



community partners in disability

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department of disability, housing & community services



building our city
building our community
ACT Government



A message from the Executive Director

Well, spring has sprung and Canberra is looking its finest

Along with spring comes renewed energy for the team here at Disability ACT.

Craig Wallace, Chair of the Disability Advisory Council, launched *Challenge 2014—A ten year vision for disability in the ACT* on the same day that *Future Directions: A Framework for the ACT 2004–2008* was launched in September. The launch is covered in greater detail elsewhere in this edition of *Community Partners*.

It is very satisfying to have both these works circulating in the community as they can now act as a catalyst to real and lasting change.

We hope the style of these documents will raise the visibility, presence and participation of people affected by disability in our community. The ideas and strategies outlined in both documents will enhance the opportunities of people with disabilities to contribute to the social and economic infrastructure of the ACT.

It was great to see so many people with disabilities, their families and carers, and

community and government representatives at the launch. It takes the whole community to create and sustain change and we hope that *Challenge 2004* gives us a clear indication of where we are heading and *Future Directions* something tangible to measure along the way.

Disability Advisory Council and Disability ACT are currently exploring the different ways in which the community can be involved in the monitoring and evaluation of these two documents. If you would like to be involved in this process please contact me directly at lois.ford@act.gov.au

This edition largely centres around activities related to person-centred approaches to support and funding—Strategy 3 of *Future Directions*. Enjoy!

Feedback on the consultation for *Future Directions* is available at www.dhcs.act.gov.au

Lois Ford
Executive Director



Meeting the Challenge

Lindy Barbour and her companion dog Ketut at the launch of *Challenge 2014—A ten year vision for disability in the ACT* and *Future Directions: A Framework for the ACT 2004–2008*, two documents crucial to the future of disability services and policy in the ACT.

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Meeting the challenge

Two new documents crucial to the future of disability services and policy in the ACT were launched last month.

Challenge 2014—A ten year vision for disability in the ACT and *Future Directions: A framework for the ACT 2004-2005* were unveiled in front of a large crowd from the disability sector at the National Museum of Australia.

Challenge 2014 is a joint community/government initiative that gives direction to policy and program development and opens the way for all people with disabilities to contribute in their own way to the ACT community.

“It throws out a challenge to everyone in the community to take the responsibility for improving outcomes for people with disabilities, their families and carers,” said Chair of

Part of the large crowd that gathered at the National Museum for the launch.



the ACT Disability Advisory Council, Craig Wallace.

“*Challenge 2014* puts meaning and practical relevance to the vision that the ACT Government and the Council has articulated for all people with disabilities achieving what they want to achieve, living how they choose to live, and being valued as full and equal members of the ACT community.

“The document incorporates values that every person in Canberra should be able to relate to. These include self-determination, inclusion, equality, equity, freedom of access, safety and representation. It recognises disability as part of life and the vulnerability of all people to exclusion and rejection,” Mr Wallace said.

Future Directions is the result of an extensive consultation process undertaken by Disability ACT with people with disabilities, their families and carers, community and service providers. It is also consistent with the ACT

AUSLAN interpreter Amanda Dolejsi and MC John Hillier guided the audience through the proceedings.



Disability ACT's Ros Hayes with Bob Sawyer from TADACT at the launch.

Government's response to Recommendation 3 of the *Board of Inquiry into Disability Services*.

Future Directions identifies four strategic directions that will benefit all people with a disability, their families and carers who live in the ACT. These include promoting an inclusive society; strengthening the capacity of people with disabilities to maximise control over their lives; improving planning and the use of available funding; and developing a sustainable service delivery sector.

It is a framework through which Disability ACT can support people with disabilities to realise their vision and their rights to self-determination, respect, dignity and participation at all levels in the community.

Both the documents have been widely distributed throughout the Canberra community and can also be found at www.dhcs.act.gov.au

Community Linking and Needs Assessment Service

The Community Linking and Needs Assessment Service (CLANAS) supports individuals and their families to identify their own needs, and works with them to develop a support network that includes informal and community supports as well as any paid support.

