

Developing Future Directions in Service Delivery to Better Support Community and Employment
Participation of People Having a Disability
in the ACT

APPENDIX 5: CREATING A SERVICE ATLAS

Appendix 5: Creating a Service Atlas

Advance Personnel (Canberra) Inc.

This service's contact details...

Address	PA Chambers, 18 Corinna Street, Phillip ACT
Email	jobs@advance.org.au
Telephone	(02) 6285 2466
Fax	(02) 6282 2320
Hours of Operation	9:00 am - 5:00 pm weekdays
Geographic Catchment	ACT and Queanbeyan

Service Profile

Service Type	Employment Assistance Providers
Eligibility	Job seeks over 15 and able to work at least 8 hours per week. All applicants need to be assessed as eligible by Centrelink.
Maximum client capacity	168
Average clients per week	60
Clients seen annually	210
Length of client in service	As required
Use of Individual Support Plan	Yes
Own assessments	Yes
Shared Clients	Yes: Schools, Training organisations, Community Services

Quality Information Systems

Data Collected	Numbers, gender, disability, location, age, cultural and linguistic background, contact history, support hours, job details
Software	GEMMA, MYOB
Promotional strategies	Brochures, advertising, events

The Australian National University Disability Services Unit

This service's contact details...

Address	Student Facilities Building (17A) The Australian National University ACT 2000
Email	Trevor.Allan @anu.edu.au
Telephone	(02) 6125 5036
Fax	(02) 6125 9881
Hours of Operation	9:00 am – 5:00 pm week days
Geographic Catchment	Students enrolled at ANU

Service Profile

Service Type	University
Eligibility	Students with verified disability enrolled at the ANU
Maximum client capacity	Depends on enrolment
Average clients per week	30 - 40
Clients seen annually	500 (plus 3,500 consultations)
Length of client in service	More than 12 months
Use of Individual Support Plan	Yes
Own assessments	Yes
Shared Clients	Unknown

Quality Information Systems

Data Collected	Medical documents, Consultation Records, ANU forms etc.
Software	Purpose build Access Database
Promotional strategies	Not advised

Belconnen Community Service

This service's contact details...

Address	26 Chandler St, Belconnen ACT 2626
Email	bcs@belcomserv.com.au
Telephone	(02) 6264 0200
Fax	(02) 6253 2901
Hours of Operation	9:00 am – 5:00 pm weekdays
Geographic Catchment	ACT and surrounds

Service Profile

Service Type	Provider of day care services and Community Access Services
Eligibility	Programme specific criteria, People with disabilities, not age specific
Maximum client capacity	Living Skills = no limit Community Access = 100
Average clients per week	CA = 50
Clients seen annually	CA = 100
Length of client in service	Variable to program
Use of Individual Support Plan	No
Own assessments	No
Shared Clients	With services such as Community Connections; Disabilities ACT; Community Options

Quality Information Systems

Data Collected	HACC MDS
Software	TMA used for transport data and HACC
Promotional strategies	Website, brochures, newsletters, networking

Canberra Institute of Technology

This service's contact details...

Address	c/o Reid Campus, Canberra Institute of Technology/ PO Box 826 Canberra ACT 2601
Email	margaret.thompson@cit.act.edu.au
Telephone	(02) 6207 3329/8
Fax	(02) 6207 3189
Hours of Operation	9:00 am - 5:00 pm weekdays
Geographic Catchment	Canberra & region

Service Profile

Service Type	Pre-vocational & VET providers, TAFE
Eligibility	DSP eligibility Workplaces – Able to self-transport.
Maximum client capacity	Demand driven
Average clients per week	30
Clients seen annually	800
Length of client in service	> 12 months
Use of Individual Support Plan	No
Own assessments	Yes
Shared Clients	Employment Agencies

Quality Information Systems

Data Collected	Yes, unspecified
Software	Access data base
Promotional strategies	Various media

Carers ACT

This service's contact details...

