

Disability SA news • information • resources • July–December 2010

infolink

Free



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Handling puberty (including resources)

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Meet your DANSA members

The Special Olympics

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... and much more!

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Government
of South Australia

Department for Families
and Communities

infoLink is for people with disability, and their carers and families. The magazine will also interest those providing services to people with disability.

Above all, *infoLink* is meant to be informative and useful. The magazine focuses on practical help, news and articles that will keep you up-to-date about initiatives, programs and services.

infoLink will be published twice a year. This edition focuses on benefits and allowances. The next edition will focus on disability and health.

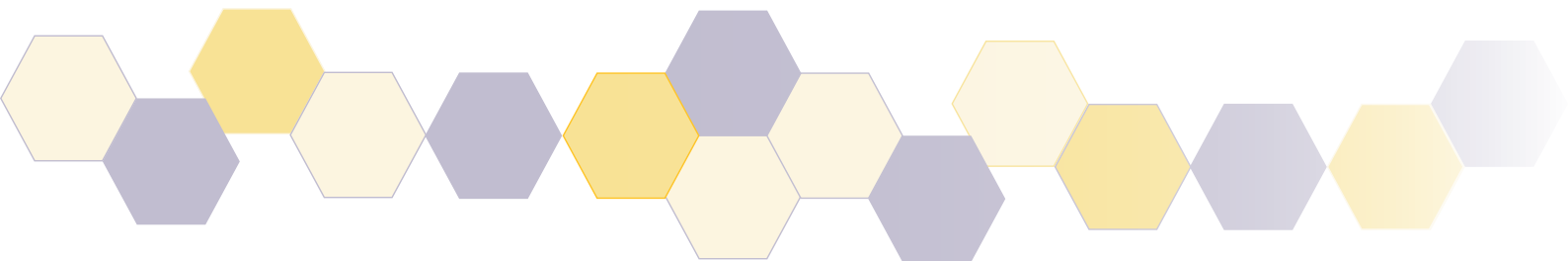
Disability SA has two divisions—Disability Services, and the Office for Disability and Client Services—each led by an Executive Director.



Minister for Disability,
the Hon. Jennifer Rankine MP



Chief Executive,
Department for Families
and Communities,
Joslene Mazel



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Written consent has been received for photographs used in this publication.
Front cover: *Sam Thomas playing basketball*, photograph by Winkipop Media.

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The information in this publication can be provided in an alternative format or another language upon request. Please contact Disability SA on 1300 768 117.

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Message from the Minister

Welcome to the first edition of *infoLink*, your new Disability SA publication.

It's a great time to be launching this magazine, with so many positive developments occurring in the disability sector that will have major impacts and lasting benefits to the lives of people with disability.

In the national arena, the Prime Minister has asked the Productivity Commission to investigate the feasibility of a national disability insurance scheme to provide long-term disability care and support. Potentially, if such a scheme were implemented, we might see a fundamental reform in the way disability services are funded and provided that would give eligible people an entitlement to life-long support.

The National Disability Strategy is also close to completion; this will provide real measures to put into practice the commitments made by Australia in signing the UN Convention on

the Rights of Persons with Disabilities.

The South Australian Government pledged in its election commitments to inject additional funds into three important areas:

- \$17.5 million to clear adults' and children's equipment and home modifications waiting lists and to boost the recurrent budget for equipment
- \$1 million per year for families of children with autism to access assessment and early intervention services
- \$3.5 million annually by 2012–13 to provide alternative accommodation for people with disability unable to be discharged from hospital.

This funding is a welcome boost and will make a significant difference for many people with disability. The Social Inclusion Board development of a disability 'blueprint' will increase the

State Government's focus on and effort toward supporting people with disability.

The coming 12 months will see Disability SA continue striving to improve the quality of services, and to extend the choices available to people with disability, and their families and carers.

We have begun phase one of a self-managed funding program that already is proving both exciting and challenging for all involved. We are extending the person-centred active support model across our accommodation services, to ensure everyone can take part in all aspects of everyday life, no matter their level of ability. We will continue to streamline service provision and look for ways to make sure every dollar is spent well.

Finally, the Department for Families and Communities will soon release its 2010–2014 strategic plan, called *A better life for South Australians*; it will include our plan for disability, setting out strategic directions over the next four years. More on this soon.

Vale

We would like to acknowledge the important contribution made by Dr Paul Collier, a long-term advocate for people with disability, who died in March 2010. Paul gave voice to the views, aspirations and concerns of people with disability in South Australia.



Jennifer Rankine
Minister for Disability

Continence Aids Assistance Scheme to change July 2010

A change that will affect all clients currently registered with Continence Aids Assistance Scheme (CAAS) is being introduced by the Australian Government on 1 July 2010. The existing CAAS will be replaced by the Continence Aids Payment Scheme (CAPS).

All CAAS clients will need to transfer to the new CAPS.

CAPS will provide an annual payment of \$489.95 (plus indexation) to help eligible people, who have permanent and severe incontinence, meet some continence products costs. Medicare Australia will deliver the payment directly into the client's nominated bank account. Clients can then purchase their continence products from a supplier of their choice.

All current CAAS clients should have received information on these changes and a CAPS transfer form from Medicare Australia. CAAS clients need to fill out the transfer form and return it to Medicare Australia to register for CAPS.



The current provider of products under CAAS, Intouch, will continue to administer the scheme in its current form until 30 June 2010.

New applicants to CAPS will need to fill out a CAPS application form. These forms are available from the Bladder & Bowel website at www.bladderbowel.gov.au, any Medicare Australia office or from the National Continence Helpline on 1800 330 066. The eligibility criteria for CAPS will remain the same as for the current CAAS.

Further information on CAPS can be obtained from:

- Medicare 132 011 (select option 1 to get the CAPS transfer form)
- the Department of Health and Ageing on 1800 807 487 (for questions about the scheme)
- www.bladderbowel.gov.au
- the National Continence Helpline on 1800 330 066

Telephone the Continence Resource Centre, located at the Independent Living Centre, if you would like information on local continence product suppliers.

Independent Living Centre
11 Blacks Road, Gilles Plains
Telephone 8266 5260
1300 885 886 (SA/NT callers)

‘Signposts for Building Better Behaviour’: a training program for parents and carers

The *Signposts for Building Better Behaviour* program was originally developed in Victoria. The program helps families prevent or manage difficult behaviour of children aged 3–16 years who have developmental delay or intellectual disability.

Parents and carers often report that they’re not sure how best to respond to their child to prevent behavioural problems, or to know what to do when difficult behaviours occur. The Disability SA Child and Youth Service researched programs to help parents and carers develop the confidence and skills to better identify, understand and manage their child’s behaviour. *Signposts* was one option.

Signposts recognises that parents and carers know a lot about their child, and builds on that to help them with ways to manage their child’s behaviour, to encourage appropriate behaviour and to teach their child new skills. Parents in Victoria have been using *Signposts* with considerable success. Parents and carers who’ve completed the program reported that they feel less stressed, more capable of managing their child’s behaviour, and less hassled about meeting their own and their family’s needs.

Signposts has turned everything around for us. Just knowing that no matter what happens during the day we can work it out, is an incredible relief. Now, I have strategies to get to the problems before they start.

A parent who undertook the *Signposts* training in Victoria

They also felt that their child’s behaviour had improved with significant positive changes to difficult or aggressive behaviours.

Signposts consists of six to eight sessions. There are several ways that parents and carers can undertake the program: in groups, individually face-to-face, over the telephone or self-directed. Some parents and carers prefer to be in a group with others where they can share their successes and concerns, and talk through different strategies. Parents and carers who can’t get to a local group can work through the program individually with a facilitator face-to-face or by telephone—a method found particularly useful for some

rural families. Parents and carers receive the program and accompanying materials free-of-charge.

Parents and carers choose the behaviours on which they want to work during the program, and facilitators help them to identify the triggers (events that bring on behaviours) and consequences (events that result from behaviours) for their child. They also are taught ways they can make daily interactions with their child more effective to help them develop better skills.

Fifteen Disability SA staff—including psychologists from the metropolitan Child and Youth teams and staff from country regions—were trained in February by the Parenting Research Centre to deliver the *Signposts* program with parents. These staff are planning group programs and beginning to work individually with parents using *Signposts*.

Get information about *Signposts* in your area from your local Disability SA office or at www.signposts.net.au.



Lose the buzz, regain the snooze

I attended a lecture called *The Starbucks Generation—caffeine and sleep*, during a recent trip overseas on a Churchill Fellowship to study ways to improve sleep in children and teenagers with disabilities.

The lecture was presented by Dr Judith Owens, an American paediatrician and sleep specialist, who was convincing in the need to restrict or eliminate caffeine in young people.

Yes, caffeine can give that boost when people are tired. And some people who have caffeine regularly can build up a tolerance/dependency and have withdrawal symptoms when they stop. The research clearly shows, however, that caffeine is linked to problems for many people, and particularly the young, with getting to sleep, the quality of sleep (including increased movement during sleep) and daytime sleepiness.

Caffeine consumption is increasing among children and teenagers. Caffeine occurs naturally and is found in coffee, tea and chocolate; however, it also is a flavouring and is added to thousands of drinks, food products and even mouth sprays. Advertising is directed particularly to teenagers, using such catch lines as 'an entire tube ... will pump you up so full of energy, you'll be able to jump into hyperspace without a starship'. The negative consequences of consuming caffeine are not emphasised. Marketing in the United States of America is being directed now to younger age groups, with a caffeine-enhanced drink aimed at children as young as four.

Caffeine is considered a legal drug in Australia.

All products with added caffeine must have stated on their labels the amount that they contain of both caffeine or guarana (a substance with high levels of natural caffeine, obtained from a South American bean).

The recommended maximum daily intake of caffeine, based on average body weights, is:

- children 4–6 years
45mg/day
- children 7–9 years
62mg/day
- children 10–12 years
85mg/day
- adults
400–450mg/day.

The effect of caffeine on individuals varies greatly, depending on the person's age, body weight, and how often and how much caffeine is consumed.

Mild effects of caffeine consumption include feeling more alert and energetic. People also may find that the smooth muscles of the colon have relaxed, leading to the need to go to the toilet. Severe effects from caffeine that may affect health include, to name just a few, feeling jittery, anxious, having increased blood pressure, and experiencing increased loss of fluids and calcium through the urine, with possible links with dehydration and osteoporosis.



