

# Making a Difference

News for disability sector organisations



## June 2011

Making a Difference Newsletter is a quarterly publication produced by the Disability Services Commission. It is distributed to all disability sector organisations that are funded by the Commission.

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### **Outcomes based contracting pilot project seeks participants**

The Disability Services Commission wants to hear from disability sector organisations interested in taking part in an outcomes based contracting pilot during 2011/12.

The Outcomes Based Contracting Pilot has been developed in response to an increasing focus on the flexible use of funding for people with disability, their families and carers. By giving people greater control over their funding, more individualised outcomes can be achieved.

To ensure a good cross section of the disability services sector, the Commission is seeking up to 10 organisations to participate in the six month pilot.

It is anticipated the pilot findings will inform the Commission and service providers of any necessary changes to service contracting arrangements for added flexibility.

Commission Service Contracting and Development project staff will work with participating organisations to explore and problem-solve the practical implications of an outcome focused approach to service contracting and reporting. Considerations will also include a range of safeguards to maintain necessary accountability and probity for the management of public funds. This will include potential changes to Service Agreements and reporting mechanisms.

The pilot will commence some time after 1 July 2011. Regular updates will be provided to the sector as the pilot progresses.

To register your interest, please contact Monica Nichevich or Geoff Holden by 15 June 2011.

Monica Nichevich, Senior Contract Management Officer - Phone 9210 8197 or [monica.nichevich@dsc.wa.gov.au](mailto:monica.nichevich@dsc.wa.gov.au) .

Geoff Holden, Manager Sector Development - Phone 9426 9703 or [geoff.holden@dsc.wa.gov.au](mailto:geoff.holden@dsc.wa.gov.au) .

## **New project develops sector capacity for Shared Management**

### **Sharing Management: Working in partnership with individuals and families**

There are growing numbers of people and families who would like greater control of their own supports and services. One way of doing this is to work in partnership with a disability sector organisation and come to an agreement about responsibilities the individual or family would like to take and what the organisation will do. This approach is called Shared Management.

The roles people undertake under Shared Management vary depending on their interest and circumstances. For example, some people like to make their own plans, manage their own budget and employ staff. Others would rather an organisation manage the hiring of staff but that they choose, train and direct the staff.

The relevant disability sector organisation works with a person providing them with support, information and assistance. This ensures the best outcomes for them and that legal responsibilities associated with employing staff and managing funds are met.

There are currently more than 200 individuals who are using Shared Management with 14 disability sector organisations in WA. These people and their families have reported a number of positive outcomes. These include greater control, flexibility, improved staffing arrangements, increased satisfaction and capacity.

The sector would like to see how more people and organisations can share management responsibilities. Several organisations including Perth Home Care Services (PHCS), My Place and Baptistcare, have developed particular skills in

Shared Management. Other organisations have expressed a desire to develop their knowledge and skills to do so.

The Disability Services Commission recently provided funding to a sector group led by PHCS and My Place to undertake a project around Shared Management.

The project is designed to clarify the legal responsibilities and develop the knowledge and skills of organisations and interested individuals in this approach.

A steering committee from WA Individualised Services Inc. has been formed to oversee the project. The members include Rosie Lawn (PHCS), Darren Ginnelly (My Place), Kwame Selormey (WA BaptistCare) and Steve Robinson (Enable). There is also a reference group consisting of a broader group of interested organisation representatives.

Contacts: Rosie Lawn (Perth Home Care Services) 9204 7819 or Darren Ginnelly (My Place) 6380 2927.

## **WAIS becomes a legal entity**

After forming in March 2010 as an informal group of disability service providers specialising in the planning and delivery of individualised services, WA's Individualised Services Inc (WAIS) recently incorporated.

WAIS Inc. successfully sourced funding, thanks to the Disability Services Commission. WAIS Inc. works to provide leadership and a clear and coherent voice for the provision of individualised services.

WAIS Inc. intends to promote and foster the growth of individualised services; share and develop resources and techniques to enhance individualised service delivery; provide education and training on individualised service delivery; and, arrange agency-to-agency mentoring for emerging individualised services.