Address	Suite 5/ Churches Centre/ 54 Benjamin Way Belconnen ACT 2617
Email	carers@carersact.asu.au
Telephone	(02) 6296 9900
Fax	(02) 6296 9999
Hours of Operation	9:00 am - 5:00 pm weekdays
Geographic Catchment	ACT and surrounds

Service Profile

Service Type	Information, Counselling, individual support, support groups and social programs
Eligibility	Carers of persons with a disability
Maximum client capacity	Nil
Average clients per week	250
Clients seen annually	2,500
Length of client in service	Short term – 6months
Use of Individual Support Plan	Limited
Own assessments	For carer home visits and telephone assessments only
Shared Clients	Indirectly; medical practitioners; other allied services

Quality Information Systems

Data Collected	Intake, Health & Aging & FACCS, Carers and ACT funding
Software	Client Manager
Promotional strategies	Brochures; networking; speaking talks; website

Centacare

This service's contact details...

Address	P.O. Box 3157, Manuka ACT 2603
Email	paula.chemello@Centacare-canberra.org
Telephone	(02) 6162 6107
Fax	(02) 6295 6300
Hours of Operation	9:00 am - 5:00 pm Weekdays
Geographic Catchment	ACT

Service Profile

Service Type	Community Access, ISP Provider, Specialist Support Provider, Brokerage, Respite and Planning
Eligibility	Services have individual eligibility requirements associated disability, age, age of carer. Target groups carers over 65, Aboriginal and CALD clients with intellectual disabilities over 24 years.
Maximum client capacity	30 mature age carers, other programs vary
Average clients per week	15
Clients seen annually	430
Length of client in service	More than 12 months
Use of Individual Support Plan	Yes
Own assessments	Yes
Shared Clients	Yes

Quality Information Systems

Data Collected	Age, gender, number of services, duration of service receipt; HACC MDS
Software	Omnis rostering system
Promotional strategies	Brochures in all disability services, word of mouth, education workshops, advertise in own newsletter as well as other service newsletters, CONTACT book, internet

Communities At Work

This service's contact details...

Address	245 Cowlshaw Road, Tuggeranong ACT 2900
Email	
Telephone	(02) 2936500 (gen) (02) 6288 4744 Tony Ashworth Mob: 0404010 704
Fax	
Hours of Operation	3.15 pm - 6.15 pm, Monday to Friday in school term
Geographic Catchment	Southern Canberra

Service Profile

Service Type	<u>Primary:</u> After School and holiday care <u>Secondary:</u> Family support at service Funded by HACC and Child Care
Eligibility	12-21 yrs of age mild to moderate disability
Maximum client capacity	8
Average clients per week	8
Clients seen annually	14
Length of client in service	6 to 7 years
Use of Individual Support Plan	Yes
Own assessments	No
Shared Clients	Yes

Quality Information Systems

Data Collected	Yes (hours of care per individual in service)
Software	TRIPS (a HACC provided package)
Promotional strategies	Advertise in high schools, Flyers to community Resources and supported child care places

Community Connections

This service's contact details...

Address	PO Box 1945 Tuggeranong
Email	brenda@comcons.org.au
Telephone	(02) 6296 1133
Fax	(02) 6296 1134
Hours of Operation	9:00 am - 6:00 pm, weekdays
Geographic Catchment	ACT

Service Profile

Service Type	ISP Provider and brokerage service for post school options, carers program
Eligibility	People who have left school in the last 12 months, 18-24 years of age with multiple disabilities
Maximum client capacity	80
Average clients per week	20
Clients seen annually	80
Length of client in service	More than 12 months
Use of Individual Support Plan	Yes
Own assessments	Yes
Shared Clients	Yes: Sharing Places, Centacare, CAPS Access, Jobsolve, Advance Personnel, Workplaces

Quality Information Systems

Data Collected	Hours of Coordination
Software	Departmental provided database
Promotional strategies	Secondary schools, colleges and HACC/DS Network, contact book and website

Community Options

This service's contact details...

