



community partners in disability

A message from the Executive Director

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In this issue:

Housing for people with disabilities: The way ahead

Building better lives workshop

New community access service

Ministerial forum: housing options for people with a disability

Access for everyone—online guide to Civic

Building starts on housing project for young people

Notes from the Chair

2006 Post school options expo report

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We are now well into 2006—and Disability ACT looks forward to another year of intense activity as we continue to implement the priorities in *Future Directions: A framework for the ACT 2004–08*.

Under Strategy 3 — as well as bedding down the individual support funding package (ISP) new policy framework — we will be implementing a number of funding initiatives.

These will see development of community access services on the northside of Canberra; accommodation for people with acquired brain

injury, and increased support for children and adults who have high and complex needs.

Under Strategy 4 of *Future Directions*, we will be building on the work of the former Workforce Reform working group, and developing a comprehensive ‘whole of sector’ workforce strategy.

We will continue the implementation of the Quality Framework, along with strengthening the role of community providers as partners and leaders in the sector.

[Continued on page 2](#) ▶

Post schools options expo **a success**

The expo, held in May was an opportunity for students with a disability in Years 9–12 (and their parents and carers), to discover programs and services to assist them as they prepare to leave school.

[Continued on page 8](#) ▶

A team of enthusiastic volunteers from across the sector assisted visitors during the expo.



Executive Director's message
Continued from page 1

There has been much discussion in the media over recent months around the issue of young people with disabilities in aged care accommodation. In the recent ACT Budget, it is pleasing to see that the sector will receive funding of \$3.1 m (jointly funded with the Commonwealth), over the next four years towards addressing this issue.

In other news, the Minister for Housing, John Hargreaves recently hosted a series of open forums to explore housing affordability—including one focusing on housing for people with disabilities.

A number of our readers participated in this forum, and there is an edited version of the discussion paper on pages 2–6.

The forum was an opportunity to raise issues with the Minister and to offer suggestions on alternative approaches. Participants also heard about a range of housing and tenancy initiatives being considered by the Department.

Amid all this activity—the Disability ACT team will continue to provide—and maintain, the high quality services that you have come to expect.

I am always keen to get your feedback on the activities and performance of Disability ACT. You can contact me directly, (lois.ford@act.gov.au), if you would like more information.

Lois Ford

Housing

for people with disabilities:

The ACT Ministerial Housing Forum for People with Disabilities was held in February 2006.

The following is an edited version of the discussion paper from the forum. The full version of the paper is available at www.dhcs.act.gov.au

Secure housing and tenancy for most people with a disability and their families is a key part of minimising the impact of the disability and maximising personal outcomes.

Disability ACT's blueprint for action, *Future Directions: a framework for the ACT 2004–08*, acknowledges the right of people with disability to realise their vision and rights to self determination, respect and dignity—along with participation at all levels in the community.

This notion is a key driver in pursuing alternative housing options for people with a disability.

As well, Commonwealth, state and territory governments, under the 'Commonwealth State and Territory Disability Agreement (CSTDA)' have sought to work cooperatively to build inclusive communities—another link to the development of appropriate housing options

Background

Following the 'Report of the Board of Inquiry into Disability Services 2001' (known as The Gallop Report), the ACT Government agreed to a number of recommendations around service delivery. These were:

- "A gradual adoption of the person centred approach to assessing and delivering services to people with a disability in consultation with their families", and to
- "Encourage the design and introduction of new and flexible models that are responsive to

Housing complex in Turner, designed for older people, includes a number of accessible units.



The way ahead

the needs and desires of people with a disability – including family and community governance arrangements.”

Government and some community providers have tended to develop ‘group home’ (or congregate living) models in the absence of other more person centred examples.

Though this model was created within the principles of *normalisation*, the concept of the group home as ‘normal’ has become increasingly problematic in the context of social and cultural change.

There is now a far greater range of housing, and an increased number of people without a disability choosing to live in medium and high-density housing areas, villages and intentional communities.

While some form of shared living option is desirable for many people, from both a social and an economic view, the density and mix of tenants

is a key consideration in the choice of model.

In the ACT, Housing ACT has traditionally allocated houses to government and non-government disability support agencies through the Community Organisations Rental Housing Assistance Program.

Most people with a disability — and their families — are highly dependent on government provided housing. While access to affordable housing is an issue for all disadvantaged groups, many people with a disability are doubly burdened with additional care and support costs.