**Caffeine: a legal drug,
with side effects**

The table on the next page shows the caffeine content in some common food and drinks; visit www.energyfiend.com/caffeine-content-of-australia-and-new-zealand-drinks for a more detailed list.

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It may be helpful to review the amount of caffeine being consumed by a child or young person with disability, if you're caring for someone in that age group who's having difficulty sleeping. You can do this by:

- checking labels on drinks, food, chocolate products, lollies, herbal remedies and medication
- eliminating or restricting caffeine to the recommended daily use.

People who get their own food and drinks should avoid

eating or drinking products containing caffeine from the late afternoon and into the early evening.

Expect possible withdrawal effects after reducing or stopping caffeine consumption, including headaches, sleepiness/fatigue (identified in 78 per cent of the studies), irritability, nausea/vomiting and muscle aches for up to one week if high levels of caffeine have been consumed regularly. A general practitioner should be consulted for guidance about reducing caffeine intake and ways to minimise the withdrawal side effects.

A good night's sleep is something to be treasured. Dr Owens, mentioned earlier, stated simply that ... *the only thing that replaces sleep is sleep*. Caffeine may give you and others a temporary boost but, in doing so, it also interferes with the quality and quantity of sleep.

Annie O'Connell
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| Food | Caffeine content |
|---|--------------------|
| Percolated coffee | 60–120mg/250ml cup |
| Formulated caffeinated beverages or 'energy' drinks | 80mg/250ml can |
| Instant coffee (1 teaspoon/cup) | 60–80mg/250ml cup |
| Tea | 10–50mg/250ml cup |
| Coca-Cola™ | 48.75mg/375ml can |
| Milk chocolate | 20mg/100g bar |

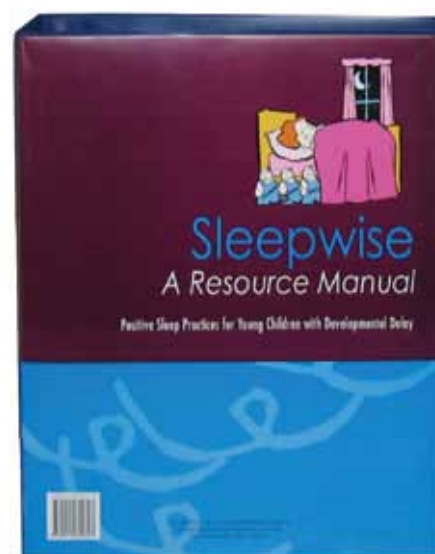
Caffeine content from www.foodstandards.gov.au

Sleepwise

Sleepwise—A Resource Manual is a valuable resource for allied health workers supporting the families/carers of young children (below six years of age) with developmental delay. The manual provides a comprehensive approach to supporting children's sleep, including individual sleep plans and family support.

The resource comes with supplementary materials such as visual story samples, sleep diaries, sleep checklists, a CD containing PowerPoint presentations/overheads and more.

The entire resource comes neatly packaged in a single folder for easy storage and can be purchased from Service SA by telephoning 132 324 or visiting <http://shop.service.sa.gov.au>.



'Visuals' help illuminate the world

Ever heard the phrase 'We need to use visuals with your child'?

Do you know what the phrase means and why we use these tools?

A visual is basically anything we see, including body movements and facial expressions. A visual in this context usually means a pictorial or written representation of an object, task or activity about which you'd like your child to be aware. Visuals can include real objects, photos of the object, drawings, computer-generated symbols, or pictures and words. The type of visual used depends on your child's age and abilities.

Other words you may hear associated with visuals are: social stories©, comic strip conversations©, schedules or PECS (Picture Exchange Communication Systems©). They are all different, but they're also based on the same notion that presenting information visually works better for some children (and young people and adults).

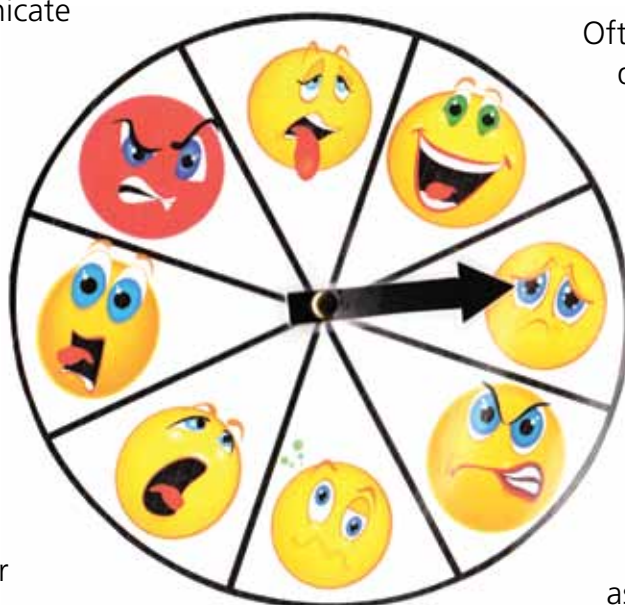
Why do we use visuals?

We use visuals to communicate with, and support the communication of, sighted children who are struggling with communication on their own. Some children need to see the actual object to understand the language associated with it. For example, if you want your child to put on her shoes, she may need to be shown her own shoes. Other children understand when they see a picture of shoes and still others can

understand words written on a piece of paper telling them they are to put on their shoes. You will soon figure out what works best for your child.

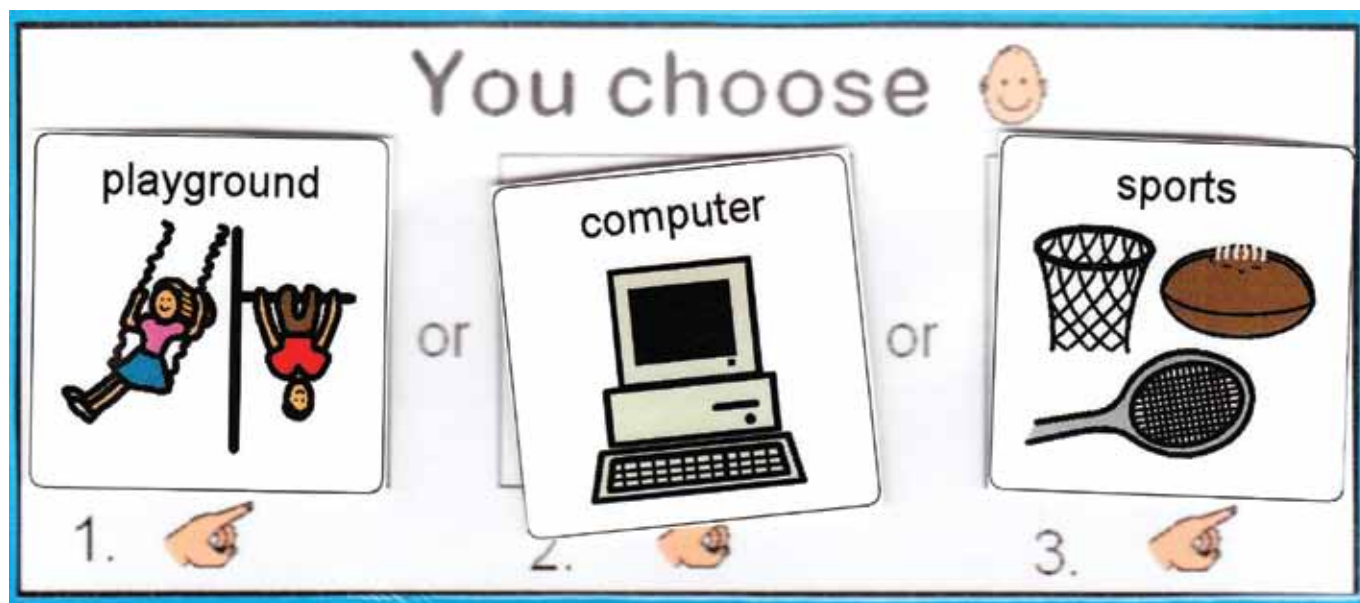
Visuals help us to plan and to learn very important social rules; such as, red means 'stop' and green means 'go' when driving. Many of us would be lost without our diaries, with all our appointments and birthday reminders. They're our visuals; we use them all the time.

We all use visuals, if we're sighted, without even realising it. We look at the up or down buttons when we've pressed the button for the lift, to see which one is lit. We hand over money when we need to pay for lunch and we generally smile when someone smiles at us. Most of us have the ability to see, read and then respond appropriately to all these unwritten and sometimes confusing visuals that occur around us all day; however, a sighted child with a disability may not be able to do this and will need explicit teaching around visuals to be as healthy and happy as possible in his or her daily life.



Often children with disabilities—particularly those with Autism Spectrum Disorders—have strengths in the visual area. Understanding spoken words can be harder for them than looking at a picture. Pictures, or visuals, 'stick around'; they aren't like words that 'disappear' as soon as you say them. Children can look at a visual over and over again until they 'get it'.

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Another reason for using visuals is that words often confuse children with language and communication difficulties. Having someone talk 'at them' isn't useful, as they may not hear each word, but rather discern a jumble of thoughts that they can't connect in their heads to make sense. Presenting information as a visual can reduce some of the pressure around comprehension, and make it easier for children to focus and therefore learn.

Important things to remember when using visuals include:

- saying simply and clearly the words associated with the picture as you show it to the child; for example, show the child the picture for 'bath' and say 'bath time now'
- giving the child time to process what you have shown and said. Rewording and reframing a question or instruction immediately after showing him or her just serves to confuse the child further, as he or she needs to start all over again to listen and try to make sense of what was just said
- continuing to present the visual and the words; that is, to not give up if your child doesn't get it the first time

- keeping the visuals where you can grab them quickly. Sometimes this technique means having some visuals stuffed in your handbag, or clipped to your belt, or around your neck on a lanyard. Learning occurs everywhere and with lots of different people. Your child will understand that visuals can be used in lots of different places and with lots of different people
- trying other visuals. If one type of visual doesn't work, try others until you find one that does.

Good luck working with visuals. You can do it and you can always talk to someone from Disability SA if you have any questions.