Address	GPO Box 3067 Canberra 2601
Email	Brian.corley@communityoptions.com.au
Telephone	(02) 62958800
Fax	(02) 62958100
Hours of Operation	9:00 am - 5:00 pm, weekdays
Geographic Catchment	All ACT

Service Profile

Service Type	Primary HACCC / Secondary Service: Brokerage for post school options
Eligibility	As per relevant funding guidelines
Maximum client capacity	Varies
Average clients per week	100
Clients seen annually	1200
Length of client in service	As required
Use of Individual Support Plan	No
Own assessments	Yes
Shared Clients	Yes – Wide range of agencies

Quality Information Systems

Data Collected	Yes HACCC MDS
Software	Care Master
Promotional strategies	Referrals from other services. No other promotional strategies are used

Community Programs Association

This service's contact details...

Address	Level 5, Jacobs House, 8- 1- Hobart Place, Canberra ACT 2601
Email	kneville@cpainc.com.au
Telephone	(02) 6257 7088
Fax	(02) 6257 7099
Hours of Operation	7:00 am - 5:00 pm, weekdays
Geographic Catchment	ACT and surrounding areas including NSW

Service Profile

Service Type	<p><u>Primary:</u> Business Service Provider, Community Access Services, Employment Access Provider, Pre-Vocational and VET providers, Provider of day activities</p> <p><u>Secondary:</u> Brokers and providers of Post School options ISP providers</p>
Eligibility	DSP eligibility Workplaces – Able to self-transport.
Maximum client capacity	250
Average clients per week	130
Clients seen annually	275
Length of client in service	> 12 months
Use of Individual Support Plan	Yes
Own assessments	Yes
Shared Clients	Yes Sharing Places/ ACE Program/ Community Connections/ Community Options/ Capital careers/ CIT etc

Quality Information Systems

Data Collected	Demographics, support provided; program details; case notes; employment details; carer details
Software	Roster-flex/ GEMMA/ Census/ CSTDA/ NMDS
Promotional strategies	Brochures, meetings with primary referral agencies/ website, web links, public speaking at schools and other networking opportunities

Commonwealth Rehabilitation Service ACT

This service's contact details...

Address	Unit 1 , North Point Plaza, Belconnen Level 1, 48 Corinna St, Woden
Email	Not available.
Telephone	(02) 6200 6855 (Tel) Belconnen (02) 6212 2141 (Tel) Woden
Fax	(02) 6200 6851 (f) Belconnen (02) 6212 2141 (f) Woden
Hours of Operation	9:00 am - 5:00 pm, weekdays 24 hours 7 days a week for persons in supported accommodation
Geographic Catchment	ACT

Service Profile

Service Type	<u>Primary:</u> CRS <u>Secondary:</u> Employment & related outcomes
Eligibility	Young people with a disability 19 yrs or younger and 20 to 24 years
Maximum client capacity	No information
Average clients per week	No Information
Clients seen annually	352
Length of client in service	
Use of Individual Support Plan	Yes
Own assessments	Yes
Shared Clients	Health services; and other support networks

Quality Information Systems

Data Collected	How many clients assisted in which part of program. Age /sex /employment / secondary outcomes.
Software	No information
Promotional strategies	Website; brochures

Disability ACT ACE Program

This service's contact details...

Address	20 Johnston St, Narrabundah
Email	Louise.cooperfinch@act.gov.au
Telephone	(02) 6205 2126
Fax	(02) 6207 1371
Hours of Operation	9:30 am, 12:30 pm and 1:30 pm to 4:30 pm, weekdays
Geographic Catchment	ACT

Service Profile

Service Type	Community Access
Eligibility	Accessed by clients with significant intellectual disabilities living in supported accommodation and community
Maximum client capacity	No information
Average clients per week	No Information
Clients seen annually	
Length of client in service	Varies, not time limited
Use of Individual Support Plan	No
Own assessments	Yes
Shared Clients	Sharing Places, CAPS; Work Places

Quality Information Systems

Data Collected	CSTDA
Software	Office Windows; Outlook Express; Impact
Promotional strategies	Flyers and speaking to schools and in the community

DisAbility Coordination Office – Canberra and Region

This service's contact details...