WAIS Inc. believes individualised services are support arrangements that recognise and accommodate the needs, circumstances, preferences, values, cultural identity and aspirations of the person being supported. The person's voice is central (surrounded by those who know the person well and care most about them) to the planning process and the key influence on the day-to-day supports provided to them.

The inaugural Executive Officer is Su-Hsien Lee: Phone 9420 7252 or [S.Lee@WAIndividualisedServices.org.au](mailto:S.Lee@WAIndividualisedServices.org.au) .

## **New executive appointments**

Making a Difference newsletter will post new disability sector executive appointments in each newsletter. Send information about appointments in your organisation to Jan Martin: phone 94269343 or email [Jan.Martin@dsc.wa.gov.au](mailto:Jan.Martin@dsc.wa.gov.au) .

### **National Disability Services appoints state manager**

Industry association National Disability Services has appointed Terry Simpson as WA State Manager.

Mr Simpson is a social worker, who has worked mainly in the fields of child protection and justice in Queensland, Northern Territory and WA.

Mr Simpson has had a distinguished career in the WA public service including Executive Director, Department of Justice; Assistant Director General, Department of Community Services, and he has worked on special projects in the Department of Premier and Cabinet.

Since 2004 he has been self employed as a consultant.

### **WAIS employs first executive officer**

WA Individualised Services Inc. (WAIS) has appointed its first Executive Officer, Su-Hsien Lee.

Ms Lee has worked in the disability sector for more than a decade after a previous career in the legal profession.

She quickly developed a passion for advocacy and policy but says she is glad for her early experience as a support worker in a group home. Ms Lee has worked at People with Disabilities (WA), the Developmental Disability Council of WA and National Disability Services (WA).

Ms Lee has also been seconded to the Department of Premier and Cabinet working on implementing Economic Audit Committee recommendations and to the Department of Treasury and Finance working in Government Procurement on procurement reforms between government and the community sector.

Ms Lee has completed a Graduate Diploma in Human Rights Practice reflecting her commitment to social justice, especially her drive to work for the benefit of people with disability and their families.

Contact Ms Lee on 9420 7252 or [S.Lee@WAIndividualisedServices.org.au](mailto:S.Lee@WAIndividualisedServices.org.au) .

## Working With Aboriginal People resource

'Working with Aboriginal people: A resource to promote culturally-responsive disability services in Western Australia' has been developed to help the disability sector build capacity to understand and develop culturally-responsive services.

The resource can be used for staff education and service development.

It includes information on Aboriginal culture, legislation, past mistreatment, strategies for engagement with Aboriginal people, an Aboriginal Employment Strategy and resources.

The publication is available from NDS and the Ideas WA web site.

Contact National Disability Services on 9208 9802 or visit the IdeasWA website.

## Companion Card recognises bike hire affiliate

Minister for Disability Services Helen Morton presented the 2011 Affiliate of the Year Award to **About Bike Hire** at an Easter morning tea at Point Fraser Reserve, on 20 April.

NDS WA Community Services Manager Helen Granville said it was great to acknowledge About Bike Hire's affiliation with the Companion Card Program and their commitment to people with a disability.

"Over the years we have received a great deal of positive feedback from Companion Card holders about About Bike Hire providing an enjoyable and trouble-free experience when they visit," Ms Granville said.



Helen Morton presents Geoff Collins with the 2011 Affiliate of the Year Award

“About Bike Hire’s Quad Bikes are particularly popular among card holders and provide a fun way for card holders to get out and about, take in the sights of the city and some fresh air.”

## **Telecommunications Industry fact sheet for people with a disability**

The Telecommunications Industry Ombudsman (TIO) has developed a fact sheet to explain how the TIO can help people with disability.

The TIO is a free and independent dispute resolution scheme for consumers and small businesses that have not been able to resolve a complaint with their telephone or internet service provider.

The TIO can investigate complaints about the supply of disability equipment, particularly if Telstra is not complying with its obligations as the Universal Service Provider (USO).