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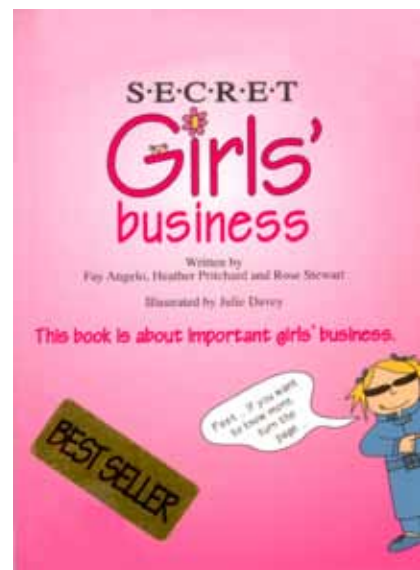
The changing body and mind: handling puberty

Puberty is the time in people's lives when their bodies change from that of a child's to that of an adult's. The process happens within an age range, beginning as young as eight years old for some and not until they're 16 years old for others. Everyone is different and it's okay for puberty to start earlier or later; children's and teenager's bodies will do what is right for them.

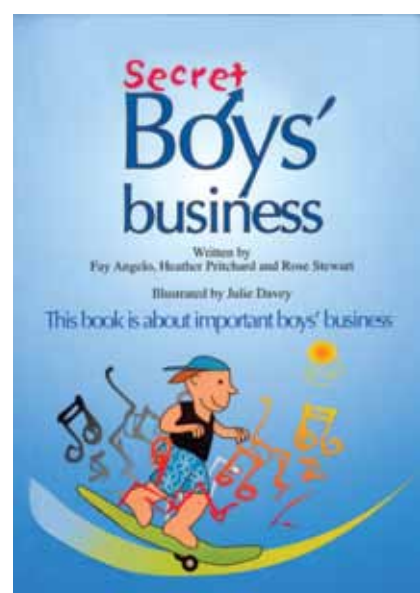
Puberty sees children grow taller, be hungrier, develop pimples and body hair, speak in a deeper voice, experience mood changes and 'sexy' feelings. Their muscles will grow stronger and their brains develop, so that they are able to think about more difficult and complex issues. Their emotions, too, will change—and not always in sync with their bodies; young people may be physically mature before they are emotionally mature. Girls will begin to menstruate and boys become fertile; they can become parents. The onset and consequences of puberty are the same for a child with intellectual disability.

Many young people get a lot of their 'knowledge' from peers, often leading to misinformation about puberty and sexuality. Education about puberty and the changes it causes is best provided to children as a natural progression of information supplied throughout childhood. You will need to spend more time explaining this important information if your child has intellectual disability, and you'll need to use clear and easily understood language. Clearly identifying and naming different emotions from a very early age can help children to express their emotions better and to understand the changes as they occur. It's also important to talk with your child about personal safety, public and private areas and behaviours, personal boundaries and mutual consent.

Opportunities to talk about emotions and to problem-solve situations can be found in everyday picture books, magazines or cartoons, or while playing games. This 'educating' should be done in a very natural and fun way. Use pictures and anatomically correct pelvic models when the more noticeable physical changes begin as a great way to identify and name reproductive organs and external genitalia. Both the Department for Families and Communities Library Disability Collection, and the SHine SA Library and Resource Centre, can help you with information and resources.



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More information about books and resources available can be obtained by contacting:

- the Disability Collection at disability.library@dfc.sa.gov.au or by telephoning 8266 8556
- SHine SA on www.shinesa.org.au or by telephoning 8300 5312.

Here's a list of some of the materials that I've found to be helpful and informative.

Books

- *Special Girls' Business* by Fay Angelo, Heather Pritchard (now Anderson) and Rose Stewart takes a girl and her carer step-by-step through the process of managing periods. Information is presented simply, with clear pictures and limited text. Available for loan through the SHine SA library; sample pages can be viewed on the Internet at www.secretgb.com/aboutus.htm.
- *Special Boys' Business* by Fay Angelo, Heather Pritchard (now Anderson) and Rose Stewart provides practical information about growing up. It will help boys understand the changes they will experience at puberty. Available for loan through the SHine SA library; sample pages can be viewed on the Internet at www.secretgb.com/aboutus.htm.

Videos

- *Janet's Got Her Period* is a video with an accompanying booklet. Louise learns about periods with her mother and her sister Janet. The emphasis in the story is on self-care skills and personal responsibility. The focus of the information about periods is on the occurrence of bleeding and how to use menstrual pads, using Louise's teenage sister, Janet, as a positive role model to whom girls and women viewing the video can relate.

Websites

- SHine SA (Sexual Health information, news and education) at www.shinesa.org.au
- *All About Puberty* at http://kidshealth.org/kid/grow/body_stuff/puberty.html
- *Puberty—what it feels like* at www.cyh.com/HealthTopics/HealthTopicDetails.aspx?p=243&np=292&id=2166
- *Puberty—what it looks like* at www.cyh.com/HealthTopics/HealthTopicDetails.aspx?p=243&np=292&id=2165
- *It's my body* at www.itsmybody.com.au

Sample products available for girls

Johnson & Johnson will provide information and sample menstruation products to help you and your daughter discuss menstruation management; telephone them on 1800 029 979.

Clients benefit from connected services

An initiative between Disability SA and Housing SA continues to see clients better served by both divisions.

The initiative was launched at Housing SA in Noarlunga on 1 April 2010 and is called the *Disability SA and Housing SA Connected Service Response*.

Now clients of both divisions in the southern region of Adelaide—and the general public—will be able to get assistance or general advice from a service coordinator from Disability SA and a housing officer from Housing SA at the one location.

Housing SA and Disability SA are co-located in some areas of the state, such as Mount Gambier and Mount Barker. They have separate offices in Noarlunga, so the Connected Service Response brings them together at specific times to provide simultaneous service.

Having both agencies working together enhances the services provided to our many shared clients and improves the service outcomes.

We deliver an improved, more streamlined service by providing:

- information and assistance with the Disability SA referral process
- information on Disability SA and its services and programs
- information to Housing SA staff about specific disabilities and their effect on people and their tenancies
- information on other services available within the community.

The *Disability SA and Housing SA Connected Service Response* is held at a wheelchair-accessible office in Housing SA, on Level 1, Noarlunga House, Ramsay Place, Noarlunga Centre, on alternate Thursdays from 9.30 am to 12.30 pm and 1.30 pm to 4.30 pm.

Do you need an appointment to see a service coordinator or housing officer? Do you want more information? We'll be happy to make a time for you or answer your questions. Telephone Disability SA Christies Beach on 8384 7299.



Photograph by Nicola Stratford

Disability SA and Housing SA staff discuss ways to help a client. From left to right: Denise Lucey, Rosemarie Rickett and Micheal Bell at Housing SA's offices in Noarlunga House

Noarlunga Connected Service Response Thursdays in 2010

| Month | Date | | |
|-----------|------|----|----|
| July | | 8 | 22 |
| August | | 5 | 19 |
| September | 2 | 16 | 30 |
| October | | 14 | 28 |
| November | | 11 | 25 |
| December | | 9 | 23 |

National Standards for Disability Services: community consultation

The National Standards for Disability Services are being reviewed to get a nationally consistent approach that will improve disability services.

A stakeholders' consultation, including service users, providers and planners, was developed and material from it will play an important role in informing the revision.

Consultations occurred in all Australian States and Territories between April and June 2010, and were aimed to understand the experiences and opinions of people developing, shaping, providing and receiving disability services.

The consultation period ran from 19 April to 30 June 2010. Input was welcomed from people with disability, and their families, carers, advocates, representative

groups, service providers and the wider community.

Online survey

Opportunity was provided to complete an online survey on the website. The questions were tailored to experiences—whether participants were a service user, family member or carer, or involved in service planning, development or delivery. The survey was anonymous and took about 15 minutes to complete.

For those without a computer, support was made available at the Disability Information Resource Centre (DIRC), 195 Gilles Street, Adelaide.

Written submissions

Another option was completing a written submission, a method

particularly recommended for disability service organisations that wanted to provide an organisational response to the consultation process.

A discussion paper—*Revision of The National Standards for Disability Services April 2010*, including an 'easy read' version—is on the website.

More information about the National Disability Services Standards and the consultation is available at the national website at www.dhs.vic.gov.au/disability/improving_supports/national-quality-framework. This website will be kept updated on the review progress.

Need more information? Telephone the Office for Disability and Client Services on 8226 6052.



www.dhs.vic.gov.au/disability/improving_supports/national-quality-framework

Did you know ... about Companion Cards?

You may be eligible for a Companion Card, if you are a person with disability who needs an attendant carer so that you can attend recreational/leisure events.

The card entitles the person with disability to have a



carer enter with them—free-of-charge—at participating venues (see website below).

Telephone 1800 667 110 (free call) or download an application form from www.sa.companioncard.asn.au.

Applications can also be collected from your Disability SA office.

Do with, not for: support model recognises individuality and interests

The Person Centred Active Support model is being implemented in the Accommodation Services of the Personal Support and Development Directorate, Disability SA.

Evidence has shown that just living in a home isn't enough to make sure that people—especially those with more significant impairment—are enjoying as much as a fulfilling life has to offer.

Person Centred Active Support (PCAS) challenges the 'hotel' and 'do-for' model of service delivery for people with disability. The support helps people to take part in all aspects of everyday life, no matter their level of ability, instead of being done 'for' or 'to'.

Active support explores opportunities in everyday, ordinary activities, breaking down tasks into steps to achieve, both at home and in the community. The method balances all aspects of an individual's life, and focuses on developing new relationships, increasing social inclusion, and increasing choice and control over life.

The values underpinning the support model come from the five accomplishments identified by John O'Brien as constituting quality of life for people with disability. These accomplishments are:

- being present and participating in what community and life has to offer
- developing and maintaining relationships with other people
- being afforded dignity and respect
- having real choices every day
- developing competence and new skills.

Person Centred Active Support has been around for over 20 years after originating in the United Kingdom as a means of support primarily for people with severe 'learning disabilities'. The model was developed to support people who would often be left alone and not receive much face-to-face interaction from support staff, other than having their personal care needs met. The goal was to ensure that people had regular and ongoing opportunities for daily involvement in both home and community activities.

The support model trains staff in skills and strategies to help people have more opportunities—no matter how small—in their daily lives.

