



Community Support Inc.



Networx



CSI supports and empowers consumers and their families

www.csisa.org.au

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IN THIS EDITION

Pages

CSI Launches in NT	1
Binjari Community Group	2
Brian's Banter	2
CSI Christmas Party & celebrate IDPWD	3
Commendations	3
New HR Department	4
The new CSI	4
UN Convention on the Rights of Persons with Disabilities	5
If I were Prime Minister	5
CSI's first Senior Support Workers	6
Julia Farr Youth Mentor Program	6
New Book: Wheels in Motion by Laura McGee	7
Chairman's Update	7
Paul Aldis—widely praised Artist	8

CSI Launches in the Northern Territory

CSI has officially launched its Katherine and Alice Springs offices. Government department representatives, CSI staff, volunteers and officials attended the launches which celebrated CSI's expansion into those regions.

Brian Gillan, CSI Chief Executive, praised the staff and volunteers for their efforts in helping to establish services in a very short time frame. "We are very proud of the fact that when we took over HACC services in the region it was a very smooth transition for consumers" said Brian during his official opening speech.



On 15th May 2010 CSI commenced providing HACC services to consumers in the Katherine and Alice Springs regions of the Northern Territory.

The provision of services was as a result of discussions and negotiations with the Northern Territory Government. Upon receiving the news that CSI was successful in securing this new business, CSI's management team had less than four months to establish offices in Darwin, Alice Springs and Katherine and to employ new staff including an Operations Manager for the Northern Territory. It was also necessary for a new database to be built and for new operational procedures to be established. While this was quite a task,

CSI rose to the challenge and a successful and smooth transition was achieved.

Throughout the process it was CSI's primary objective to ensure that consumers were not disadvantaged by the changes. We are very pleased with the successful outcome.



Since commencing services in mid May, CSI has been successfully meeting our required outputs and we have even expanded service provision to Pine Creek, a town just outside of Katherine. From the beginning of October CSI commenced providing services to consumers based in Darwin. For more information about services in the Northern Territory please contact Simone O'Callaghan, Manager, Northern Territory Operations, on 8981 2588.

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Ruby and the Binjari Ladies

Ruby Walker is a Support Worker with CSI Katherine. Ruby co-ordinates the Home and Community Care (HACC) services for elderly female residents of the Binjari Community, which is an indigenous community approximately 20 kms out of Katherine.



Ruby has lived in Katherine since 1975, having first arrived in the Northern Territory in 1968. She has worked in Aged Care for the past 20 years. She is an active member of the community and works closely with several organisations in Katherine advocating and assisting indigenous people wherever she can. She loves Katherine and the top end and is a proud mum of 5 children, grandmother of 16 and great grandmother of 19.

Ruby recently took four of our Binjari clients to the annual Women's Talkfest held by the Banatjarl Community just outside



of Katherine. The Women's Talkfest is a forum and get together for women to share information and meet others from surrounding areas such as Wugularr, Gulin



Gulin and Barunga. The women stayed for several nights camping, chatting and attending information sessions from organisations such as the National Australian Aboriginal Justice Association (NAAJA) and Katherine Women's Indigenous Legal Service (KWILS). The sessions focused on issues such as changes that are about to take place with income management, which concerns all indigenous people.

Camp ovens were used to cook on open fires and delicious tucker such as veggie soup, kangaroo stew and apple crumble with custard was served.

Ruby hopes to attend again next year with her Binjari ladies and is already planning a fishing weekend for them in October at Mary River. The ladies love going fishing and camping but only like to do this in the



warmer months. The dry season is too cold for them and they prefer to stay close to home then.

Please stay tuned for more updates in future newsletters about the work of CSI NT and as Ruby likes to say "Keep on Keeping On".



Brians Banter



Welcome to this edition of Networx. I'm very pleased to announce CSI's Northern Territory operation is now up and running. I was intrigued to discover that the Darwin office, which is on the ground floor of an apartment block, has a swimming pool. Actually, the swimming pool is part of the apartment block but as tenants we have access to it. The pool is directly outside the rear door of our office and looks really inviting. I think our Northern Territory clients will like our new office.