CLANAS commenced in October 2003 as a pilot project of Individual Support Services within Disability ACT. The program will be evaluated in early 2005 and future development will be based on the outcome of the evaluation. The CLANAS team consists of four Community Resource Facilitators who get to know individuals and their family and build relationships based on mutual trust, respect and open communication.

The Community Resource Facilitators recognise that the person with the disability and their support network(s) are the experts in their life and encourage them to think innovatively to plan for their future.

The manager of CLANAS, Louise Cooper-Finch said the team aims to build networks comprising of informal, natural and paid support for people with a disability.

"We facilitate people with disabilities and their families to identify their needs and work towards exploring

ordinary outcomes for their care that may not have been considered."

The CLANAS team employs a person-centred philosophy, appreciating that complete dependence on disability specific services does not always provide the best outcomes for an individual with a disability.

"CLANAS concentrates on the individual and their right to access what is currently existing and available to the whole community. The team seeks to change attitudes so that people focus on someone's strengths rather than their disability."

During the year CLANAS provided support to 32 families and 26 individuals. The program also assisted five people to relocate from the Disability ACT accommodation support service to alternative accommodation in the community.

Some of the ideas the team is exploring include living:

- with a friend/s who may or may not have a disability
- within shared accommodation i.e. living with a housemate
- with a host family
- with their family
- on their own
- within a supported accommodation setting.

CLANAS is working with one young man named Mark who has recently moved to Canberra and has identified that he would like to live as independently as possible.

Although not knowing anyone in Canberra and having no social networks, Mark knows what he wants his life to be like and who he wants to share it with.

"CLANAS has worked to connect Mark with networks already existing in the community which hadn't already been explored.

"The initial process of really getting to know Mark and his family was paramount. It included numerous visits, meetings, telephone calls and cups of tea (as well as the odd trip to MacDonald's), listening to him and acknowledging what his behaviour was telling us.

"Eventually Mark began to open up, spoke of his dream to visit America, what kind of jobs he would love and what his own place might look like.

"By exploring what ordinary alternatives were out there and by encouraging him and his family to think creatively of options which may not be disability specific, this allowed Mark to have more control over his life", Louise said.

The aim is for Mark to develop friendships and share experiences that other people his own age have the opportunity to encounter. He aspires to live like other people his age and the fact that he has a disability and requires support is secondary to this ultimate goal.

For more information on CLANAS please phone Louise Cooper-Finch, Manager, CLANAS on **6205 2126**.

Designing a new approach to Individual Support Packages

After an evaluation of its Individual Support Packages (ISP) program, Disability ACT has proposed a set of changes to the use and management of the packages.

ISPs are one of the mechanisms that Disability ACT uses to distribute funding to support people with a disability living in the community. When funds are available, people with a disability can apply for an individual package of funding to buy supports such as personal care, respite care, home help, modifications and equipment.

Disability ACT currently distributes approximately \$5.44 million through ISPs to 111 individuals. Packages

vary in value from around \$10,000 per annum up to over \$200,000 per annum, but the majority (75%) do not exceed \$50,000 per annum.

The ISP evaluation was undertaken so Disability ACT could tailor the program to fit the Disability Reform Group's vision. It also concentrated on delivering support in a more flexible person-centred framework as suggested by *The Board of Inquiry (2001)*.

Proposed changes for ISPs are outlined in the *Consultation Paper on Designing a New Approach to Individual Support Packages* which is available from the DHCS website www.dhcs.act.gov.au

This paper canvasses possible changes to the use and manage-

ment of ISPs with all of the individuals and agencies that might be affected, including people with a disability, families, carers, service providers and brokerage agencies. The proposed changes have been developed in line with evidence of good practice from similar programs and current research.

Consultation forums were held through September and the feedback is still welcome through contacting Disability ACT. A summary paper of the changes and feedback form are also available.

Phone **6205 0926** or
TTY **6205 0888**
email **disabilityact@act.gov.au**
Website **www.dhcs.act.gov.au/DisabilityACT**

ISPs are one of the mechanisms that Disability ACT uses to distribute funding to support people with a disability living in the community.

