently launched their new website which is designed to make information easy to find and accessible.

What's new/different?

- Meets AAA accessibility requirements
- Ability to change text size
- Direct links to Facebook, Twitter and You Tube
- Easy sign up for newsletters

Website: www.odsc.vic.gov.au



Carer Services and Aged Care



There is a new national phone number making it easier for people to access information on aged care. This is part of the Governments Aged Care Reform.

This Free Call number 1800 200 422 connects callers in the Barwon South West to offices in Newcomb and Warrnambool, giving you access to local people who have expert knowledge of services in the region.

If you have the Barwon Health brochure or fridge magnet with 1800 052 222 on it, don't be confused. The new number is additional to the 1800 number and both numbers connect you to carer services and aged care information, including emergency support. It doesn't matter which 1800 number you ring.

New fridge magnets with the 1800 200 422 number are now available from Barwon Health.

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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