The model for Disability SA was launched by the Minister for Disability, the Hon. Jennifer Rankine MP on 3 December 2009,

to coincide with International Day of People with Disability. The slogan of *Do with, not for* was also launched, along with the PCAS DVD and the organisation's *Statement of Intent*.

Person Centred Active Support is part of a major strategic direction of Disability SA, aligned with improving choices for people with disability, and is the cornerstone of our service philosophy.

The model is being introduced into all community accommodation services through the Personal Support and Development Directorate. Our organisational systems, policies and processes are being examined to see where they might need to incorporate Person Centred Active Support.



Tania Smitham, Senior Project Officer

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Benefits, concessions and low-cost services for people with disability

People with disability, and people caring for someone with disability, may be able to take advantage of benefits, concessions and low-cost/free services. If you know of a scheme you think would benefit others, please let Disability SA know by telephoning us on 1300 786 117 or emailing us at disabilityinfo@dfc.sa.gov.au.

Note: This information is intended as a guide only and is not a complete list. Information quickly becomes out-of-date. Do not rely on the information below but check directly with the relevant agencies for current details of benefits, concessions and low-cost services.

Centrelink Benefits

There are several Centrelink benefits and payments for which people with disability, and their carers, may be eligible; these include:

- Disability Support Pension
- Payments for Carers. Payments vary depending on whether you are caring for an adult or child and on how much care is provided. They include:
 - Carer payment, when the person receiving care has a severe disability or medical condition or is frail aged
 - Carer Allowance (child or adult)
 - Carer Supplement
- Assistance for Isolated Children Scheme
- Mobility Allowance
- Pensioner Education Supplement
- Education Entry Payment
- Rent Assistance
- Bereavement Allowance

Very low income earners also may receive certain benefits.

Pension concession cards or Health Care Cards are issued with some ongoing payments.

You can get more information about Centrelink benefits and services if you:

- **Telephone** the Disability, Sickness, Carers inquiry number 132 717. TTY, free call 1800 810 586. The national relay service can also be used on 133 677
- **Write to, or visit, a Centrelink office.** If a Centrelink office has sent you mail previously, address your letter to this office. Addresses of Customer Service Centres are in the White Pages
- Visit their comprehensive **website** at www.centrelink.gov.au. Send an inquiry via the message facility on the website, including requests to telephone you.

Note: Centrelink has several detailed fact sheets, booklets and brochures concerning the various benefits that apply to people with disability and their carers. These publications can be sent to you or downloaded from the website.

Centrelink also provides **additional and specialist help** for customers in a number of ways; for example:

- **Help in other languages. Telephone** Centrelink on 131 202 to speak to Centrelink in your own language

- Get telephone or face-to-face assistance from Centrelink senior customer service advisors or social workers
- Some Centrelink information is available in various formats such as large print or audio format (cassette or CD) and Braille
- You can authorise someone else to make inquiries for you. You can even arrange for someone else to handle all ongoing matters with Centrelink for you.

Country services

People in country areas may be eligible for practical assistance to remain living at home; help is provided through community health centres, hospitals and other agencies. Help may include equipment, friendly visiting, home support for families caring for children and adults with disability, respite care, social work and some allied health services depending on availability. Contact your closest Community Health Service or regional hospital for more information. There may be a cost for these services.

Education

Centrelink

Centrelink provides benefits to help meet educational costs for people with disability and their carers, including Mobility Allowance, Pensioner Education Supplement, Assistance for Isolated Children Scheme and Education Entry Payment. Contact Centrelink (refer previous page).

School Card

The School Card program helps low-income parents with school fees for both government and non-government schools. You can find out more by visiting the Department of Education and Children's Services **website** at www.decs.sa.gov.au.

University scholarships

Various scholarships are available for students with disability, through Adelaide University, Flinders University and UniSA (for example, the Sir Charles Bright Scholarship Trust).

Information is available on the university **websites** at:

- Adelaide—www.adelaide.edu.au/scholarships/
- Flinders—www.flinders.edu.au/enrolling/fee-information/scholarships.cfm
- UniSA—www.unisa.edu.au/scholarship/

Electricity, gas, rates and bills

Concessions administered through the Department for Families and Communities

You may be eligible for a range of concessions on various bills if you are receiving certain Centrelink allowances or have a pensioner concession card. Concessions cover council rates and water/sewerage rates, driver's licence and motor vehicle registration costs, prescription glasses, ambulance cover, the Emergency Services Levy, Save the River Murray Levy, and reduced-cost funeral expenses.

- **Telephone** the Department for Families and Communities *Concessions Hotline* on 1800 307 758 (TTY 8226 6789)
- Visit the Department for Families and Communities *Concession Finder* at the **website** www.sa.gov.au/concessions. The easy online tool will help you work out concessions for which you may be eligible
- **Download** a copy of the detailed brochure called *Are you eligible for a concession?* from the Internet address above, or ask that it be **mailed** to you.

Entertainment

Companion Card

People with a significant disability may be eligible for this card if they need a carer to attend recreational/leisure events with them. The card allows free entry for a carer at participating venues, such as the Adelaide Zoo, the Festival Centre, ETSA Park and some cinemas. **Telephone** 1800 667 110 (freecall) or **download** an application form from www.sa.companioncard.asn.au.

Equipment and home modifications

Independent Living Centre (ILC)

The ILC is a free Disability SA community service providing information and advice on aids and equipment for people with disability and the general public. The service is staffed by health professionals. ILC is located at 11 Blacks Road, Gilles Plains, South Australia.

Make an appointment to visit the ILC to see and trial a range of equipment first hand, or get help over the telephone and by email.

Telephone staff at the Independent Living Centre on 1300 885 886 (SA/NT callers only) or 8266 5260 or via **email** to ilcsa@dfc.sa.gov.au. Visit the **website** at www.sa.gov.au/disability.

Equipment and Home Modifications Program

This program is provided by the Department for Families and Communities, for Disability SA and Domiciliary Care SA clients. The service includes equipment and home modifications for mobility, access, transfer, bathing and personal care, pressure management and seating. Eligible clients need to be assessed by a Disability SA therapist. Waiting lists apply. Contact your service coordinator for more information.

Housing SA

Housing SA will make alterations to its properties to help eligible tenants live independently (for example, installing handrails and ramps or removing a bathtub). The involvement of a health professional is required in the case of more complex modifications.

Telephone Housing SA on 131 299.

Local Councils

Several councils provide a low-cost handrail installation service, primarily for older residents. Councils usually require an appropriate health professional to assess the positioning and type of rails. Contact your local council for more information.

Domiciliary Care SA and Veterans' Affairs

Services from these agencies include support—such as equipment and some home modifications—to eligible persons. Domiciliary Care SA services are aimed primarily at elderly people having difficulty managing at home because of illness or injury. Veterans' Affairs caters to veterans. Waiting lists apply and assessments are required.

- Domiciliary Care SA
Telephone 1300 295 673
Website at www.domcare.sa.gov.au
- Department of Veterans' Affairs
Telephone 133 254
Regional callers only 1800 555 254
Website at www.dva.gov.au.

Novitatech

Free information and advice is available to anyone about technology solutions (for example, if you have a very severe disability, you may need a specialised way to use a computer). A short-term hire scheme is available so that you can try before you buy. Technology can be very expensive, so it's important to work out funding it before buying. Your service coordinator may help you look at funding options if you're a Disability SA client. **Telephone** Novitatech on 1300 855 585, or visit their **website** on www.novitatech.org.au.

Technical Aid to the Disabled (TAD)

TAD provides customised, one-off equipment solutions. Volunteers with specialty expertise—engineers, people with electronic/mechanical expertise—are available through TAD to help design and fabricate unique items. Their labour is free, so costs are for materials only. TAD also provides services for carers, care centres, workplace, school or recreational facilities. **Telephone** TAD on 8261 2922 (regional callers 1300 663 243) or visit their **website** at www.tadsa.org.au.



The Low Vision and Adaptive Technology Centre

Equipment, technology and other services are available to help people manage with vision impairment. You can apply for help if you have a significant vision loss; that is, you do not need to be blind. **Telephone** 8232 4777 or visit the Royal Society for the Blind **website** at www.rsb.org.au.

Financial

No Interest Loans Scheme (NILS) SA Network

You may qualify for a NILS loan if you're on a low income and need to replace or purchase an essential household item (for example, a refrigerator or washing machine). This non-government scheme is administered through various agencies depending on the area in which you live. **Telephone** 8202 5187 (UnitingCare Wesley Adelaide) or visit the **website** at www.nils-sa.org.au.

Centrepay

Centrepay is a free service for Centrelink customers that allows you to make regular direct payments for living expenses (for example, rent, phone, electricity) from your Centrelink payment. **Telephone** 132 717 or visit the **website** at www.centrelink.gov.au.

Centrelink Free Financial Information Service

This service is available to anyone in the community, not only Centrelink customers. You can obtain further details by contacting Centrelink (see above).

Families SA Financial Counselling

Free, confidential financial counselling is available if you are having financial trouble and are finding it hard to make ends meet. **Telephone** 8226 6735 or contact your nearest Families SA district office. Locations are listed on the **website** at www.families.sa.gov.au and in the White Pages.

Health

Ambulance cover

Reduced cost ambulance cover is available to holders of a Pensioner Concession Card. Do not assume you have ambulance cover if you have a Health Care Card or other Centrelink card. The only pension card in South Australia with entitlement to free ambulance cover is a Department of Veterans' Affairs Gold Card. **Telephone** the South Australian Ambulance Service on 1300 136 272 or visit the **website** at www.saambulance.com.au.

Continence

SA Continence Resource Centre

The Continence Resource Centre provides information and advice on bladder and bowel problems, continence services, continence funding schemes and continence product information. The centre includes a large product display and is open to the general public and health professionals.

Telephone 8266 5260 or 1300 885 886 (SA/NT callers only) or visit the **website** at www.continencesa.org.au.

Continence Aids Payment Scheme (CAPS)

The new Australian Government program, CAPS, will start on 1 July 2010, and will help people with permanent and severe continence issues to meet some costs of continence products. CAPS replaces the Continence Aids Assistance Scheme (CAAS). Eligible people will receive a payment to help with the cost of preferred continence products. **Telephone** the CAAS Helpline on 1300 366 455 or visit the **website** at www.bladderbowel.gov.au.

National Continence Helpline

Free confidential advice and information from specialist continence nurses is available to anyone in the community. Information can be mailed to you or you can **telephone** 1800 330 066 to find out about continence services in your local region.