Consumers in Control Consumers in Control



Sean Fitzgerald: *Consumers in Control* is all about choice

***Consumers in Control* is a project that aims to give people with a physical disability control over their funding—where and how much money is spent, what sort of care and services they receive, and who provides these services.**

Participants are eligible if they receive funding through Individual Support Packages (ISPs) or through some other source.

ISPs were originally conceived in the late 1980s as a flexible method of funding support for people with moderate to high levels of need. Currently, there are more than 100 people in the ACT with an ISP, most of which are managed by agencies other than Disability ACT.

Consumers in Control began when Disability ACT brought together a small group of ISP holders and their families last July to discuss how ISPs were and were not working for them.

Access City Hotline

Access City Hotline is a free service that empowers people to remove physical and sensory access barriers from their environments within the ACT.

The hotline operates through the Citizens Advice Bureau ACT and is in a community partnership with Disability ACT.

Since its inception in 2002, the hotline has established many positive working relationships within both the public and private sectors. Access City Hotline aims to educate the community about the many Canberrans, particularly those with disabilities, who frequently encounter physical and sensory access constraints. This education process will build the Canberra community's awareness of the access limitations experienced by many individuals on a daily basis. Statistics indicate that the Hotline is having a positive effect, with a significant increase in the number of callers.

Access City Hotline is the first point of contact for people who wish to have their access concerns addressed. Although the role of the hotline has traditionally been to establish a seamless path of referral for callers, it also acts as an advocate, assisting clients with the follow-up and resolution of concerns.

The ultimate goal of Access City Hotline is to ensure that Canberra is a more accessible city for now and in the future. This goal is underpinned by Section 23 of the *Disability Discrimination Act 1992*, which states:

“it is unlawful to discriminate against a person with a disability in providing access to or use of premises that other members of the public can enter or use. This applies even if the discrimination is unintentional.”

So if you or someone you know encounters difficult or closed access please ring Access City Hotline on **6257 3077**.



Construction work in the city poses a considerable barrier to people with disabilities

When you ring the Hotline, the details of your access issue will be documented and you will have the option of:

- accepting the contact number of a direct referral point
- having the Hotline report the issue on your behalf, or
- accepting a referral to an appropriate advocacy agency to assist with reporting and facilitating the progress of the issue.

Consumers in Control Consumers in Control

A key issue to arise from the forum was the lack of control people felt they had over the management of their support package. The group also expressed a desire to have greater control over the employment of the staff who provided them with the most personal of care.

In response, Disability ACT made a commitment to support the group as they investigated alternative ways of self-managing their packages.

Sean Fitzgerald, a consumer of ISPs and a quadriplegic, is driving *Consumers in Control*. “It is all about choice—providing individuals with a choice on whether they would like to be more involved in their funding,” said Sean.

“My role over the next six to 12 months is to assemble a group of like-minded people who have an ISP, are physically disabled and want to take a more active role in

managing their support. We will then develop a structure or model for the management of future funding packages.”

Sean is working with Margie Lambert from Disability ACT on *Consumers in Control*.

For more information, contact Sean via email sean.fitzgerald@act.gov.au or Margie on **6207 6096**.

2004–05

Disability Support **Funding**

Disability ACT has recently concluded the application stage of the 2004–05 Disability Support Funding round.

Funds are available to assist individuals with disabilities and families who are caring for adults with disabilities. This funding can assist with:

- minimising the effects of the disability and maximising independence through the provision of timely and appropriate supports
- making a substantial difference to the quality of life for an individual
- strengthening and supporting family members in their roles as mothers, fathers, siblings, partners and carers.

Types of funding available

- small ongoing flexible allocations (up to \$7500)
- ongoing individual support (\$7500 up to a maximum of \$125 000)
- increases to existing Individual Support Packages (ISPs)
- Post School Options Transitional Allocation.

Who is eligible for funding?

People who have a disability as defined under the *ACT Disability Services Act 1991* and the Commonwealth–State–Territory Disability Agreement and are currently a resident of the ACT.