Address	Canberra Institute of Technology, Reid Campus, Constitution Ave, Reid, ACT, 2612.
Email	dco@disabilitycoordinationoffice.com.au
Telephone	(02) 6207 4900
Fax	(02) 6207 3189
Hours of Operation	9:00 am - 5:00 pm, weekdays
Geographic Catchment	ACT

Service Profile

Service Type	Information Provider
Eligibility	None, however primarily supports people having a disability in transitioning from school to PSO. Clients are primarily schools and service providers and occasionally individual clients.
Maximum client capacity	N/A
Average clients per week	N/A
Clients seen annually	N/A
Length of client in service	N/A
Use of Individual Support Plan	N/A
Own assessments	Yes
Shared Clients	N/A

Quality Information Systems

Data Collected	Visits to clients, number of people assisted and type of disability, number of expo's/ workshops/ training sessions attended/ facilitated, number of brochures produced and distributed, number of hits on website.
Software	N/A
Promotional strategies	Face-to-Face, brochures, website, email list

Diversity Works

This service's contact details...

Address	281 Goyder Street, Narrabundah, ACT
Email	act@dwa.org.au
Telephone	(02) 6295 5924
Fax	(02) 6295 5914
Hours of Operation	9:00 am - 5:00 pm, weekdays
Geographic Catchment	ACT

Service Profile

Service Type	Disability Employment Service School
Eligibility	People all ages with disabilities
Maximum client capacity	5 positions in ACT for 18-25 yr olds
Average clients per week	No information
Clients seen annually	No information
Length of client in service	Client contact ceases when client gets job
Use of Individual Support Plan	No information – support agencies provide support and plan
Own assessments	Yes
Shared Clients	Other support agencies referring clients for employment

Quality Information Systems

Data Collected	Yes
Software	No information
Promotional strategies	No information

For You and Me

This service's contact details...

Address	2 Fairburn Avenue, Pialligo
Email	fyminc@bigpond.com.au
Telephone	(02) 6230 5152
Fax	(02) 6230 5124
Hours of Operation	9:00 am - 4:00 pm, weekdays
Geographic Catchment	ACT

Service Profile

Service Type	Rehabilitation and Assessment
Eligibility	Eligibility for a Disability Services Pension and over 17 years of age. Must be referred by a general practitioner or occupational therapist
Maximum client capacity	30
Average clients per week	15
Clients seen annually	430
Length of client in service	Greater than 12 months
Use of Individual Support Plan	Yes
Own assessments	Yes
Shared Clients	Medical practitioners and Occupational Therapists

Quality Information Systems

Data Collected	Compliance with CSTDA
Software	Manually
Promotional strategies	Brochures with General Practitioners and occupational therapists

Gungahlin Regional Community Service

This service's contact details...

Address	PO Box 35
Email	grcsdisability@gungahlin.org
Telephone	(02) 6123 4488
Fax	(02) 6123 4433
Hours of Operation	9:00 am - 6:00 pm weekdays
Geographic Catchment	Belconnen, Gungahlin, Inner North

Service Profile

Service Type	Brokers and providers of PSO programs, day activity provider
Eligibility	Males and females with intellectual disability No, except lacking a wheelchair carer in vans
Maximum client capacity	13 ASC and SHP, 8 Day programs Waitlist for Day Program
Average clients per week	80
Clients seen annually	4000
Length of client in service	More than 12 months
Use of Individual Support Plan	No
Own assessments	Yes
Shared Clients	Yes: Sharing Places, School, CPA

Quality Information Systems

Data Collected	Age, gender, number of services, duration of services
Software	YAS/FLW data
Promotional strategies	Through school newsletters

Hands on Studios

This service's contact details...