In May CSI opened the doors in our Alice Springs, Katherine and Darwin offices. We have recruited a wonderful group of staff and volunteers who provide a whole range of domestic and personal support services. CSI also deliver meals on wheels to over 50 clients in Alice Springs and Katherine. Ms Simone O'Callaghan, formally from South Australia, is the Northern Territory Manager and is based in Darwin. The first step in developing the Northern Territory strategy was to get the Alice Springs and Katherine offices up and running. We have achieved this goal, so now we can concentrate on expanding the service in the Darwin area.

Let me share with you two interesting aspects of the Katherine service. One is a service we provide to an elderly Indigenous Community in Binjari. The other is a service we provide to a group of ageing residents who live in the mining town of Pine Creek. Both communities are in remote locations and it underscores the diversity of service delivery in the Northern Territory.



United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

At the recent CSI Planning Day the Directors of the Board discussed the responsibilities and obligations enshrined in the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). CSI supports the Convention and will endeavour to operate in accordance with the spirit and intent of the UNCRPD. For more information see the article about the UNCRPD on page 5.



Contractors to Employees

CSI has decided to change its workforce from self employed contractors to employees. The decision was influenced by industry changes including the introduction of the Fair Work Australia Act, Workers Compensation and Rehabilitation Act and Occupational Health and Safety legislation. CSI contract workers have been notified of the change and a recruitment process is underway.

I want to assure everyone that this change will not impact on services. CSI are working with Disability Services SA to ensure there will be a smooth transition to the new system.



I am confident that by, using employees, we will be able to provide a more reliable and higher quality service. For example while using contract workers CSI was limited in the level of supervision and training it could provide. Employing staff means that we can offer support workers greater stability and ensure accountability. I'm please to report that most support workers have welcomed the transition to employees. With the addition of the Senior support Workers, I fully expect CSI to deliver better outcomes for clients and a more professional workforce. I apologise for any inconvenience this change may cause.

Brian Gillan, Chief Executive

CSI Christmas Party and celebrate International Day for People with Disability

December 3rd is celebrated all over the world as the International Day for People with Disability (IDPWD). The emphasis for IDPWD is on recognising and rewarding achievement in the disability community. CSI Chairman, Phillip Beddall, would like to invite CSI clients and their carers or family members to celebrate the day. As the event is close to Christmas, we through we would take the opportunity to have a Christmas party.

We have booked the Torrens Parade Grounds Hall (great for parking) to host the party. We will commence at 2.00 pm and go through to 5.00 pm. In order to plan for catering please RSVP to Karen at CSI on 8112 8000. Places are limited so the sooner you register the better. CSI clients, family members and carers are all welcome! The day will give CSI staff and Directors the opportunity to meet you and enjoy some fun time together.

Support Worker Commendations

Tracey Hilbig
 Angela Hill
 Faith Sangu
 Mary Bainrot
 Ron McIlvar
 Robyn Sharp
 Val Burbridge

John Webber
 Vicki Stamford
 Helen Winkler
 Lesley Drechsler
 Chris Lewis
 Donna Hughes

These Support Workers have recently been sent certificates of Appreciation in recognition of valuable contributions to CSI



Welcome to our new Human Resources Department

As part of the change to an employee model of service delivery, CSI has formed a new Human Resources Department.

The Department is managed by Jody Buchan, Human Resources Manager and also includes Carrie Robertson, Human Resources Co-ordinator, Lainie Byrne, Database Administrator and Michelle Howard, Recruitment Co-ordinator.

The HR Team is responsible for recruitment and induction of new workers in South Australia and the Northern Territory, development of training opportunities, and provision of support in regards to occupation health, safety and welfare issues.

We welcome the new HR team to the CSI family!



Back: Carrie Robertson and Michelle Howard
Front: Lainie Byrne and Jody Buchan

The New CSI

Switching our workforce from self-employed contractors to employees marks a huge and very positive change for CSI. Support Workers will be supervised and supported by a team of Senior Support Workers (SSWs). The SSWs will also be a vital link between Support Workers, consumers and CSI's Operations Team.

You will probably see the SSWs driving around Adelaide in our fleet of white Nissan Micras – complete with the CSI logo on the bonnet!



Jody Buchan New Human Resources Manager

Jody Buchan comes to CSI with extensive experience in HR within the Disability sector. She has a Diploma of Business Management & Diploma of Human Resources, and she is a registered and trained Rehabilitation and Return to Work Coordinator. She spent 15 years working for NFPs as a Project Manager for Fund-raising and as an Office Manager.