Target group

Persons in the target group for 2004–05 funding included adults over 18 (with some consideration of the 16–18 year age group where

they are in crisis) and under 65; who have a primary disability that is not solely attributed to a mental illness; those that the funding would make a substantial difference to their quality of life; and/or those where the funding would avert a crisis.

How will people be selected for funding?

A panel will review all applications requesting support packages and will determine their eligibility and priority within the funds available.

What criteria will the panel use?

Applications will be rated by the panel and short-listed on the degree of impact that the support would have on the person's life. This includes minimising the effects of the disability; maximising independence, and therefore making a substantial difference to the individual's quality of life; and for those people with family or carers in their life, the degree to which their support can be strengthened.

Funding applications

Funds are limited and while every effort will be made to accommodate those people applying for support, not all applicants will be successful. Wherever possible, alternate options will be provided to people in the form of referral and information.

More information on the 2004–05 Disability Support Funding can be obtained from Disability ACT:
Website **www.dhcs.act.gov.au**
Phone **6207 1086**
TTY **6205 0888**
email **disabilityact@act.gov.au**

Finishing school..

'Transition' is the word used to describe the interim phase that all families go through when leading up to and just following a period of change.

Changes and therefore transitions occur throughout our lives and for people with a disability some transitions are delayed, may fail to occur, or may happen earlier than expected (Turnbull, 2001). Changes could include starting school, finishing school, finding employment, or moving out of home.

Some of us are good at change, and some of us are not so good. However, in each of these stages families can be active participants, supported to take action and get what they want and need.

Transition planning is just that—*planning* for the change that will occur for you and your family. Simple planning tools can, and should, be used to prompt all families through a time when they are experiencing a level of stress while managing the day-to-day *and* navigating a transition phase.

The Disability Coordination Office in your region is a resource for students, families, teachers and support agencies to use when supporting people with a disability who are moving on to their post school option/s. The Office provides information on tertiary education and training and employment services.

what now?

Transition planning

The Disability Coordination Office provides simple transition planning tools and information on relevant services on its website at www.disabilitycoordinationoffice.com.au.

Students with disabilities need to grab a planning tool, a family member or friend and look at the website in order to start thinking about the following:

Employment

(Tick them off as you go—
do one a day or one a week!)

- Plan well ahead** of the time you expect to have a job.
- Choose a career** to match your interests or goals.
- Identify the employment agency** that can assist you in getting the job.
- Discuss your needs.** Let agency staff know what you need to assist you in accessing employment and performing in the job.
- Identify your skills** for the job and prepare a resume.
- Find out about alternatives** to full time employment, for example New Apprenticeships, part-time work, work experience or further study.
- Identify other support services** that you may require like Centrelink, accommodation or transport.

Education and training

(Tick them off as you go—
do one a day or one a week!)

- Plan well ahead** of the time you expect to train or study.
- Choose a career** to match your interests or goals. Consult a careers adviser.
- Identify the TAFE, university or private training provider** that offers you the course you are interested in studying.
- Find out about any entry requirements** or prerequisites for the course that interests you.
- Discuss your needs** with the Disability Liaison Officer or other campus staff. Let them know what you need to assist you to successfully complete your course of study.
- Find out what financial support is available.**

- Consider all options.** It may help to consider part-time or off campus study.

- Identify other support services** that you may require like Centrelink, accommodation or transport.

PS Apply these simple planning tools to all life transitions!

Further information

For further information about the Disability Coordination Office, please contact the Disability Coordination Officer, Canberra and region on **6207 4900** or email dco@disabilitycoordinationoffice.com.au

Turnbull, A. & Turnbull, R. (2001). Families, professionals, and exceptionality: collaborating for empowerment. Fourth Edition. New Jersey: Merrill Prentice Hall.



**Regional Disability Liaison Officer/
Disability Coordination Officer**

Enhancing post secondary education, training and employment opportunities for people with a disability

**Funded by the
Commonwealth Department**

Of Education Science & Training



Capital Careers

Capital Careers, inaugural winner of last year's Excellence in Inclusion

Award is in the spotlight again, as winners of the 2004 ACT Training Excellence Award as the Small Registered Training Organisation of the Year.