Address	Cottage 4/ 255 Goyder St, NARRABUNDAH ACT 2604
Email	handsonstudioACT@hotmail.com
Telephone	(02) 6232 7187
Fax	None
Hours of Operation	Varies
Geographic Catchment	ACT

Service Profile

Service Type	<u>Primary:</u> Community Access Program
Eligibility	Intellectual and physical disability
Maximum client capacity	No information
Average clients per week	No Information
Clients seen annually	No information
Length of client in service	Short term and on off
Use of Individual Support Plan	No
Own assessments	No
Shared Clients	No

Quality Information Systems

Data Collected	No information
Software	No
Promotional Strategies	Information at Citizen's Advice Bureau and in Contact Book

Hartley Life Care

This service's contact details...

Address	45 Kent Street, Deakin PO Box 5507 2605
Email	jenny.mollett@hartleylifecare.org.au
Telephone	(02) 6282 4411
Fax	(02) 6282 5444
Hours of Operation	12:00 pm - 4:00 pm weekdays
Geographic Catchment	ACT and surrounds

Service Profile

Service Type	Community Access & Other not specified
Eligibility	School graduates, students in last year at school
Maximum client capacity	6 respite beds/ 6 comm. Access, Skills development
Average clients per week	6 plus
Clients seen annually	60
Length of client in service	As required
Use of Individual Support Plan	No
Own assessments	No
Shared Clients	Yes- total number unknown

Quality Information Systems

Data Collected	Limited to data on performance placement in long term residential care
Software	No
Promotional strategies	Advertising for fundraising; leaflets and radio advertisements

Job Solve

This service's contact details...

Address	PO Box 1684 Fyshwick 2609
Email	Jemima.dickens@jobsolve.org.au
Telephone	(02) 6280 6032
Fax	(02) 6280 5929
Hours of Operation	9:00 am - 5:00 pm weekdays
Geographic Catchment	ACT and surrounding areas

Service Profile

Service Type	Employment Assistance Provider
Eligibility	Approved by Centrelink as a disability services recipient
Maximum client capacity	30
Average clients per week	50
Clients seen annually	No info
Length of client in service	Ranges from <3yrs to >9 years
Use of Individual Support Plan	Yes
Own assessments	No
Shared Clients	No

Quality Information Systems

Data Collected	Yes
Software	GEMMA and also contact list
Promotional strategies	Through Centrelink, Colleges, and other agencies. Participate in Employment Expo

Koomarri

This service's contact details...

Address	PO Box 636, Fyshwick ACT 2609
Email	admnimistration@koomarri.asm.au
Telephone	(02) 6280 6143
Fax	(02) 6239 1603
Hours of Operation	Employment service. 9:00 am - 5:00 pm, weekdays Community Access Daily, 7 days
Geographic Catchment	ACT and surrounding areas

Service Profile

Service Type	Three Community Access Programmes ISP Housing/Employment Business Services Open Employment Service NSW ATLAS Programme
Eligibility	Eligibility determined by Centrelink and ACT program requirements
Maximum client capacity	350
Average clients per week	No info
Clients seen annually	400
Length of client in service	Employment Services. 5 – 30 yrs plus Community access 3 - 5 yrs
Use of Individual Support Plan	Yes
Own assessments	Yes for wages and for service
Shared Clients	No info

Quality Information Systems

Data Collected	MDA contract numbers, Service Type, number of units of delivery, employment services
Software	MDA Fofom
Promotional strategies	Through media, brochures, networking, visits to schools

Music for Everyone

This service's contact details...

Address	Ainsley Arts Centre, Elouera St. Civic Square,
Email	info@mfe.org.au
Telephone	(02) 6230 1970
Fax	(02) 6257 8088
Hours of Operation	11 am – 6 pm, Monday – Thursday during school term
Geographic Catchment	ACT and part of NSW

Service Profile

Service Type	Community Music Organisation, Day Activities
Eligibility	Participant must not require carer in attendance
Maximum client capacity	15 per session
Average clients per week	80 (in two locations)
Clients seen annually	Not advised
Length of client in service	More than 12 months
Use of Individual Support Plan	Only for music therapy
Own assessments	No
Shared Clients	No

Quality Information Systems

Data Collected	Membership data
Software	Microsoft Access
Promotional strategies	Newspaper advertisements, emails to members and service groups that may attract members, website, radio, magazines (community), quarterly newsletter

Nican Inc.