Telstra has to provide consumers with reasonable access to a standard telephone service, including a rental handset.

Providers other than Telstra are not bound to supply disability equipment under the USO. However, the Ombudsman expects all service providers who bill a customer for local access to ensure their customer's disability requirements are met, within reason, in relation to the provision of telecommunications services.

The fact sheet is available at: [www.tio.com.au](http://www.tio.com.au) . Click on Publications on the left hand side and then Fact Sheets.

For more information phone TIO’s Community Relations Manager Phillip Money on 03 8600 8738.

## **NDS trials governance improvement tool**

A web based business improvement tool, Governance Manager, will soon be available to help National Disability Services WA (NDS WA) members across the disability sector understand and improve governance.

NDS WA is currently trialing the self-assessment tool which enables businesses and organisations to assess, measure, manage and report on their governance controls in real-time.

The trial is being conducted through a reference group, which includes representatives from small and large organisations across regional and metropolitan WA in anticipation of its roll out.

In 2010, NDS WA consulted with its members and governance subcommittee. It identified the need and demand for a contemporary, practical process that could guide good governance from the perspective of both services providers and funding bodies.

Governance Manager is designed to help executives and boards rank the maturity of their organisations approach to governance, using 50 - 60 questions, across nine key areas.

The underlying framework is based on the Australian Securities Exchange's (ASX) eight principles of corporate governance, customised to suit different user groups, including not-for-profit organisations.

The Governance Manager software will:

- generate suggested actions to help disability service providers move from current state to desired state;
- allow disability service providers to benchmark their own responses against similar organisations;
- allow NDS WA to identify sector-wide trends and opportunities for training and development; and
- if agreed by all parties, potentially allow NDS WA to identify examples of best practice for sharing with members.

Governance Manager has been made possible through funding provided by the Disability Services Commission.

For more information contact NDS WA: phone 9208 9807 or email [anne.thornton@nds.org.au](mailto:anne.thornton@nds.org.au) .

## **Training and Professional Development News**

### **Funding for the Training and Professional Development Initiative**

The Disability Services Commission has continued its commitment to support the improvement, availability and effectiveness of training and professional development opportunities for personnel working in the disability sector by endorsing three years funding to the National Disability Services for the Training and Professional Development Initiative.

This initiative aligns the previous functions of the Professional Development Coordination Grant with the Disability Services Training Liaison Officer to enable greater efficiency and flexibility in the provision of these functions.

The key activities of the TDPI will be to assist the sector to identify, coordinate and promote training and professional development needs and facilitate effective

communication and collaboration between the disability sector and training providers

For more information contact Dave Rogers or Mary Butterworth at NDS on 9242 5544.

## **News from Dave Rogers, Disability Sector Training and Professional Development Officer:**

### **Person-centred practice**

Some organisations have requested information on training available in person-centred practice.

As services are moving more towards personalised options for individuals with a disability, service providers are looking for strategies to develop approaches to facilitate good person-centred practice.

Services across Australia and indeed around the world, are also striving to develop better ways to deliver services that can deliver truly individualised options.

Here are some links to some of the recent work going on around this topic.

[espace.library.curtin.edu.au/R?func=dbin-jump-full&local\\_base=gen01-era02&object\\_id=145309](http://espace.library.curtin.edu.au/R?func=dbin-jump-full&local_base=gen01-era02&object_id=145309)

A Review of Best Practice in Individual Needs Planning. (2009). Leanne Parsons (My Place), Professor Errol Cocks (Curtin University) Monique Williamson (National Disability Services WA, now Disability Services Commission).

Some of the findings of this West Australian report are echoed in the other material below from overseas and across Australia.

[www.elpnet.net/smull\\_articles.html](http://www.elpnet.net/smull_articles.html) This is a United States document published in 2009.

[www.ideaswa.net/Resources/Other/documents/Ellis\\_sherwin\\_vandam\\_practiceguide\\_001.pdf](http://www.ideaswa.net/Resources/Other/documents/Ellis_sherwin_vandam_practiceguide_001.pdf)

This is an excellent resource developed by a consortium from the eastern states. There is a possibility of bringing a couple of the consortium members to Perth for a series of workshops later this year or early in 2012.