Dental

Free or reduced-cost dental services are available to eligible adults and children through the government-funded *SA Dental Service*. Services include routine and emergency treatment and dentures. Waiting lists apply (except for emergencies). **Telephone** 8222 8222 (TTY 8222 8390) or visit the **website** at www.sadental.sa.gov.au.

Hearing services

People with Pensioner Concession Cards and their dependents may be eligible for free or reduced-cost services through the Office of Hearing Services, including hearing assessments, hearing aids/devices, maintenance of devices and batteries. **Telephone** 1800 500 726 (TTY 1800 500 496).

Medical and pharmacy costs

There are two safety-net schemes that may help if you or your family need a lot of medical services or medicines. Both these schemes operate by reducing the cost or providing free services or products once you reach a certain amount of total expenses for either medical services or medicines. The schemes are:

- Medicare Safety Net, to help with the cost of medical services (for example, visits to doctors and specialists, various tests, scans and so on). **Telephone** 132 011 for more information or to register for the scheme
- Pharmaceutical Benefits Scheme (PBS). **Telephone** 1800 020 613 for more information.

You also can inquire about either scheme at your local Medicare office, or visit the Medicare **website** at www.medicareaustralia.gov.au.

Private allied health professionals

People with disability may be eligible for substantial reductions to the costs of some private allied health services. Eligible people include those who have chronic medical conditions, complex care needs, mental health

conditions, or who are children with autism. Professional services can include Aboriginal health workers, audiologists, chiropractors, osteopaths, dietitians, mental health workers, psychologists, occupational therapists, physiotherapists, podiatrists and speech pathologists, among others.

Find out more about this help through your general practitioner (GP). You will need a referral from your GP to these services, and he or she will coordinate the services.

See the separate Disability SA information sheet, *Medicare—getting the most out of it*. **Telephone** the Disability Information Service on 1300 786 117 or **download** the information sheet from www.sa.gov.au/disability (select *Disability information and publications*).

Spectacles

People with a Pensioner Concession Card or Centrelink Health Care Card may be eligible for reduced costs for spectacles through the SA Spectacle Scheme. **Telephone** 1300 762 577 (TTY 8226 6789) or visit the **website** at www.sa.gov.au/concessions.

Housing and accommodation

Centrelink rent assistance

Details about how to contact Centrelink are included in the *Centrelink* benefit section.

Housing SA Rental Assistance

This program helps people on low incomes, and others, who are in housing crisis. Eligible people can get help with rent and bonds in various ways. **Telephone** 131 299 or **visit** any Housing SA office for more information.

Homestart Finance

Homestart is a South Australian Government-backed lender providing home loans for low to moderate income earners. Loans are provided to eligible adults, from young first-home buyers through to seniors. **Telephone** 8203 4000 (metropolitan) or 1300 636 878 (regional and interstate) for more information.

Legal and mediation

Legal Services Commission of SA

The Legal Services Commission of SA has a free legal advice help line. **Telephone** 1300 366 424 Monday to Friday, 9.00 am to 4.00 pm or visit the **website** at www.lsc.sa.gov.au.

Law Society of South Australia

This society has information about private lawyers who offer lower rates in certain situations; for example, pensioner discounts. They also have a list of Community Legal and Legal Support Services that provide low-cost or free legal advice. **Telephone** 8229 0222 or visit the **website** at www.lawsocietysa.asn.au—select *Legal Portal*, then *Community Legal and Legal Support Services*.

Community Legal Centres

Community Legal Centres are independent, non-profit organisations that provide free legal advice, casework and, in some cases, legal representation and referral to the public. Centres are located throughout metropolitan and rural South Australia. Visit their **website** at www.saccls.org.au.

Central Community Legal Service

The Central Community Legal Service is a community organisation set up to provide free legal information, advice, representation, referral and assistance, including on matters around disability discrimination. **Telephone** them on 1300 886 220 or visit their **website** at www.ucwesleyadelaide.org.au/ccls/.

Women's Information Service

The Women's Information Service provides a free Legal Link-up where you can discuss pending court issues with a female lawyer on Tuesdays from 6.00 pm to 8.00 pm. **Telephone** 8303 0590 or toll free 1800 188 158 for the free legal link-up, or visit their **website** at www.wis.sa.gov.au—select *Community Services*, then *Free Legal Link-up*.



Welfare Rights Centre

This centre is located at Level 5, 97 Pirie Street, Adelaide and provides free independent information, advice and help on any Centrelink problems. Staff in the centre can:

- help you through telephone or written communication
- negotiate with Centrelink for you
- help you make an appeal about a Centrelink decision that affects you.

Telephone 8223 1338 or 1800 246 287 (country callers toll free) or visit their **website** at www.wrcsa.org.au.

Low-cost or free mediation services

Mediation is a confidential and informal way to resolve a dispute with the help of a neutral third person (mediator). The mediator works with both parties to help them reach a mutually agreeable solution to their differences. Low-cost or free mediation is available through:

- The Southern Community Justice Centre
Telephone 1300 850 650
Website at www.scjc.com.au
- Relationships Australia SA
Telephone 8223 4566
Website at www.rasa.org.au
- Centacare
Telephone 8210 8200
Website at www.centacare.org.au.

Public Trustee—assistance with wills

You can make a will through the Public Trustee. Public Trustee does not charge you a fee, but instead takes a defined share of your estate. There are lower costs for people with smaller estates. Help is also available to manage a person's affairs after death. **Telephone** 8226 9200 or 1800 673 119 (country areas toll free), or visit their **website** at www.publictrustee.sa.gov.au.

Red Cross—assistance with wills

The Red Cross has a list of solicitors (including some in the country) who offer low-cost help to make a simple will, or make changes to

an existing will. They also run *Wills Days* that are held periodically in various community locations. You do not need to leave a bequest to Red Cross to use this service. **Telephone** Red Cross in Adelaide on 8100 4500, or visit the South Australian Red Cross **website** at www.redcross.org.au/sa/.

Other

Funeral assistance

You may be able to receive financial assistance to cover the costs of a basic funeral and other related expenses if you've recently experienced the death of a family member and you're facing financial hardship. This service is provided through the Department for Families and Communities. **Telephone** 1300 762 577 (TTY 8226 6789).

Red Cross

The Red Cross provides reassurance and support telephone calls for vulnerable and/or socially isolated people.

- Telecross offers daily phone calls. **Telephone** 8100 4697 or free call 1300 885 698 **Website** at www.redcross.org.au/sa/
- TelecrossREDi
Up to three phone calls a day can be made to check on a client's well-being during an extreme weather event such as a heat wave. **Telephone** 8100 4500 or 1800 188 071 for more information.

Specialised smoke alarm scheme

This scheme is provided by the South Australian Government for people with a profound hearing impairment. A specialised smoke alarm with modified alarms is available free to eligible people (if the person receives a pension or is on a low income, and he/she is an owner-occupier of the home). **Telephone** the *Hearing Solutions* section within Guide Dogs SA.NT on 8203 8333 or 1800 738 855 (TTY 8203 8391). **Note:** A similar service is available to people with hearing impairment

who are tenants in a Housing SA property. Tenants should **telephone** Housing SA on 131 299.

Telephone and Internet

TADaust Connect

Low-cost home telephone and Internet connections are available to people with disability, pensioners and other low income groups. The service is available Australia-wide. **Telephone** 1300 735 439 or visit the **website** at www.tadaustconnect.org.au.

Telstra Services

Telstra Disability Products and Services

This guide is a free online tool listing solutions for various difficulties that elderly people, or people with disability, may have when using standard phones. Visit the **website** at www.telstra.com.au and search for *disability*.

Telstra Disability Equipment Program

Eligible Telstra customers can rent modified telephones and other equipment (to overcome disability-related difficulties) for the same price as a standard phone. **Telephone** the Telstra Disability Hotline on free call 1800 068 424 (TTY 1800 808 981).

Transport and parking

Adelaide Metro Infoline, Infocentre

Adelaide Metro gives free information about travelling by public transport. Get help to plan your journey by **telephoning** the *Infoline* on 1300 311 108 **or** 8210 1000 **or** 1800 182 160 (TTY 8303 0844). You can visit the *Infocentre* on the corner of King William Street and Currie Street in Adelaide or visit their **website** at www.adelaidemetro.com.au to use the online journey planner tool.

Get more information about Adelaide Metro's accessible transport by calling the *Infoline* numbers above or **download** brochures from the website address above—select *Accessible Transport*, then *People with Disabilities*.

Mobility Pass

This pass is available to people with disability who cannot manage ticket validating machines.

Travel Pass—vision impairment

The Travel Pass for a Person with Vision Impairment entitles the holder to unlimited free travel on Adelaide Metro regular bus, train and tram services.

Plus One Free Companion Card

Companions of people with permanent and severe disabilities can apply to travel free on Adelaide Metro buses, trains and trams using the *Plus One Free Companion Card*.

Telephone 1300 360 840 or visit the Accessible Transport section of the **website** address given on the previous page.

Air travel

The Qantas Carer Concession Card is for people with disability requiring full-time assistance from a carer while on a plane. Cardholders and their carers can receive a discount on flights. **Telephone** NICAN (a national disability information service) for more information and an application form on (02) 6241 1220 (free call/TTY 1800 806 769).

Disability Parking Permit

Parking permits are given to eligible people who can't use public transport due to a permanent, significant physical disability. A parking permit also means carers can use car parks reserved for people with disability, as long as the vehicle is being used to transport a person with disability who has been issued with the permit. **Telephone** 131 084 or visit the Department for Transport, Energy and Infrastructure **website** at www.dtei.sa.gov.au.

Local Councils

Most local councils have community services, primarily for their elderly residents. Services may include community bus services, transport to/from medical appointments, or someone to transport you and help with shopping. **Telephone** your local council or visit the Local

Government Association **website** at www.lga.sa.gov.au/site/page.cfm?u=210.

Patient Assistance Transport Scheme

The South Australian Patient Assistance Transport Scheme (PATs) provides financial reimbursement to country patients and approved escorts. The scheme covers some of the cost of travel and accommodation when travel is over 100 kilometres (each way) to receive specialist medical treatment unavailable at the nearest health centre.