Disability Housing and Community Services (DHCS) is committed to developing and providing a range of person centred approaches to housing and tenancy arrangements for people with a disability.

Person-centred living arrangements tend to vary according to individual

needs. For many people, their needs cannot be met through prearranged large congregate living models, as their lives—and the lives of the people they share a home with, will change over time.

Proposed initiatives

A number of initiatives that were developed through consultation with the former Housing and Tenancy Reform Working group working groups were presented for discussion at the recent Ministerial Housing Forum. These included:

- 1 Co-tenancing
- 2 The responsive landlord (housing and tenancy support)
- 3 Committed public housing stock
- 4 Home ownership
- 5 Cooperative managed housing
- 6 Greater support within family homes

These alternatives are briefly outlined over the page.

Accessible housing for older people in Turner.



Accessible and adaptable housing in Downer.



Housing for people with disabilities: The way ahead *continued*

1 Co-Tenancing in public and community housing

What is it?

Co-tenancing is an arrangement where a person with a disability accessing public or community housing chooses to share his or her home with someone without a disability.

In exchange for providing an agreed level of support, the co-tenant gets a reduced or waived rent eg. they may be expected to be home six nights a week or at a certain time during the day.

The role of the co-tenant is to complement paid and informal networks rather than provide an alternative to paid support, and to provide assistance and companionship, within agreed arrangements.

Who's doing it?

Agencies such as Hornsby Challenge (NSW), The Housing Connection (NSW), McKillop Family Services (VIC), Jesuit Social Services (VIC) and Homes West (QLD) have participated in these arrangements for a number of years.

In the ACT this model has been operated successfully by FOCUS, an accommodation provider of some 15 years, mainly using private rental options.

Positives

Studies show that longevity of co-tenancing arrangements mirrors similar arrangements

in society, increased social networks, particularly outside of the disability sector; increased autonomy and independence; and the development of meaningful relationships.

Issues

It is acknowledged that co-tenancing arrangements will not be suitable or of benefit to all people with a disability. Its application would need to be tested on an individual basis. Duty of care, legal and insurance obligations, selection of co-tenant, and roles and responsibilities would need careful consideration.

This model could fall outside current Housing ACT eligibility requirements.

Kitchen shows lowered appliances and capacity for modification to allow easier access to sink and benchtops.

2 Responsive landlord for housing and tenancy support

What is it?

The Responsive Landlord model provides tenancy support for people with a disability who are clients of public or community housing, and who require support additional to property management provided by an organisation such as Housing ACT.

There are three key components.

- 1 Housing ACT would provide the housing and property management, along with modifications and maintenance.
- 2 The Responsive Landlord's (the property manager) role would be to provide support to maintain tenancy, assistance with arrangement and financial management (eg. payment of rent, utilities, purchasing of furniture).



This role would also include support with group living issues (facilitation house meetings, dispute resolution, work with HACT to facilitate maintenance) and referral for non-tenancy related issues (household shopping, medical or other requirements).

In addition, a support provider would assist with building living skills and access to community and advocacy.

Who's doing it?

TAS Housing currently provides a responsive landlord service to its members.

Positives

Development of collaborative partnerships between government and community — particularly to fill the gap between property management services and other care.

Issues

What is current best practice internationally and nationally regarding housing and tenancy models for people with a disability?; development of guidelines for services eg. who pays for additional services; consultation with key stakeholders on the model development; identification of departmental responsibilities in relation to contract and relationship management; identification of suitable clients and implement pilots.

For some people whose support needs can exceed what is currently provided by a property management service, independent living arrangements are neither affordable nor widely available.

3 Committed (ring-fenced) public housing stock

What is it?

The idea of identifying and commissioning a fixed annual number of 'out of turn' properties from public housing stock, for people with a disability.

It would also require a funding allocation for any disability modifications needed for these properties.

Who's doing it?

Currently not operating in ACT or other states in Australia.

Positives

Acknowledgement of people with a disability as a priority group in the community, particularly as this group is doubly burdened with additional care and support costs.

Issues

People with a disability are essentially 'competing' with the most disadvantaged group in our society for accommodation — the homeless.

DHCS currently estimates that 20 committed properties, for example, would cost around \$7m. The need to modify properties would be an additional cost.

Consideration needs to be given to the source of accommodation support needed to enable the move to independent living, as well as identification of suitable properties, the allocation of properties, eligibility criteria and tenancy agreements.

4 Home ownership

What is it?