[www.paradigm-uk.org/articles/Person\\_Centred\\_Approaches\\_2010\\_and\\_BeyondA\\_toolkit\\_to\\_review\\_Person\\_Centred\\_Planning\\_and\\_Approaches/2835/92.aspx](http://www.paradigm-uk.org/articles/Person_Centred_Approaches_2010_and_BeyondA_toolkit_to_review_Person_Centred_Planning_and_Approaches/2835/92.aspx)

This is a useful toolkit from the United Kingdom published last year.

[www.ideaswa.net/Resources/Other/documents/three-voices-paper.pdf](http://www.ideaswa.net/Resources/Other/documents/three-voices-paper.pdf)

This paper was presented at the WACOSS Conference in 2010, and provides an example of a WA organisation's attempts to implement a person-centred approach.

Implementing good quality person-centred practice is, and will continue to be challenging. A small group of interested people in the sector have been exploring strategies to progress the implementation of person-centred practice.

It is envisaged that a "community of practice" will be developed which would offer people the opportunity to share their thoughts on this subject with others via email. If you would like to be a part of this please let me know. [David.rogers@nds.org.au](mailto:David.rogers@nds.org.au)

I am also keen to create a centralised store of person-centred resources on the ideaswa web site.

Links to most of the above resources are already provided at <http://www.ideaswa.net> .

If you have anything of interest to contribute, contact David Rogers: phone 9208 9815 or email [david.rogers@nds.org.au](mailto:david.rogers@nds.org.au) .

### **Training project for people with a disability**

An exciting project is due to start this month. On 3 June 2011, a group of 10 people with a disability will commence a six month training program to gain the Certificate IV in Training and Assessment. This qualification enables people to develop the competencies required to perform the role of a skilled trainer, facilitator and assessor in the workplace, as well as in a Vocational Education and Training (VET) environment.

The project arose as a result of feedback from people with a disability. They suggested that more people with a disability should be involved in the delivery of training to new support workers.

The participants are excited about starting this course of study and the training organisation, Morley Training Centre has been very flexible in responding to requests for modifications to training delivery.

Subject to a request for funding, it is hoped that a similar project will run concurrently for a small group of people with an intellectual disability. This will involve six one day workshops to develop participants' skills and confidence to present their stories to new and potential support workers.

For more information contact David Rogers: phone 9208 9815 or email [david.rogers@nds.org.au](mailto:david.rogers@nds.org.au) or visit [www.ideaswa.net](http://www.ideaswa.net)

## **Training and Professional Development Updates**

To receive regular updates on upcoming training and development opportunities, please provide your email details to Mary Butterworth, Professional Development Coordinator: phone 9208 9831 or email [mary.butterworth@nds.org.au](mailto:mary.butterworth@nds.org.au) .

## **Book review – Giving Voice to Values**

‘Giving Voice to Values. How to speak your mind when you know what’s right.’  
Mary C Gentile 2010. Yale University Press.

How can you effectively stand up for your values when pressured by your boss, colleagues, customers or shareholders to do the opposite?

Educator Mary Gentile empowers people with the skills to voice and act on their values and aligns their professional path with their principles.

Her book, ‘Giving Voice to Values. How to speak your mind when you know what’s right’ (Yale University Press) is inspired by a curriculum Ms Gentile launched at the Yale School of Management.

Challenging the assumptions about business ethics in the workplace, she argues that often the issue isn’t distinguishing what is right or wrong, but knowing how to act on your values despite opposing pressure.

The book offers examples, advice, practical exercises and scripts for handling a wide range of ethical dilemmas.

## **Supporting consumer concerns**

### **Consumer complaints process**

All organisations that receive funding from the Disability Services Commission are required to have an accessible and effective consumer complaint process. This is to enable people with disability, families and carers to raise and have resolved any concerns they might have about disability services.