Telephone 1800 188 115, or ask your GP for more information, or visit the **website** at www.countryhealthsa.sa.gov.au/Services/PatientAssistanceTransportSchemePATs.aspx.

Rail travel

People with a Commonwealth Pension Card or a Seniors Health Card are eligible for substantial discounts with Great Southern Rail (that is, The Ghan, The Indian Pacific and The Overland trains). People with a South Australian Seniors Card are eligible for other discounts. **Telephone** 132 147 or visit the **website** at www.gsr.com.au.

South Australian Transport Service

The Australian Red Cross provides transport to and from medical appointments for people unable to use any other means of transport; this covers people with disability, those who are frail aged and their carers. There is an annual \$20 fee and passengers are asked to make a donation if this is appropriate.

Telephone 8100 4500 or 1800 246 850 (free call) for more information.

Taxi vouchers

People with disability may be eligible for a 50 or 75 per cent discount on taxi fares if they can't use public transport safely due to a permanent and severe disability. Up to 80 vouchers are available every six months. **Telephone** the South Australian Transport Subsidy Scheme (SATSS) on 1300 360 840 for help. Get the SATSS application form from your GP or download it from the **website** at www.sa.gov.au (search for taxi voucher).

Disability Advisory Network SA develops greater client participation

Welcome, consumers and stakeholders, to the new Disability Advisory Network of South Australia, or DANSA as we're more commonly called.

We're undergoing a restructure with the adoption of new terms of reference, which will give much needed clarity about our task, identifying you—the consumer—as our primary network.

We're also working on a systemic consumer consultation network plan. This plan will see us involve regional visits across South Australia where we'll be holding a variety of consultation activities to engage different consumer groups within each region.

The information gathered through these visits will form part of the Service Issues Data Collection (SID Collection), developed by me and the Deputy Chair of DANSA. This process will allow consumers to contribute their concerns and also provide solutions to their service issues.

Consumers in the past have participated in forums and workshops only to experience negative reactions over what they've put forward because of perceptions that their concerns were complaints.

The term 'Service Issues Data Collection' allows us to move away from the stigmatising term 'complaints' with its negative connotations. This shift in focus will enable us to concentrate on issues consumers are experiencing with the system.

The SID Information Profile is a tool created to collate the SID Collection using the following four-step process:

1. Current service issues that consumers identify they are experiencing in the system
2. The impact on them of these identified service issues
3. The outcomes they need in response to these issues
4. Suggestions that can lead to potential solutions.

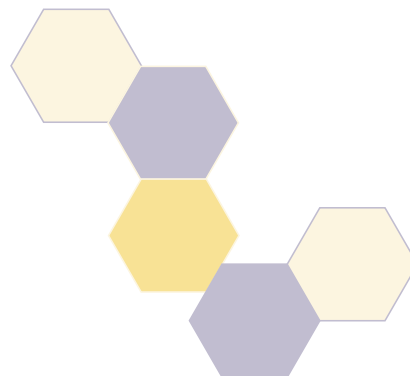
Consumers will be able to put forward their individual issues in forums, workshops, coffee mornings and through other avenues. Our DANSA team will be focusing on 'real issues' around services that need addressing and concentrating on being an advisor rather than an advocate. The information gathered will not identify individual consumer issues.

We will map out individual consumer groups within each region in South Australia and will present the Executive Director, Disability Services with reports that describe issues of consumer concern that need attention. The SID Collection also will provide an avenue for meaningful and active consumer input that can be used by the department—a qualitative body of information that the department will use where needs are identified.

Your assistance will be vital in achieving 'our' desired outcomes.

The DANSA team, introduced in the two pages following, is a committed group of consumers representing diverse disabilities and life experiences, and whose members have been involved in the system for a long time.

Respectfully,
Jamieanne Albrecht
Chairperson



DANSA membership



Enablement and empowerment by you with you.

Jamieanne Albrecht

Jamieanne was born with congenital spinal and language issues that never stopped her from engaging in life with gusto. She has worked in welfare organisations, had art exhibitions and obtained a degree. She is the parent of two children, one of whom has Asperger syndrome.



She writes: *Disability is not a sum total of a person just an aspect. It's not what we don't have, but rather how we use what we do have that defines us. We, not others, are the authors of our own selves. I hope to see services regarded as a social inclusion tool—as an investment in society—rather than as an expensive burden.*

Vanessa Brown

Vanessa has cerebral palsy and bi-polar disorder. She has a Queen's Guide Award from Regency Park Disabled, now known as Novita. She has acquired skills to go to university which she now enjoys as she *believes people only live once.*



Ian Cummins

Ian describes himself as a 'people person'. He's been working in the disability sector for the past 30 years on numbers of



committees. He was one of the founders five years ago of Our Voice.

Ian's vision for people who have disability is ... *to have a better life, to have more of a say in decision making in relation to services, transport, and so on, to know they have rights.*

John Harmer

John describes himself as 'a spastic L Hemi paretic', who's been self-employed and living independently for 29 years, but now requires some assistance with daily living.

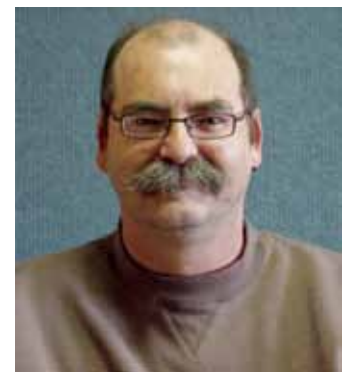


He loves music, reading and writing. Sailing and pistol shooting are his sporting hobbies.

John expresses one main desire: to allow people with disability to see that they are able to still engage with life and that opportunities are not completely denied to them even if the dark veil of disability hangs heavily upon us all. He states that *making things happen for the disabled is very important to me.*

Jim Kidd

Jim is 51, and has three adult children and three grandchildren. He was diagnosed with multiple sclerosis (MS) in 1985 and, since then, has been involved in Adult Physical and Neurological Options



continued on next page

Consumer Advisory Group (APN CAG), the Physical Disability Council of South Australia (PDCSA) and the Physical Disability Council Australia (PDCA), DANSA, and in Enhanced Lifestyles, on Disability SA interview panels, and with university and college lectures.

Graham Mylett

Graham has dedicated himself to educating and improving the community's attitudes towards disability since suffering a serious and life-threatening acquired brain injury in 1989.

He has studied extensively at university in occupational therapy, social work and psychology. He has a Certificate III Disability, and a Certificate IV Training and Assessment and currently works as a disability educator and trainer, and as a work placement coordinator, training future personal care workers.



Augustus (Gus) Walter Raddock

Gus has administration and management experience in banking and native land tenure organisations in Fiji. He has worked in Australia as a Senior Project Officer Central Land Council—Alice Springs.

Gus acquired his disability in 1989 and since then has been involved in administrative work with disability organisations, as well as founding a charity fund-raising organisation sending hospital aids and equipment to Fiji—20 containers sent to date.



Lisa Roncoli

Lisa Roncoli has been a DANSA member since it was formed in August 2007. Lisa acquired a brain injury when she was in an horrific car accident in 1986 at only 18 years of age. She now works as a support worker for both CARA and Leveda.



Pano Zivanovic

Pano was an independent person before his stroke: *very active, doing my own thing*. The stroke knocked him about but he's enjoying life again. He describes himself as a *gentleman*, a determined person, committed to DANSA and committed to helping people.



Will Swart

I'm Will. I survived a brain injury 11 years ago. At first, I was dobbed in for the Salisbury access advisory team, then to Brain Injury Options Coordination Consumer Advisory Group (BIOC CAG) and from there I evolved to DANSA.

At DANSA, Will wants to improve the quality of life for all people with disability.



Visit www.sa.gov.au/disability and search for DANSA to learn even more about the Disability Advisory Network SA. Telephone 8372 1479 to reach the Consumer Consultation Line.

In my own words: Vanessa's story

If I could have one dream which is yet to be established for people with disability and which is perhaps never going to happen, it is that they will enjoy communication as I do. Going to university with both cerebral palsy and bi-polar disorder—it makes you appreciate the little things such as walking, which for some people is impossible.

One only has to look at Dr Stephen Hawking and recognise what a marvellous mind in such an affected body. I can also say that, when I was much younger and more mobile, I got my Queen's Guide and have enjoyed my involvement since then and as I do with the Disability Network of South Australia.

As well as the many joys that come with coping with disabilities, there are also disappointments such as being rejected for a motorised wheelchair. However, I was thankful that I could manage to understand the implications of my therapist's comments and what they could mean to me as an adult living with physical disability.

I am happy that the team of my dreams written about in this interview would incorporate people's strengths and limitations. This is important for good working ethos and understanding at all levels. Sometimes, even with the good intentions of big places, abilities get overlooked, but I am not sure that I have all answers to how you make such places perform better. What I can say is that the most efficient places are the happiest places.



The team of my dreams would be as understanding as possible of everybody. It would make able-bodied people understanding of us and us of them. I am once again lucky that I have got both able-bodied friends and friends with disability, and I am sure that this development has been important to me as a person.

I am trying to make people appreciate abilities in the team of my dreams so that then it leads to heightened and better understanding on both sides.

If I could have three wishes to heighten understanding again they would be:

1. Listen at **all** levels because this is where major communication sometimes fails.
2. Reward effort, not just outcome, because people then are more able to communicate, in my experience, than they would otherwise be.
3. Please try and understand that everybody is trying to do their best and it's not always easy being green!

As I look back on my learned experience, I can realise my limitations and strengths. For the most part, I can then realise that I can be happy despite these limitations and lastly, because most of the time, I hope I cope okay. I can make other people as happy as what I am.

Vanessa Brown
Student and DANSA member

I always try to make the most of my life for as people say 'You only live once'.

Did you know ...?

The *Children with Acquired Brain Injury* booklet helps families, schools, preschools and childcare services to support children with acquired brain injury. The writing was a collaborative effort between the South Australian Women's and Children's Hospital, and the Department for Education and Children's Services, generously supported by the community through the Bluey Day Committee. Download the booklet at www.decs.sa.gov.au/speced2/files/pages/chess/hsp/Pathways/original_abi_book.pdf.



Multisport weekend

Do you play sport?

Do you have intellectual disability?

Join in a sporting weekend being held at Immanuel College, 32 Morphett Road, Novar Gardens from 1 to 4 October.

Six sports are being played over the weekend—netball, tennis, soccer, tenpin bowling, swimming and basketball.