At the end of August, Jacky Ryles and Ros Williams, Directors of the company, went along with their wonderful and dedicated staff to the awards ceremony held at Parliament House.

They were delighted to be entertained by Michael Milton, the Australian speed skier Paralympian who gave an awe inspiring insight to life on a single ski!

When presented with their premier award, Jacky and Ros in their acceptance speech said, "When we started out in business in 1994 our aim was to create positive changes in peoples lives but we didn't realise just how much other people had created changes in their own".

Capital Careers has been operating now for ten years and is one of the most innovative and respected training companies in the ACT.

In addition to having a commitment to assisting people with a disability to gain access to vocational education and training, Capital Careers has an established reputation for the delivery of high quality and flexible learning solutions to local businesses, government departments and corporate clients.

We congratulate Capital Careers' directors Jacky Ryles and Ros Williams and their staff for their outstanding achievements!

For more information contact Capital Careers on **6253 0682**.

SHOUT—supporting the community

Self Help Organisations United Together—SHOUT—is an umbrella organisation for member self-help groups, providing a point of contact for member organisations, a referral point for the public and an information resource centre.

It was established in 1981 in the belief that, given resources, information, skills and support, everybody has the right and capability to manage their own lives in ways that best suit them.

SHOUT promotes cooperation and a sense of unity, so that self-help groups can continue to operate effectively.

Self-help groups are voluntary, not-for-profit associations of people

with a common problem. Their activities include mutual support to members, information and education, production of newsletters, advocacy for individuals, and lobbying.

Disability ACT provides funding support to SHOUT so the group can employ an office coordinator and contributes to some operational costs.

Sally Richards and Cheryl Patrick turned to SHOUT for support in running the recent round of community-governed Innovations Grants—a Disability ACT initiative in partnership with SHOUT.

Cheryl said that SHOUT provided them with administrative support, such as taking enquiries on the grants and sending and receiving applications.

"We wanted the innovations grants to be community-driven and we

thought SHOUT would be a helpful resource because they have done a lot of work with community groups," Cheryl said.

"SHOUT's contact with other organisations was a real bonus for distributing information and it was helpful to have a central contact point.

"They found information on other organisations and support groups and would even have found us some office space if we had needed it.

"We found working with SHOUT a very positive experience," said Cheryl.

If you would like to start a self-help group, or become a member of SHOUT, phone **6290 1984**, fax **6286 4475**, email **shout@cyberone.com.au** website **www.shout.org.au**



Improving **community and employment opportunities** for people with a disability

Disability, Housing and Community Services (DHCS), together with Family and Community Services (FaCS), are working on a project to improve the participation of people with a disability in community and employment opportunities in the ACT.

As well as helping to facilitate these opportunities, the project will evaluate the effectiveness of current post-school services and supports for people with a disability. It will also develop future strategic directions designed to maximise the effectiveness of service delivery and coordination.

Disability ACT will have responsibility for post school options, community access and day activity programs, while FaCS will take control of disability employment assistance.

Both agencies are strongly committed to improving the interface across programs and enhancing pathways between school, work, study or training.

A range of factors, including the accessibility of community facilities, community inclusiveness, workforce environments and

individual resources, influence the participation of people with a disability in community and employment opportunities.

The support provided by services and the capacity of these services to work collaboratively can increase access to such opportunities, particularly for people with high support needs.

Evaluation of the available ACT services will be based on current research and similar programs in other states and territories and will guide the development of future service delivery in the ACT.

Information gathered through the project should identify good practice in the delivery of specific service types, as well as ways to improve the connection between federal government and ACT Government funded programs.

The project will examine current features of and future options for service delivery, including:

- the mix of services and supports available
- the number of people using the various service types and those likely to access services in the future
- the availability of services, including eligibility requirements and barriers to accessing services

- the extent to which individuals have options and are able to make lifestyle choices
- improving opportunities for community and employment participation throughout a person's life, including transitions between major stages such as school, training, work and retirement
- the coordination of services across governments and service providers
- the extent to which individuals are able to access services, including:
 - service quality
 - outcomes for clients and client satisfaction
 - data collection and reporting
 - identification of transition needs and supports available, including school education and vocational education and training.