### **Disability Services Commission Consumer Liaison Service**

The Disability Services Commission’s consumer complaints process is managed by Fran Tyler, Consumer Liaison Officer.

Ms Tyler investigates complaints she receives about the services provided by the Commission and works collaboratively to resolve them. She does not look into complaints about services provided by other organisations or agencies.

Ms Tyler is also available to assist disability sector organisations with the review and development of their complaints policy and process. She can be contacted on 9426 9244 or [clo@dsc.wa.gov.au](mailto:clo@dsc.wa.gov.au) .

Further information about complaints is available on the Commission's web site at [www.disability.wa.gov.au/serviceproviders/complaints/consumerliaison/consumerliaison\\_resources.html](http://www.disability.wa.gov.au/serviceproviders/complaints/consumerliaison/consumerliaison_resources.html)

### **Health and Disability Services Complaints Office**

The Health and Disability Services Complaints Office (HaDSCO) is an independent State Government agency. It offers an impartial resolution service for complaints relating to health or disability services provided in WA. The service is free and available to all users and providers of health and disability services.

HaDSCO can also deal with grievances about the way a complaint was handled by a disability sector organisation or the Commission.

Two dispute resolution processes are available:

- Negotiated settlement (which does not require face to face contact)
- Conciliation, which can include a settlement of financial claims.

HaDSCO promotes a mediation approach where all parties involved can establish mutually agreeable outcomes.

HaDSCO have recently published a new flyer 'Making complaints about health or disability services as a carer' specifically dedicated to raising the awareness of the Carers Recognition Act 2004 and Carers Charter amongst the users and providers of health and disability services.

HaDSCO:

Phone 9323 0600

Freecall 1800 813 583

Facsimile 9221 3675

TTY: 9323 0616

Email [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au) or visit [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au) .

### **Advocacy organisations**

The Commission and the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs fund a number of advocacy organisations that support consumers in raising any concerns.

### **People with Disabilities Western Australia (PWdWA)**

People With Disabilities Western Australia (PWdWA) is a not-for-profit advocacy organisation representing the rights, needs and equity of all Western Australians with disability.

It is run by people with disability and strives to ensure that the voices of people with disability are heard and their rights are upheld.

PWdWA is funded to provide non-legal advocacy services including Individual, Systemic, Self-Advocacy and Disability First Stop for people with disability.

PWdWA:

Oasis Lotteries House

1/37 Hampden Road

NEDLANDS WA 6009

Phone 9485 8900

Freecall 1800 193 331

Facsimile 9386 1011

Email [info@pwdwa.org](mailto:info@pwdwa.org) or visit [www.pwdwa.org](http://www.pwdwa.org) .

### **Ethnic Disability Advocacy Centre**

Ethnic Disability Advocacy Centre (EDAC) provides individual and systemic advocacy to people with disability from non-English speaking backgrounds in Western Australia. EDAC represents the rights and interests of people with disability from a culturally and linguistically diverse (CaLD) backgrounds and their carers.

EDAC:

320 Rokeby Road

Subiaco WA 6008

Phone 9388 7455

Freecall 1800 659 921

Facsimile 9388 7433

Email [admin@edac.org.au](mailto:admin@edac.org.au) or visit [www.edac.org.au](http://www.edac.org.au) .

### **Headwest**

Headwest provides individual and systemic advocacy in an effort to improve the quality of life for people with acquired brain injury. Headwest promotes greater community awareness of the impact of acquired brain injury on individuals, families, carers and friends throughout Western Australia.

Headwest:

645 Canning Highway

Alfred Cove WA 6154

PO Box 298

Applecross WA 6154

Phone 9330 6370

Freecall 1800 626 370

Facsimile 9317 2264

Email [admin@headwest.asn.au](mailto:admin@headwest.asn.au) or visit [www.headwest.asn.au](http://www.headwest.asn.au) .

## **Personal Advocacy Service**

Personal Advocacy Service (PAS) is an outreach of the Catholic Church, providing one-to-one friendship and advocacy support for adults (over the age of 18) with varying degrees of intellectual disabilities.