Put in a team or an individual registration to join a team.

Contact Lisa Hester at the Special Olympics office on 8234 8730 for more information.

Services around children

Disability SA's senior developmental programmers in country areas deliver individual developmental programs for young children diagnosed with Autism Spectrum Disorders. The main focus is on children up to the age of eight. Many areas also support parent groups. Visit your local Disability SA office or telephone 1300 786 117 for more information about these, and any other local services.

The Gilles Plains office at 31 Blacks Road will offer

free workshops on toilet training in term 4. The workshops are for children from around two-and-a-half years old. Telephone Sharon Kinnaird on 8366 7300 for information, including dates and venues.

Regency Park Early Childhood Program is offering evening seminars on aspects of early childhood development at the Disability SA office, 180 Days Road, Regency Park, on the first Tuesday of each month at 7.00 pm. Telephone Julie O'Leary on 8348 6000 for information.

Licence to Cook

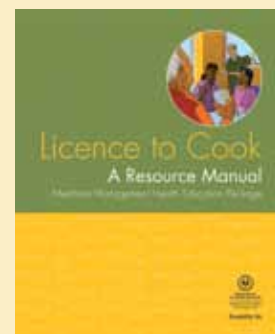
The best mealtime is safe, relaxed, enjoyable and nutritious. These goals are achieved by having well-trained people working with clients to support their mealtime needs. Minimise the hazards of choking and maximise the nutrition in every meal.

Use the **Licence to Cook** stand-alone training package to help health professionals/caregivers to address the problems of dysphagia while ensuring that correct nutrition levels help keep clients at a healthy weight.

Licence to Cook contains recipes, a DVD on food safety and a CD containing PowerPoint presentations/overheads and other resources, neatly contained in a single folder. The training program was developed by Sandra Lowe, Senior Speech Pathologist, and Esther Sherry, Senior Dietitian.

Licence to Cook is available from the Service SA online shop at <http://shop.service.sa.gov.au>.

Telephone **1300 786 117** if you have a question about purchasing the product or the training program.



The Special Olympics ... a time to shine



Photo by Wikipop Media

Jackson Richards plays football at the 2010 Special Olympics, Adelaide



Photo by Wikipop Media

Jasmin Crewsden plays basketball at the 2010 Special Olympics, Adelaide

The time had finally arrived for the competitions, and all members of Team SA were well-trained and ready.

Team SA arrived at camp Sunday afternoon following a spectacular send-off from Elder Park following the Law Enforcement Torch Run—*Run with the Law*—Stage 13.

Members of the team were in the final leg of the Torch Run on Monday 19 April, and what a great sight as they left the zoo and made their way throughout the city finishing on the lawns of Government House.

It was good to see so many of our athletes having key roles later that day in the opening ceremony—Damien Rak leading the team, Scott Hart carrying the Special Olympics Australia flag, Donna Alexander bringing in the torch, Lyndall Datson as the last torch bearer, Laura Hester lighting the cauldron and Lachlan Woollett saying the athletes' oath.

Team members put in 100 per cent over the three days of competition and even though we were one of the smaller teams, we were very successful in taking 97 medals.

There were many highlights for the South Australian team, including:

- the first time we've had male and female basketball, with both teams making the gold medal playoffs
- having athletes competing in three new sports: sailing, golf and football
- having 33 athletes attending their first National Games.

Congratulations to all Team SA members, coaches, support staff and families for the wonderful support and encouragement throughout the lead-up to and during the games. Thank you to all the volunteers and spectators who attended and certainly ensured these games were memorable.

Lisa Hester, State Manager
Special Olympics South Australia
Telephone 8234 8730
Email lisah@specialolympics.com.au
Website www.specialolympics.com.au



Working for you and the future: Office for Disability and Client Services

The Office for Disability and Client Services (ODACS) leads strategic planning and policy development for the disability sector, as well as funding for the non-government disability sector in South Australia. The office also provides advice to the South Australian Minister for Disability and Chief Executive of the Department for Families and Communities.

ODACS provides funding to around 100 approved organisations to provide a range of services for people with disability; most of these are non-government organisations.

ODACS coordinates the Disability Services Provider Panel, including assessing and approving service providers to ensure high-quality services are delivered by funded organisations.

We also:

- represent the Department for Families and Communities on national working groups and contribute to developing national disability policy, including the National Disability Strategy
- work with the Australian Government and other States and Territories on national priorities, such as the reform priorities under the National Disability Agreement
- manage data collection and activity reporting under the National Disability Agreement
- develop policies for the disability sector
- implement and monitor the progress of South Australia's Strategic Plan disability targets
- manage across-government access and inclusion planning for the State Government; including coordinating and monitoring progress in relation to South Australia's Promoting Independence Strategy
- provide advice and coordinate planning for social inclusion of Aboriginal people with disability
- support the Minister's Disability Advisory Council, that comprises members who have a 'lived experience of disability'
- lead key service reform and initiatives, such as Supported Residential Facilities (SRF) reform and the self-managed funding initiative.

ODACS

Contact information

Office for Disability and Client Services

GPO Box 292
Adelaide SA 5001

Telephone 8226 6052
Fax 8226 6262
TTY 8226 6245



Did you know ...?

Disability SA runs and sponsors a variety of groups offering social, recreation, skill development opportunities and other forms of support.

Visit the website at www.sa.gov.au/disability, and select *Disability SA social, recreation and support groups* to see examples of groups running in your area.

Reform priorities under the National Disability Agreement

The National Disability Agreement (NDA) between the Australian Government and the State and Territory Governments came into effect on 1 January 2009. The NDA is a schedule to the Inter-Governmental Agreement (IGA) signed by Premiers and has replaced the third Commonwealth State Territory Disability Agreement (CSTDA). All parties agreed under the NDA to several priority areas, described below, to underpin policy directions and achieve reforms in the disability service system.

Better measurement of need

A national model to estimate demand will be developed under this priority; there will be improvements in the quality of data reported under the National Minimum Data Set, and state-based data indicating unmet demand.

Population benchmarking for disability services

A National Population Benchmarking Framework will be developed. This framework should provide a suite of measures for disability services against the population (or population groups) that provides a basis for policy, service and planning decisions.

Making older carers a priority

The National Disability Priorities Framework will help governments target services to more vulnerable population groups (including older carers and Indigenous people with disability) based on relative need.

A paper has been completed in consultation with all jurisdictions, titled *National Stocktake of Future Planning Initiatives for Families of People with Disability*.

Quality improvement systems based on disability standards

A National Disability Quality Framework, with a National Quality Assurance System for disability services, will be developed to introduce a national approach to quality assurance and the continuous improvement of disability services. A key feature of this reform is the review of the National Disability Services Standards.

Service planning and simplified access

A National Framework for Service Planning and Access will be developed, focusing on person-centred approaches to service delivery and simplifying access to disability services.

Early intervention and prevention, lifelong planning and increasing independence and social participation strategies

An Early Intervention and Prevention Framework will be developed to increase governments' ability to be effective with early intervention strategies and to ensure support is timely. All jurisdictions will start implementing the framework by 2011, making early intervention a priority within service support for both children and adults.

Increased workforce capacity

A national workforce strategy will be developed to address qualification, training and cross-sector career mapping aimed at establishing the disability sector as an industry of choice.

Increased access for Indigenous Australians

A National Indigenous Access Framework will be developed to ensure the needs of Indigenous Australians with disability are addressed through appropriate service delivery arrangements.

continued on next page

Access to aids and equipment

States and Territories will work together to create more consistent access to aids and equipment across jurisdictions by 2012.

Improved access to disability care

A nationally consistent approach will be developed focusing on common eligibility criteria and consistency of principles for access and priority in disability services.

The Office for Disability and Client Services (ODACS) regularly contributes information and participates in numerous national working groups that advance the delivery of the 10 reforms.

ODACS also is on a national working group with the Department of the Premier and Cabinet to advance the National Disability Strategy, due to be released mid-2010.

There are a number of other national initiatives in which ODACS is involved, including the harmonisation of accessible parking, review of advocacy services, National Minimum Data Set redevelopment, review of portability and developing a national way forward on restrictive practices—to name a few.



Phase One: Self-managed Funding Initiative

Self-managed funding gives people with disability control of the funding that's been allocated for their support needs; it enables individuals to choose how, where and when they receive the support they need.

Self-managed funding ranges from a direct payment to a person with disability so they can arrange and purchase the supports required, through to arrangements that support them to self-manage.

Self-managed funding arrangements are being implemented within Disability SA at the request of the Minister for Disability. The Office for Disability and Client Services (ODACS) has been leading the work in collaboration with people with disability and their carers, Disability Services, non-government organisations and other key stakeholders.

The first phase of the initiative is enabling 50 people to transfer to self-managed funding arrangements. Participants needed to be current clients of Disability SA and have an existing allocation of ongoing disability support. Two self-management facilitators have been appointed to help participants through the process.

The Phase One: Self-managed Funding Initiative is a developmental phase. Self-managed funding is a new form of service delivery for most people with disability, and their carers and service providers; for this reason, participants will be involved in an independent evaluation that informs future self-management arrangements. Information on phase one of the initiative is available at www.sa.gov.au/disability/selfmanagedfunding.

A consultative committee involving key stakeholders has been established to make practical recommendations on a future self-managed funding system for South Australia.

General information on the self-managed funding project within Disability SA is available from ODACS on telephone 8463 7129 or at email dfcdisabilityself-managedfunding@sa.gov.au. The Disability SA Self-management Facilitators can answer more specific inquiries from clients and their carers on telephone 8372 1479 or at email DFCSelfManagedFacilitator@dfc.sa.gov.au.

Collaboration works on complex health matters

Many people with disability live with health issues in addition to their disability. Some people have highly complex needs. This reality can create many challenges both for the people concerned and the service systems that support them.

Disability SA has been working with SA Health in the metropolitan area to investigate better ways to provide services to people with complex disability and health needs.

Work has focused on:

- reducing the number of people with high needs who have long stays in hospital
- planning how to better meet the health needs of people with disability who may regularly seek hospital care.

Those people involved agree that it is important to work together in a collaborative and respectful way, to solve problems and to ensure the best services for clients and patients are available and accessible. Some changes can be made easily; others will need to be tackled at a higher level in SA Health and Disability SA.