An example may be where parents wish to give their child their family home when they die, or purchase a home for their son or daughter when they become an adult.

Positives

Home ownership is seen as a way of providing housing security, especially where a person has an intellectual disability. Some families also see it as having a number of other advantages eg giving the adult child with an intellectual disability a sense of independence; self esteem; a sense of being 'normal'; permanency, stability and a sense of belonging; and routine in living arrangements.

While there are many ways of achieving some of these goals outside of home ownership, for some families and some people with a disability it may be the most effective way of achieving some of these goals.

Issues

Many responsibilities accompany home ownership (including payment of rates, maintenance of the house and garden).

Home ownership can also impact on access to other systems that are used by a person with a disability or a family member, including social security payments and support service systems.

Legal issues eg legal capacity and substitute decision-making, the operation of trusts, taxation concerns, legal ownership structures and ways of providing flexibility for changing circumstances at the same time as creating security and certainty for the person with an intellectual disability.

Continued on page 6 ►

Housing for people with disabilities: The way ahead *continued*

Other concerns can relate to family dynamics, having safeguards to ensure the practical implementation of the family's intent and problems with lack of access to professionals with appropriate expertise:

Practical concerns to decide whether home ownership is, in fact, the best choice for their adult child; an achievable goal and pathways to ensure long term success.

5 Cooperative managed housing

What is it? Who's doing it?

The best example of this model is the Deohaeko Support Network in Canada.

It is a family governed model where several families united to plan for the future of their sons and daughters with intellectual disability.

Joint federal and state government funding allowed the families to design and build the Rougemount Intentional Community in Pickering, Ontario.

Rougemount is a 105-unit government housing cooperative, which has become a home to six of their sons and daughters, as well as 200 other

typical community members looking for a favourable place to live.

Although the units are rented by the government, the operation of Rougemount is based on the traditional co-operative principles of mutual ownership, effort and support. It belongs to and is owned equally by cooperative members.

Positives

The model creates continuity of home life and relationships, and ensures that all members have full rights and valued roles in the running of the cooperative. People with a disability started as, and remain as, key residents in the complex.

Families are very much involved, and the introduction of a paid coordinator supports people's circles of friends, their relationships and their support plans.

6 Greater support within family homes

Where other options are not available, or are not taken up, and a person with a disability continues to live with their parents, this housing arrangement needs to be supported.

Support can involve assistance with life planning, community networking and service coordination; in-home or out-of-home respite; day activities; and the services of occupational therapists, physiotherapists, speech pathologists and psychologists.

The recent initiative of Disability ACT's Local Area Coordinators (LACs) will assist people with a disability and their families in the following ways:

- providing information
- assisting in determining their own needs and identifying the supports they require
- assistance to connect with and be included in the local community and its activities
- accessing formal support services, if required, and
- advocating for people with disabilities and their families, when required.

Next steps

Disability ACT is in the process of allocating a resource in the community to explore and further progress some of the alternative models outlined in this paper. For more information, contact Gerry McKeon on 6205 0749 gerry.mckeon@act.gov.au.

ACROD ACT Forum

Policies and practices in disability services

A workshop training session facilitated by disability consultant, Chris Fyffe.

Wednesday 28 June 2006

12–2 pm—lunch will be provided

Ainslie Football Club

Wakefield Ave Ainslie

Registration available from 11.45 am. ACROD members are free, non-members \$12.

More information contact: Maria Heffernan 6283 3218 maria.heffernan@acrod.org.au

RSVP by 20 June 2006.

Fastest Aussie skier

Canberra's Michael Milton is Australia's fastest skier! The paralympian's speed of 213.65 km/h for the downhill run in France on April 19 saw him break his previous world record for athletes with a disability by 3.25 sec. He also overtook the Australian Open record.

Building better lives workshop

“I came away feeling totally energised. I can see benefits way beyond my work,” said disability network coordinator Leonie Motbey, — after taking part in a one day workshop with social role valorisation trainer, John Armstrong.

The workshop, attended by around 50 of Disability ACT’s support workers and coordinators, was highly interactive, with John guiding people through a range of topics on the concept of social devaluation.

The very basic premise of social valorisation is that people who are empowered to have a valued role in society, will also have a greater likelihood of having the valued conditions of life (eg respect, status) being available to them by society.

Conversely, people who are devalued by society — such as those who have a disability, are poor, or are from a different cultural or racial background — will not be accorded the conditions by the community, and therefore, continue to have roles that are devalued.