This service's contact details...

Address	4/2 Phipps Close, Deakin, ACT 2600
Email	info@nican.com.au
Telephone	(02) 6285 3713
Fax	(02) 6285 3714
Hours of Operation	9am – 5pm, weekdays
Geographic Catchment	National

Service Profile

Service Type	Community Access services & Information services
Eligibility	No exclusions
Maximum client capacity	None
Average clients per week	Not advised
Clients seen annually	Not advised
Length of client in service	Information access only
Use of Individual Support Plan	No
Own assessments	No
Shared Clients	No

Quality Information Systems

Data Collected	Data collected includes: enquiries, who has referred, which state, information re tourism accommodation, collate every 3-6 months
Software	Ask Sam
Promotional strategies	Board members in each State, general network, website

Pegasus

This service's contact details...

Address	Pegasus Farm, Drake Brockman drive, HOLT,
Email	prda@bigpond.com.au
Telephone	(02) 6254 9190
Fax	(02) 6254 9190
Hours of Operation	9:00 am - 4:00 pm, 6 days per week
Geographic Catchment	ACT and Country areas of NSW

Service Profile

Service Type	<u>Primary:</u> Day activity Provider <u>Secondary:</u> family support at service
Eligibility	Must have disability, with some limitations associated with horse stock characteristics
Maximum client capacity	80
Average clients per week	80 (10 high school and above)
Clients seen annually	Not available; (5% new, 95% existing clients)
Length of client in service	Variable
Use of Individual Support Plan	No
Own assessments	Yes assessment needed to stay in-house
Shared Clients	Primary Schools

Quality Information Systems

Data Collected	Number of clients / number of students from schools
Software	No
Promotional strategies	Don't promote but have website

Quest Training and Training Solutions

This service's contact details...

Address	Sverdrup House, 15 Moore St, Canberra City
Email	info@questsolutions.com.au
Telephone	(02) 6257 1146
Fax	(02) 6257 2763
Hours of Operation	8.30 am – 5:00 pm weekdays 24/7 service for persons in supported accommodation
Geographic Catchment	ACT

Service Profile

Service Type	<u>Primary:</u> Training; traineeship; job network services; 3 week job search training; specialist contractors <u>Secondary:</u> pathway providers for people living in supported accommodation
Eligibility	13 yrs to 19yrs referred by teachers – pupils at risk and up to 12 months having left school. Will give support and career guidance. Will take students with disability if and when referred. WON'T take persons who have assistance with similar type service.
Maximum client capacity	Unlimited
Average clients per week	Varies
Clients seen annually	Not willing to disclose
Length of client in service	3 years
Use of Individual Support Plan	Yes
Own assessments	Yes
Shared Clients	Schools; CiC

Quality Information Systems

Data Collected	Personal case files
Software	TRANSIT
Promotional strategies	Leaflets ; brochures, talk to schools and website

Shareability Inc.

This service's contact details...

Address	Frewmin Centre, Frewmin Place, SCULLEN
Email	Not provided
Telephone	(02) 6254 2012
Fax	(02) 6254 9824
Hours of Operation	24 hr on call service x 7 days Administration 9:00 am - 5:00 pm, weekdays
Geographic Catchment	ACT region

Service Profile

Service Type	Support & accommodation ad provides for the gaps that other services don't provide
Eligibility	Persons aged 16 – 99 with a disability
Maximum client capacity	Unlimited
Average clients per week	25
Clients seen annually	30
Length of client in service	No limit, ongoing
Use of Individual Support Plan	Yes for accommodation area
Own assessments	Yes (informal)
Shared Clients	Home Help; Kin Care; Connections; Respite

Quality Information Systems

Data Collected	CSTDA
Software	Individualised database
Promotional strategies	Word of mouth only

Sharing Places

This service's contact details...