A steering group chaired by Disability ACT will be established to manage the project, and will include senior representatives from the FaCS ACT office, PWD and community members.

Disability ACT will shortly call for tenders from suitably qualified individuals and agencies to undertake this substantial research and consultation project, which is expected to commence in October 2004 and be completed by April 2005.

Contact barbara.baikie@act.gov.au

A range of factors influence the participation of people with a disability in community and employment opportunities.

Disability Advisory Council— notes from the Chair

Council continues to work hard and it has again been a busy few months with some welcome outcomes for people with disabilities and families.

Good news for people with disabilities and families

A major focus has been Council's work on the 2004–05 Budget process and a copy of the ACT Government's response to that submission is available on Council's website.

Important new initiatives include additional funding for a local area coordinator model, the 2004–05 Disability Support Funding offer and the availability of small grants to assist people with quality of life and small equipment needs. Council is very keen to ensure these grants are reflective of the real needs of people on the ground, and is working to identify a grant distribution process which will involve all the community.

Council's website also contains information on other recent initiatives which will provide real benefits to families. These include the government's decision to extend the ACT Taxi Subsidy Scheme to children under 16, an action plan for carers and the new ACT Public Service Employment Framework for People with a Disability. See Council's website at www.dhcs.act.gov.au/DisabilityACT/AdvisoryCouncil

Challenge 2014—A ten year vision for disability in the ACT

On Friday 3 September Council was pleased to be part of the release of *Challenge 2014—A ten year vision for disability in the ACT*, a joint community and government initiative.

Challenge 2014 wants to inspire the whole community to make a real shift in attitude and action needed for people with disabilities to take their place as full citizens. It embraces ideas such as citizenship and diversity. It recognises disability as part of life and the vulnerability of all people to exclusion and rejection. It is based on the view that communities are richer when all members have the opportunity to participate.

Challenge 2014 is significant because it describes the role of the whole community in making the vision a reality.

One of the keys to meeting the challenge will be to find examples of communities which have transformed themselves by moving from vision to action.

In the United States some cities have begun embracing a concept called placemaking—a process where communities identify simple actions that anyone can take in order to transform their public spaces and communities.

It is only by taking the many steps together and as individuals that the real and permanent transformation takes place.

So what are some of the simple steps we need to take as individuals

to make our 'place' a better one for people with disabilities?

For the general public:

- Think about a neighbour, work colleague, church or family member with a disability and how you could treat them as a person first and not just a disability. Make friends!
- Tell your kids about disability and explain that people with disabilities are people first and disabilities second.
- Offer help but don't be offended if it's politely refused.
- Think about the spaces and places in your community and how you would negotiate them if you were blind, using a wheelchair or had difficulty reading signs. Let people know about the problems or, better still, fix them.
- Next time you think about parking in a disabled parking bay or using a disability toilet think about what that might mean if you had a disability and needed to use it.

As an employer:

- Employ a person with a disability(!) and see the person's skills and attributes, not their disability.
- Take the time to look around your place of work or business and identify some things you could do to make it easier for a person with a disability to use it. It might be as simple as providing a pen and paper for a customer with a hearing impairment to write down an order.

Canberra Disability Festival

- Review your work and family policies—do they enable you to hold onto your talented people? Do you have provisions for carers leave or flexible working hours? Are the 'rules' getting in the way of using your best assets to get the job done?

As a teacher:

- Celebrate the International Day of People with a Disability on 3 December. Do a class research project on famous people with a disability or watch a film about disability.
- Research a less 'obvious' disability like mental illness and have a class discussion about it.
- Challenge your class to find one barrier in your school which you can change and then remove it.

These are just a few ideas and I'm sure readers of *Community Partners* can think of many others.

As part of *Challenge 2014*, the Disability Advisory Council has been charged with preparing a biennial scorecard for the people of the ACT. This will mainly involve describing how we measure change, but we would also be keen to hear your feedback and ideas for some 'simple steps' that we can each take to realise the Challenge.