For people who work with people with a disability — having an understanding of how social valorisation works — gives greater awareness, tools and techniques about how they can better support clients in having ‘a good life’.

The day’s training included discussion on the benefits of roles, community ideas and perceptions, the connection between having ‘a good life’ and valued roles, and clarifying the role of the worker in bringing valued roles to clients, along with the qualities of leadership to bring about positive changes.

For David Rea, the experience was about having “a chance to look at my own roles — and compare how these relate to the direct needs of people with disabilities.”

John’s breadth of knowledge and experience, along with his dynamic style throughout the session clearly captivated the attention of the participants.

“This is about changing the way we view people”, said Narelle Reid. “I can’t wait to get back to spread the word to my team.

For more information about social valorisation, visit www.socialrolevalorization.com

New community access service

Disability ACT has been given new funding to establish a new service (or services) in north Canberra for people who have disabilities.

The new service(s) will:

- work with young people and adults who have left school, are not ready or may not be able to seek full time employment or further education.
- help individuals and families to identify goals, and to decide the support and activities that will assist them to work towards these goals.
- work with people in their own homes and in places in the community usual to the activities.

Disability ACT consulted with nine direct service providers in developing the philosophy and goals of the service(s). This information was incorporated into a consultation paper which was released in February 2006. Feedback from the consultation process was included in the tender process in March.

This process is now completed and we will announce the successful provider in July.





New minister for disability

ACT Chief Minister, Jon Stanhope announced a revised cabinet in April this year. Deputy Chief Minister, Katy Gallagher now has responsibility for Disability and Community Services, Children and Youth as well as Health and Women.

Minister welcomes **disability role**

I was delighted to be appointed ACT Minister for Disability.

I feel privileged to be in a position to assist the on-going disability reform initiatives—embodied in the blueprint, *Future Directions*—and guided by *Challenge 2014*.

These key documents have given us a clear picture of where people with disabilities want to be in the future. The challenge for government and community is to achieve their vision in practical and lasting ways.

In this regard, we must continue to develop and monitor, sound policies and practices for efficient and relevant service delivery. But this work needs to be balanced with meaningful discussions with the disability community about changing needs, priorities and allocation of resources.

My previous experience working directly with people with disabilities gives me, I believe, an opportunity to quickly develop an understanding of the issues and show leadership in my new role.

As a former disability advocate in a small community organisation, I understand many of the complex issues that confront people with

disabilities, their carers, and the broader sector—on a daily basis.

I am very aware of the range of changes through our partnership with the community sector, that have seen the ACT move to a service system that is more innovative, flexible and very much, person-centred.

In a very tough Budget environment, this financial year, the sector will receive \$3.1m—jointly funded with the federal government over four years—to assist in reducing the number of young people with disabilities who currently live in aged care accommodation.

Added to this, four new services, which have been funded from previous budgets will come on stream in the next six months.

These are: community support services on the Northside; a specialist residential service for people with acquired brain injury; intensive support services for families and children and adults with a dual diagnosis and local area coordination (LAC) services.

I look forward to working with you all and hopefully meeting some of you soon as I get out and about over coming months.

Katy Gallagher

Post Schools

The Expo was held on Tuesday 23 May at the Centre for Teaching and Learning in Stirling.

The aim of the expo was to provide information and advice to Year 9–12 students with a disability—and their parents and carers.

The focus was on:

- transition planning
- career pathways
- employment options
- further education and training options
- community access and life skills options“
- funding eligibility
- advocacy groups
- being work ready.

A range of government and non-government agencies and service providers were on hand to talk to visitors about what services and programs were available. Joining Disability ACT at the Expo, were the ACT Department of Education (DET), Centrelink, Student to Industry Program, ACT & Region Chamber of Commerce & Industry, Vocational and Tertiary Education providers and the Network of Employment and Training Agencies.

Evaluation of the event was very positive, with visitor surveys indicating high levels of satisfaction around the

Options

2006 Expo

organisation of the event, and the quality and range of information.

Thank you to everyone who was involved in pulling together the expo, our exhibitors and presenters—and to our many visitors who came along to make the event such a success.

For more information about the expo, contact:

Marg Versey in Special Education and Early Intervention on 6205 9374 or email the Disability Coordination Officer at dca@disabilitycoordinationoffice.com.au

“Providing information and advice to Year 9–12 students with a disability—and their parents and carers.”

Great networking for visitors and presenters at the Post Schools Options Expo.