PAS:  
28 Holdhurst Way  
Morley WA 6062  
PO Box 1261  
Morley WA 6943  
Phone 9275 5388  
Facsimile 9375 3461  
Email [admin@paswa.org.au](mailto:admin@paswa.org.au) .

## **Blind Citizens WA Inc**

Individual and systematic advocacy on behalf of Western Australians who are blind or vision impaired. Peer support for people with a vision impairment. Dissemination of information to increase knowledge and awareness of the community about issues related to blindness and vision impairment. Contributing to public policy development on issues affecting blind and vision impaired people at local, state and national levels.

Blind Citizens WA Inc:  
134 Whatley Crescent  
Maylands WA 6051  
Locked Bag 2  
Maylands WA 6931  
Phone 9371 2111  
Facsimile 9371 2155  
Email [bcwa@q-net.net.au](mailto:bcwa@q-net.net.au) .

## **Advocacy South West**

Advocacy South West Inc. provides advocacy services and programs for people with disability and their families in WA's South West.

Advocacy South West:  
32 Wittenoom Street  
Bunbury WA 6230  
PO Box 295  
Bunbury WA 6231  
Phone 9791 3293  
Facsimile 9791 3361  
Email [admin@advocacysouthwest.org.au](mailto:admin@advocacysouthwest.org.au) or visit [www.advocacysouthwest.org.au](http://www.advocacysouthwest.org.au) .

## **Developmental Disability Council of WA (Inc)**

The Developmental Disability Council of WA (DDC) provides a voice for the rights of people with intellectual and other developmental disability and their families. It provides an opportunity for families and agencies to work together "to ensure that people with developmental disability and their families attain quality of life and reasonable choices".

DDC lobbies government and decision makers on issues of concern to its members. DDC also runs the Politician Adoption Scheme in WA. DDC produces a monthly 'Information Update' which is sent to members. It covers topics of importance relating to intellectual and developmental disability. DDC membership is open to families, agencies and concerned individuals.

DDC:  
City West Lotteries House  
2 Delhi Street  
West Perth WA 6005  
Phone 9420 7203  
Facsimile 9420 7204  
Email [ddcwa@ddc.org.au](mailto:ddcwa@ddc.org.au) or visit [www.ddc.org.au](http://www.ddc.org.au) .

### **Carers' Association of Western Australia**

As the peak body recognised by the State and Federal governments, Carers WA represents carers' interests in the Western Australian community. Carers WA works in partnership with carers, persons with care and support needs, health professionals, service providers, government and the wider community to achieve an improved quality of life for carers.

Carers WA offer a number of services to family carers which includes provision of information and advice, resources, counselling, carer advocacy and representation, education and training, social support and programs for young carers.

Carers WA is a not-for-profit community based organisation, supported by Department for Communities, Home and Community Care Program and Disability Services Commission WA.

Carers WA:  
182 Lord Street  
Perth WA 6000  
PO Box 638  
Mt Lawley WA 6929  
Phone 1300 227 377  
Carer counselling line 1800 007 332  
Facsimile 9228 7488  
Email [info@carerswa.asn.au](mailto:info@carerswa.asn.au) or visit [www.carersaustralia.com.au](http://www.carersaustralia.com.au) .

## **Citizen Advocacy Perth West**

Citizen Advocacy Perth West is a not-for-profit organisation which aims to promote, facilitate and support advocacy for people with disability. It does so by seeking out people with intellectual disability living in hostels, group homes or in the community, who have no actively involved family and are therefore particularly at risk. The office then carefully matches them, one-to-one, with a principled, caring citizen, who freely commits to a long-term relationship, in which they undertake to act as friend and advocate for the person with the disability.

Citizen Advocacy Perth West:  
20 Plaistowe Mews  
City West Centre  
West Perth WA 6005  
Phone 9322 5999  
Email [enquiries@capw.org.au](mailto:enquiries@capw.org.au) .

## **Citizen Advocacy South Metropolitan**

Citizen Advocacy South Metropolitan is an independent, community based organisation, which aims to recognise, promote, and protect, the rights and interests of people with a disability living in the south metropolitan area of Perth, Western Australia.