Telephone Lucia Clift on 8372 1479 or email her at lucia.clift@dfc.sa.gov.au for more information about this work.



2010 Peter Edwards Memorial Award—call for nominations

The late Peter Edwards AM was involved for many years in redefining and reshaping services for people with intellectual disability. His significant contribution is recognised each year through an award established in his name and granted in two categories to:

- a person with intellectual disability—in recognition of personal development and/or achievement
- a person who works directly with people with intellectual disability—in recognition of personal contribution to the lives of people with intellectual disability.

Disability SA is seeking nominations for the 2010 award. Nominations can be made by any person or organisation. The award is open to any individual who fits one of the two categories above. Nomination forms are available from Jill Searle on telephone 8372 1406 or at email jill.searle@dfc.sa.gov.au.

Completed forms should be returned by Friday 16 July 2010 to:

Executive Director, Disability Services
Disability SA
103 Fisher Street
Fullarton SA 5063

Your library and librarians: here to help

The DFC Library and Information Service (Disability Collection) maintains information and resources on all aspects of intellectual disability, Autism Spectrum Disorders, brain injury and physical and neurological disabilities such as multiple sclerosis, Parkinson's disease and Huntington's disease.

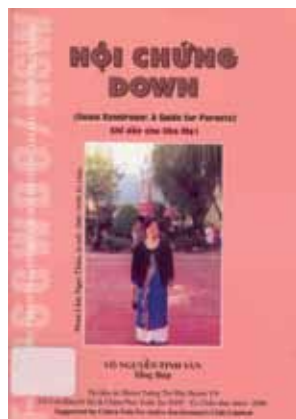
Our service is free and available to everyone.

The collection includes kits, books, journals (not for loan), DVDs, videos and CD-ROMs covering such topics as daily living skills, challenging behaviour, sleep problems, toileting, sexuality and relationships. Our parents' and children's sections have more reader-friendly information on a range of interests.

The Disability Collection is open 9.00 am to 3.00 pm weekdays. It's recommended that you contact library staff before you visit if you need extra assistance.

New resources in the library include a series of books written in Vietnamese on aspects of autism, Down syndrome and cerebral palsy. Titles include:

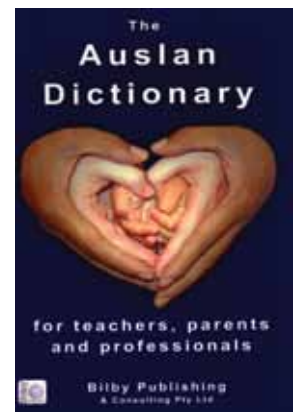
- Nuôi Con Bị Tự' Kỷ (*Raising a Child with Autism*)
- Để Hiểu Chú'ng Tự' Kỷ (*Understanding Autism*)
- Chú'ng Asperger và Chú'ng NLD, (*Asperger Syndrome and Non-Verbal Learning Disorder*)
- Tự' Kỷ và Trị Liệu, (*Autism and Treatments: a guide for parents*)
- Hội chú'ng Down: Chỉ Dẫn cho Cha Mẹ (*Down syndrome: a guide for parents*)



- Chú'ng Bại Não, (*Cerebral Palsy: a guide for parents*)
- Chú'ng Tự' Kỷ: Tuổi Thiếu Niên và Tru'ở'ng Thành (*Autism: adolescence and adulthood*)

Other resources include:

- *The Anger Workbook for Teens: activities to help you deal with anger and frustration*
- *The Auslan Dictionary for teachers, parents and professionals*
- *Asperger Syndrome and Anxiety: a guide to successful stress management*
- *I'll Hold Your Hand So You Won't Fall: a child's guide to Parkinson's disease*
- *Waterlemon: husband in a coma & other setbacks*
- *Getting Out There: including people with disabilities in the community (DVD)*
- *Hurry Up and Wait: a cognitive care companion: Huntington's disease in the middle and more advanced years*
- *Talking Together ... About Sex and Relationships: a practical resource for schools and parents working with young people with learning disabilities.*



DFC Library Disability Collection
c/o Strathmont Centre
696–710 Grand Junction Road
Oakden

Telephone 8266 8556
Fax 8266 2878
Email disability.library@dfc.sa.gov.au

Volunteer services ... now radio broadcasters

Over 1200 volunteers are registered with Disability SA's Volunteer Services. These services support clients at Strathmont Centre, Highgate Park, in advisory groups, community activities and in country centres. Demand is also increasing for volunteers to support clients living in community houses.

Volunteers are provided each year for the Disability and Ageing Expo, held at Adelaide Showground, Wayville. Dinner dances are held several times a year at Strathmont Centre and other function centres with the help of volunteers. The Tri-State Games are held at the end of each year with the help of volunteers

around transport and accommodation. Disability SA's Volunteer Services also has centres in Mount Gambier and Victor Harbor.

A recent exciting development has seen volunteers and clients become broadcasters. Radio Station 5GTRFM, Mount Gambier, approached the Volunteer Services to offer a segment from Disability SA clients. The clients choose the music to play and talk with the audience with the help of the volunteers. It's one more way that volunteers 'do with, not for', by helping people with disability to lead fulfilling lives that take advantage of every opportunity they want.



2010 Disability Conference welcomes clients, families and carers for first time

Forward Together

Clients and their families and carers are being invited for the very first time to attend a Disability SA conference that will also be attended by staff from Disability SA and non-government service providers.

There will be daytime speakers and workshops especially for clients, families and carers. Some sessions will be presented again in the evening for those who can't attend during the day.

The conference will be held on Wednesday 13 October 2010 at Allan Scott Park, Morphettville (close to trams and buses).

More details will be confirmed in early July. You'll be able to find more information at that time on the Disability SA website and through our regional offices.

Conference presentations

People with an interest in the disability sector are invited to submit presentations for consideration.

Have you a:

- paper that you presented recently?
- workshop you would like to run?
- story you would like to tell?
- model or project you want to talk about?
- display you would like to showcase?

We're looking for a wide range of topics and welcome emails regarding presentations, workshops and/or visual displays to disabilityconference@dfc.sa.gov.au.





Getting in touch with Disability SA

Disability SA has many ways that you can contact us. We welcome your questions and feedback through telephone calls, emails and personal visits to our offices.

Disability SA

Information and referrals 1300 786 117

You can telephone this number to ask your questions or to make a referral for services. Our Customer Information staff will do their best to help you. We'll ring you back if we can't answer your questions straightaway.

Information by email

You can email your questions to us at disabilityinfo@dfc.sa.gov.au.

Information on the website

The South Australian Government has a comprehensive website, including disability information. Visit the disability sections at www.sa.gov.au/disability to find a wide range of information sheets (select 'Information and Publications') plus links to other resources and sites. You can telephone or email us if you can't find what you're looking for. You can provide feedback through the website feedback system if you have suggestions for improvement.

Independent Living Centre of SA (ILC)

The ILC, at 11 Blacks Road, Gilles Plains, provides a free information and advisory service about aids and equipment, including costs and suppliers of products/services. Aids and equipment on display can be demonstrated, discussed and trialled with an occupational therapist. The mobile outreach service visits country areas. Speakers and displays are available. The service is available Monday to Friday, 9.00 am to 5.00 pm, to all members of the public. Please telephone 1300 885 886

before visiting to check that the right person will be available to help you. Visit the national site at www.ilcaustralia.org for more information or telephone 1300 885 886.



DFC Library and Information Service (Disability Collection)

People may borrow many Disability SA publications, and other material and resources from the library, free-of-charge, by telephoning 8266 8556 from 9.00 am to 3.00 pm weekdays or emailing us at disability.library@dfc.sa.gov.au.

Many publications can be bought from Service SA's online shop at <http://shop.service.sa.gov.au>.

Continence Resource Centre

This service is located with the Independent Living Centre of SA (see above). Members of the public can seek advice from a continence nurse and see a wide variety of continence resources. Appointments are essential. Telephone 1300 885 886 or email us at continence@dfc.sa.gov.au for more information or to make an appointment. We can arrange an interpreter if you need one.

Community and online directories

There are many sources of online information about community services in your area. Visit the Service and Information Directories at <http://sa.gov.au/subject/Community+Support/Disability/Information+for+service+providers/Service+and+information+directories>.

You can buy comprehensive hard-copy community directories from:

- the Disability Information Resource Centre (telephone 1300 305 558)
- SACommunity (telephone 132 324).

Disability and Ageing Expo coming in August

Accessing quality information can be difficult and frustrating. The Disability and Ageing Expo provides the latest information on a range of services and products in one accessible location and enables people to make informed choices. You will be able to interact with service providers, try out equipment, ask questions and socialise.

The Expo will be open from 10.00 am to 4.00 pm, Friday 13 August 2010.

Enjoy free admission, free parking and entertainment in the Jubilee Pavilion, Adelaide Showground, Goodwood Road, Wayville.

Telephone Claudia Brookshaw, Expo organiser, at Disability and Information Resource Centre (DIRC) on 8236 0555 or 0421 284 905 for more information. You can email her at claudia@dircsa.org.au. The DIRC website is at www.dircsa.org.au.

Free SoundWaves music project

SoundWaves is a new contemporary music project for people with disability, organised by Tony Doyle Visions and funded by the Department for Families and Communities. The free project offers a monthly performance event as well as two workshop sessions per month to develop participants' musical skills. SoundWaves will run at the Folk Centre from 2010 to 2013.

The Folk Centre, corner of South Road and George Street, Thebarton, has full disability access with plenty of parking. Workshops will be held on the first and third Thursday of each month, beginning in July. The SoundWaves music event will be held on the last Thursday of each month. Telephone 8212 0390 or email tdoyle.visions@bigpond.com for more information.

Say no to abuse

Disability Services Abuse and Neglect Hotline

The hotline is for people with disability who use any government-funded service anywhere in Australia. Anyone can contact the hotline—a person with disability, a friend, a relative, advocate or guardian, a service worker, or a member of the public.

Abuse and neglect can include physical, sexual, psychological, legal and civil abuse, restraint and restrictive practices, or financial abuse. It can also include the withholding of care and support that exposes an individual to harm.

The hotline is open from 8.00 am to 8.00 pm, seven days a week.

Telephone the hotline on 1800 880 052.

All calls to the hotline are confidential.

Hotline 1800 880 052

TTY 1800 301 130

www.disabilityhotline.org