Address	Pearce Community Centre, Collette Place, Pearce
Email	Sharing.places@atrax.net.au
Telephone	(02) 6290 1964
Fax	(02) 6286 4048
Hours of Operation	9:00 am - 3:00 pm, weekdays
Geographic Catchment	ACT and parts of NSW

Service Profile

Service Type	Community Access Services, Day Activity Provider
Eligibility	Adults with an intellectual/multiple disability including ABI (and not in school)
Maximum client capacity	Unlimited
Average clients per week	75
Clients seen annually	75
Length of client in service	As required; indefinitely
Use of Individual Support Plan	Yes
Own assessments	Yes
Shared Clients	No

Quality Information Systems

Data Collected	HACC MDS and CSTDA MDS, Quarterly output reports to HACC and DHCS; NOT duration of service or number of services
Software	Dept software for MDS, EXCEL software for quarterly reports
Promotional strategies	Through networking with schools, other agencies and ACT Government

Therapy ACT

This service's contact details...

Address	Corner Weingarh St and Blackwood Terrace, Holder ACT
Email	rosalie.hardy@act.gov.au
Telephone	(02) 6205 1277
Fax	(02) 6205 1266
Hours of Operation	9:00 am - 5:00 pm, weekdays
Geographic Catchment	ACT

Service Profile

Service Type	Therapy and Family Support
Eligibility	ACT residents including children with developmental delays and people from birth to 65 with developmental disabilities
Maximum client capacity	Unlimited
Average clients per week	Not provided
Clients seen annually	2,500 - 3,000
Length of client in service	More than 12 months
Use of Individual Support Plan	No
Own assessments	Yes
Shared Clients	Yes

Quality Information Systems

Data Collected	Not provided
Software	Not provided
Promotional strategies	Not provided

Woden Community Services

This service's contact details...

Address	PO Box 35 WODEN ACT 2606
Email	kerry.bargas@wcs.org.au
Telephone	(02) 6282 5704, Mob: 0412 228 307
Fax	(02) 6285 1322
Hours of Operation	8:00 am - 8:00 pm, weekdays
Geographic Catchment	ACT

Service Profile

Service Type	Brokers & Providers of Post School Programs Community Access Services including Community Life Skills (CLD) and Community Supported Respite (CSP)
Eligibility	CLS = Aged between 18 to 65 years CSR = Aged between 13 to 25 years
Maximum client capacity	CLS = 27 people only
Average clients per week	CLS = 27 CSR = 20
Clients seen annually	CLS = 27 and CSR varies each year
Length of client in service	> 12 months
Use of Individual Support Plan	Yes
Own assessments	Yes
Shared Clients	Community Connections, Focus ACT, Koomarri, Disability ACT, Schools, CAPS, Sharing Places

Quality Information Systems

Data Collected	Yes Waiting list, client files, confidential information
Software	Microsoft Word generated waiting list
Promotional strategies	Holistic organisational promotion, networking, word of mouth, the Contact book, Citizen's Advice Group, Electronically

Work Ways

This service's contact details...

Address	PO Box 23, Braddon.
Email	lisa@work-ways.com.au
Telephone	(02) 6247 3611
Fax	(02) 6247 3640
Hours of Operation	9:00 am - 5:00 pm, weekdays
Geographic Catchment	ACT and surrounds

Service Profile

Service Type	Employment Assistance providers, specialising in assisting people with mental health related disabilities
Eligibility	Eligibility determined by Centerlink
Maximum client capacity	Capped not to be released.
Average clients per week	60
Clients seen annually	300
Length of client in service	> 12 months
Use of Individual Support Plan	Yes
Own assessments	Yes
Shared Clients	Mental Health Services, Refuges, Outreach Programs, General Practitioners, Psychologists, Psychiatrists, Registered Training Organisations

Quality Information Systems

Data Collected	Service targets
Software	GEMMA Programme
Promotional strategies	Advertisements, external marketing manager