Ministerial forum: housing options for people with a disability

In February, the Minister for Housing hosted a forum to discuss housing issues for people with a disability.

The event was one of five similar community forums held in the lead-up to the Ministerial Housing Summit in late February. Around 50 community representatives attended to put forward their views. Participants discussed a range of ideas and housing models.

“I welcome the chance to hear from people first hand about issues around housing that impact on people with disabilities, said Minister Hargreaves.

“The forum is also a terrific opportunity to explore housing issues and options”.

Jeff Bishop, parent and president of the Stepping Stones for Life project introduced the subject of home ownership, as a real option. This idea is particularly relevant in view of Federal Minister Kay Patterson’s October 2005 announcement that parents will now be able to place up to \$500,000 into a trust for the future support of a son or daughter with severe disability—without being affected by social security means test or gifting rules.

Participants also reminded Minister Hargreaves to consider the housing and support needs of people with degenerative conditions, such as

multiple sclerosis. An example here could be funding for the modification of private homes as a way of assisting people to remain in their own homes—removing the need to move to more expensive modified social housing.

Director of Housing ACT, Maureen Sheehan said that a proposal for the identification of a number of Housing ACT properties for people with disability would be considered at the Ministerial Housing Summit (held in February 2006), in the context of targeted social housing for all special needs groups.

In closing the forum, Lois Ford, Executive Director, Disability ACT, called for a recognition of the connection between a range of housing models using a person centred planning approach, where people with a disability were actively involved.

“People with a disability absolutely need to have the opportunity to personally express what support arrangements and lifestyle they would choose for themselves, said Ms Ford.

“This forum is very much a starting point. The models discussed at the Forum all need more work in terms of policy and practical implementation.

“Disability ACT is committed to working through these, in partnership with our stakeholders to achieve sustainable outcomes.”

“This forum is very much a starting point.

Access for everyone— online guide to Civic

The Access for Everyone website was recently launched by People With Disabilities ACT (PWD ACT) to help people in the community with mobility or sensory limitations to plan entertainment, shopping and business transactions in Civic.

The locations of 53 participating businesses have been mapped in the section of Civic bounded by London Circuit, Akuna Street, Bunda Street, East Row and Mort Street and information is now available about their level of accessibility.

All participating businesses were audited to identify premises with accessible entries and assess their user friendliness for those people with mobility or other limitations. Only public areas were audited and staff facilities are not included. The audit was undertaken by Eric Martin & Associates.

PWD ACT encourage other businesses to add their locations and services to this site to enable better access for everyone.

The project was funded by the Department of Urban Services' Community Partnership Program and was a joint effort between Urban Services and PWD ACT Inc.

Please visit the site at <http://access.pwdact.org.au>

Building starts on housing project for young people

Representatives of Government, community groups, and parents recently joined the Minister for Housing, John Hargreaves, on the site of Abbeyfield disAbility's community housing project.

Mr Hargreaves turned the sod to start construction on the project.

As part of the ACT's Community Housing Capital Funding Program, Abbeyfield disAbility—in partnership with Community Housing Canberra—received funding for the construction of a home providing 10 self-contained units for people with disabilities in a supportive housing environment.

Abbeyfield disAbility is made up of parents, guardians and community volunteers who have worked together to set up options for young people with mild intellectual disabilities.

The Minister said that \$1,471,308 had been made available for the project and that young people with disabilities were consulted during the planning process.

"This facility will provide young people with disabilities an opportunity to gain independence from the family home — and manage their own lives — within a supportive tenancy model," Mr Hargreaves said.

The project is due for completion by October this year.

Chairman of Community Housing Canberra Ken Horsham, Abbeyfield patron Bill Wood, Minister for Housing, John Hargreaves and Chairman of Abbeyfield John Benson turn the first sod.



Notes from the Chair

The Disability Advisory Council continues on a busy schedule. Our work has included providing inputs to the ACT Budget process, providing advice on planning for pandemic influenza and supporting the judging process for last years successful ACT Inclusion Awards.

A small subgroup of council has also developed a strong submission to inform a national research strategy relating to people with disabilities in vocational education and training. Another group has been progressing council's first strategic plan and report to the community.

Since our appointment in September, council has also undertaken a planning exercise that identified key result areas (KRAs), that will guide our work over the next two years.

The KRAs will also ensure that we deliver quality advice in a way that is consultative, robust and focussed on the references that the Minister has given us.