This is achieved through finding and supporting individuals (advocates) from the local community who are prepared to act voluntarily, to make a positive difference in the life of a person with a disability who may be isolated, face difficult challenges, or be at risk.

Citizen Advocacy South Metropolitan:  
16 Burton Street  
Cannington  
Western Australia 6107  
Phone 9356 2814 or 9356 1241  
Email [advocacy@casm.org.au](mailto:advocacy@casm.org.au) .

## **Midland Information Debt & Legal Advocacy Service (MIDLAS)**

Midland Information Debt and Legal Advocacy Service Inc is a community legal centre providing information and assistance to members of the community who are experiencing hardship, financial stress or other disadvantage. It offers the following services:

- **Legal Service:** Primarily assists victims of domestic violence but also offers initial assistance in family law, criminal injuries compensation and other matters.

- Disability Advocacy: Individual advocacy for persons with a disability regarding their rights, including access to services, discrimination and neglect.
- Tenancy Service
- Financial Counselling
- Emergency Relief

MIDLAS:

Contact via Swan Volunteers

Phone 9250 6421

Email [swanvolunteers@swan.wa.gov.au](mailto:swanvolunteers@swan.wa.gov.au) .

**Sussex Street Community Law Service**

Sussex Street Community Law Service Inc is a not-for-profit community based organisation that provides access to accountable, non-judgemental and effective legal services to low income people in the community.

Services Available are;

- Legal advice in family, civil and minor criminal law
- Financial counselling
- Welfare rights advocacy
- Tenancy advocacy
- Disability discrimination
- Individual disability advocacy

Sussex Street Community Law Service:

29 Sussex Street

East Victoria Park WA 6101

Phone 6253 9500

Facsimile 9470 1805

TTY: 9470 2831,

IDAS: 1300 648 655

Email [Legal@sscls.asn.au](mailto:Legal@sscls.asn.au) .

## **Uniting Care West**

Individual Disability Advocacy Service (IDAS) is an independent, free and confidential support service for people with disability, their family members and carers. This free service is provided by UnitingCare West and Sussex Street Community Law Service Inc.

IDAS can offer:

- Information-on your rights, your options and on available services and resources.
- Referral-to an agency or service in your area.
- One-to-one support-to work with you to deal with problems

Uniting Care West:

16 Sunbury Road,

Victoria Park WA 6100

GPO BOX B74  
PERTH WA 6838  
Phone 1300 663 298  
Facsimile 1300 663 528  
Email [admin@unitingcarewest.org.au](mailto:admin@unitingcarewest.org.au) .

### **NPY Women's Council (Aboriginal Corporation)**

NPYWC represents women in communities in the remote tri-state cross-border area of Western Australia, South Australia and Northern Territory. This area has an overall Aboriginal (Anangu or in WA, Yarnangu) population of around 6000. Its membership area covers a vast, remote, semi-arid expanse of some 350,000 square kilometres.

Programs include the highly regarded Domestic and Family Violence Service, Tri-state Disability Service, Carer Respite Service, and the Youth and Child Nutrition Programs.

NPY Women's Council main office:  
3 Wilkinson St., Alice Springs  
Northern Territory 0870  
PO Box 8921 Alice Springs  
Northern Territory 0871  
Phone 8958 2345  
Facsimile 8952 3742  
Email [enquiries@npywc.org.au](mailto:enquiries@npywc.org.au) .

### **Read more news in Disability Update**

Find out more sector news in the Disability Services Commission's March edition of the Disability Update magazine. To read a copy visit:

<http://www.disability.wa.gov.au/publication/disabilityupdatemagazine.html>

### **Contact us**

If you have ideas for stories for the next Making a Difference newsletter contact Commission staff [nicola.weinman@dsc.wa.gov.au](mailto:nicola.weinman@dsc.wa.gov.au)  
or [deborah.spittle@dsc.wa.gov.au](mailto:deborah.spittle@dsc.wa.gov.au) .