Are there other ideas out there? What do you think? Please let us know via the Council Secretariat at talyealye@netspeed.com.au

Craig Wallace

Chair
ACT Disability Advisory Council

Exciting plans for this year's International Day

The third of December is the United Nations designated International Day of People with a Disability—an event that is marked each year with community celebrations around the world.

Last year's International Day of People with a Disability saw the launch of the first ever ACT Inclusion Awards.

These Awards were highly successful and event organiser People with Disabilities ACT (PWD) has recommended to ACT Government that they be continued on a biennial basis. This will reinforce the powerful inclusion principle, while maximising the opportunities to support positive messages about disability in the ACT in alternate years.



Craig Wallace: Chair of the ACT Disability Advisory Council

Along these lines PWD along with our project partners Disability ACT and a festival committee including a number of local arts organisations, including Arts, Recreation and Training ACT, are organising Canberra's first ever Canberra Disability Arts Festival.

The Festival will be influential in changing community attitudes about disability as it showcases the sometimes hidden talents of artists and performers with a disability and their contribution to the cultural life of our city.

Planning for the Festival is still underway, however at this stage it will include stalls, a festival market and a digital film making event in the heart of Civic. It will be a tremendous chance to bring key local arts and disability organisations together to strengthen opportunities for people with disabilities in the arts in the long term. The aim is to grow the Festival into a substantial Canberra landmark event over several years.

Be a digital artist!

The organisers are keen to hear from people with disabilities who might be interested in telling their stories through the innovative medium of digital artwork.

Workshops are planned for interested people and you can register your interest with PWD by calling the SHOUT office on **6290 1984**.

DHCS staff capture **a team spirit**

Who's got the loudest cheer squad at the Belconnen Basketball Centre?

If you ask Chris and Cassandra Garvie from the ACT Department of Disability, Housing and Community Services, it's the **Wests Bandits!**

Chris is a Housing ACT Housing Manager and his daughter Cassandra, works for Disability ACT. For nearly a year they have coached the 'Bandits', the ACT's only ladies basketball team for people with a disability.

The team comprises six players who have a disability along with five able bodied players who also play a teaching and support role in the team.

Chris said that one of the major goals of the coaches is to make sure that the girls have fun and enjoy themselves.

"The team has improved drastically over the time that we have worked together," Cassandra added. "In fact, they've improved so much that the other teams don't hold back—they don't take it easy on us!"

The team plays every Tuesday night at the Belconnen Basketball Centre, and are preparing to travel to play in interstate tournaments. The 'Bandits' have been such a success that a second team—the **Wests Warriors**—will compete next season.

Anyone interested in playing for the Warriors can contact Chris Garvie on **6207 1373**.



Left to right: Back row – Chris Garvie (coach), Jenna Doyle, Christine Penders, Amanda Mitchell, Kim Davidson; Front row – Michelle Earl, Cathy Harding, Cherie Skinner, Naomi Sheffield, Cassandra Garvie (coach).

Australian National Disability Abuse and Neglect Hotline

The Australian National Disability Abuse and Neglect Hotline is an Australian government funded telephone hotline for reporting abuse and neglect of people with disabilities. Abuse includes physical, sexual, psychological, financial, civil and legal abuse. Neglect may include restraint or restrictive practices as well as denial of care and support which may cause harm to an individual.

Anyone across Australia can call the hotline to report cases of abuse or neglect or to find out more about the services. Reported allegations of abuse or neglect are referred to the appropriate authorities. The Hotline is open 7 days a week from 8am to 8pm.

Information on the Australian National Disability Abuse and Neglect Hotline is available in alternate formats.

For further information contact the Hotline on **1800 880 052**

TTY **1800 301 130**

NRS **1800 555 677**

TIS **131 450**

www.disabilityhotline.org

Contact details

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية، إتصل برقم الهاتف:
CHINESE	如果你需要传译员的帮助，请打电话:
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
MALTESE	Jekk għandek bżonn l-għajnuna t'interpretu, çempel:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ако вам је потребна помоћ преводиоца телефонирајте:
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TURKISH	Tercümana ihtiyacımız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

TRANSLATING AND INTERPRETING SERVICE

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