We are placing a high priority on making sure that we engage with groups that are currently under represented—especially people with intellectual disability, young people with a disabilities and indigenous people with a disability.

We have started outreach in these areas, together with other Councils, and the responses have been pleasing.

A very exciting project that council has also been developing working closely with the ACT Department of Education and Training on initiatives to raise awareness about disability among young people in schools.

I look forward to sharing more on these with you as they progress.

Readers may recall the BLITS (Business, Leaders, Innovations, Thoughts, Solutions) roundtable event held late last year. Aside from being an extremely smart acronym, BLITS is an innovative and powerful initiative and I congratulate the various partners involved.

I am sometimes surprised to see that business is not doing more to act on the potential that people with disabilities have—as customers and employees.

For instance, many people with disabilities spend a great deal of their personal income on taxis so it is disappointing to hear stories of poor service delivery. In a similar vein, it is only recently that people with disabilities and general practitioners groups have come together, under the auspices of

HREOC, to talk about the issue of height adjustable examination tables in General Practitioners surgeries.

The discussion is welcome, but action is sorely overdue.

There are similar examples of the market's lack of recognition, and response in air travel, health care, IT, retail, hospitality, building and recruitment services, to name a few.

Initiatives such as BLITS and the ACT Inclusion Awards are important in raising the profile but perhaps a solution also lies in working at the grassroots level and opening our wallets to businesses that have taken positive steps.

For this reason, I was pleased to see the new Access for Everyone site launched by Minister Hargreaves which lists accessible shops and facilities in the Civic precinct. I congratulate those involved and encourage readers to use this resource at: <http://pwd.canberranet.com.au/>

Please note you can also keep up with the work of Council on our webpage at

www.dhcs.act.gov.au/DisabilityACT/AdvisoryCouncil/Council.htm

Craig Wallace
Chair

ACROD Conference: **Social Participation**

ACROD, the national industry association for disability services hosted a conference on social participation: the future, solutions and outcomes. More than 400 delegates from across Australia attended the two day event held in May in Sydney.

With a recognition of social participation for people with a disability is central to the philosophy guiding the disability sector—presenters covered a wide range of topics—including day activities; transition to work;

recreation; adult training and support; community access; post-school options; community participation; leisure; lifestyle options; alternatives to employment and community life skills.

To view conference presentations and proceedings, visit www.acrod.org.au

Skills exchange program

Ever wanted to learn something new? Can you teach someone a new skill? Here's your opportunity!

The Learning Exchange is an alternative skills program that is about to start in Canberra. The organisation coordinates interest groups and classes across Canberra.

How does it work?

As the name suggests, participants swap a skill they have, for something they want to learn. The program also offers interest groups for people to share information or practice newfound skills.

For example, teaching five people how to rollerblade for three hours,

could be exchanged for 15 hours of classes in gouache painting, evolutionary theory, or French for beginners.

The Learning Exchange currently has 121 subjects on offer—ranging from arts and crafts—through to formal manners and animal communication. Classes will be held in participants' homes, parks, public libraries, community rooms, or other spaces as they become available.

The classes are open to anyone and are free—apart from the cost of materials that may be required.

If you would like to offer your expertise in teaching, or find out more about the Exchange, check the notice boards at your local ACT Government Library, or ring 6257 9992. A website is coming soon.

The Learning Exchange currently has 121 subjects on offer—ranging from arts and crafts—through to formal manners and animal communication.

Wanted: volunteers for connections program

Connections Volunteers is a program that links people living with a mental illness with volunteers for friendship, companionship and support.

The program builds the capacity of people living with mental illness to function within the community and strengthens the skills and capacities of volunteers to effectively relate to and support people with various mental health conditions.

While the program is open to men and woman of any age, we are particularly looking for male volunteers in the 40–65 age group.

Training and support for volunteers is provided and no prior experience or qualifications are required.

If you would like to become a volunteer please Phone Leila or Catriena on 6251 4060 or email us at connections@volunteeract.org.au.

Accessibility

The ACT Government is committed to making its information, services, events and venues, accessible to as many people as possible.

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If English is not your first language and you require the **translating and interpreting service**—please telephone **131 450**.

If you are deaf or hearing impaired and require the **TTY typewriter service**—please telephone **(02) 6205 0888**.

Contact details

Disability ACT

Central Office

12 Moore St
Canberra City 2601
GPO Box 158
Canberra City 2601
Telephone 6207 1086
www.dhcs.act.gov.au