Jody has worked in HR within the Disability sector for 5 years, first with a national peak body, NDS, and then for day options service provider, Scosa. In her most recent role as a Senior HR Team Member, she specialised in OHS&W and Claims Management.

Jody loves to spend as much time with her 11-year-old daughter, Holly, as possible and enjoys travelling around Australia and overseas.

Andy Redden New Financial Accountant



Andy has held a variety of Board positions within the sector ranging from Dignity for Disability (d4d), to Community Living Project (CLP), and Paraplegic & Quadriplegic Association (PQA) among others.

He brings a broad experience and established values consistent with those of CSI.

Married to Henny since 1979, he has two children Mike aged 24 and Katie 21. His favourite pastimes include golf, fishing, cycling and would like one day to walk the French Camino.

Jody has set out the following goals and objectives for the Human Resources team:

- Undertake review and enhancement of Human Resources systems, processes, procedures and policies using the principles of continuous quality improvement and excellent and seamless client service
- Support the enhancement of CSI performance through competitive positioning, policies, recognition and reward mechanisms.
- Develop and deliver training programs to help staff and managers accomplish the goals of the CSI Strategic Plan.
- Support implementation of Affirmative Action Plans and expand diversity outreach and training efforts.
- Provide support of Enterprise Resources Planning (ERP) initiatives, including change management, and systems development activities.



CSI ISLAND

Solution Forest Pty Ltd is currently developing a new consumer management system, called CSI ISLAND, for CSI. The Solution Forest team, which is led by Dr Nhiem Lu and includes Aditya Pethe, Omkar Nandurkar and Sam Dalle-Nogare, have already implemented the new system for the newly opened CSI offices in the Northern Territory and developed the new website for CSI NT (www.csint.org.au).

The team is currently working on the consumer management system (CSI ISLAND SA), which will reflect CSI SA's move from a contractor to an employee support worker model. The CSI ISLAND aims to allow CSI to provide more efficient and high quality services to its consumers and support workers.

The system development is well underway with its expected completion in early 2011.



From left to right: Aditya Pethe, Omkar Nandurkar, Nhiem Lu and Sam Dalle-Nogare



United Nations Convention on the Rights of Persons with Disabilities

Australia is a signatory to the convention, and as an options protocol has been developed it seems appropriate to bring the UNCRPD to the notice of CSI consumers.

So, what is the UNCRPD?

The purpose of the Convention is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.

The Convention is underpinned by the following principles:

- Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons
- Non discrimination
- Full and effective participation and inclusion in society

- Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- Equality of opportunity
- Accessibility
- Equality between men and women
- Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities

The Optional Protocol is a vehicle in which PWD who believe their rights as described by the convention have been breached can make application to the UN Committee on the Rights of Persons with Disabilities.

The Committee can then request the State to clarify or provide evidence of a remedy, that may be taken by the state to address the matter.

There is more information about the UNCRPD on CSI's website and at <http://www.un.org/disabilities/index.asp>.



If I were Prime Minister...

CSI consumer, Darren Pate, recently appeared in a Sunday Mail special feature which asked members of the public what they would do if they had the opportunity to run the country. Darren said he would, 'Put the money into Disability SA and health care. There are a lot of people out there with a disability and they need the help'. The article 'What I'd do if I became the PM' was featured in the 1st August edition of the Sunday Mail.





Introducing CSI's first Senior Support Workers



From left to right: Jim Ranger, Ron McIlvar, Helen Williams and Wayne Walkley

Ron McIlvar is a 49-year-old Scottish migrant with experience as a Patient Services Assistant, Ward Assistant and Volunteer at Julia Farr Services. He has also worked with CSI and the Community Living Project for the past 18 months. Ron has been married 29 years and has a daughter. He enjoys 4-wheel driving and re-vegetating his country block of land through Trees for Life.

Ron is excited about working in the role of Senior Support Worker and look forward to meeting all of the staff and clients.

Wayne Walkley moved from Tasmania to Adelaide 8 years ago and worked in Aged care until he started with Scosa 6 years ago. He progressed through the ranks at Scosa to become a Service Co-ordinator, a position which he has held for the last 3 years. Eighteen months ago he became Service Coordinator for the Flinders region, which encompassed Willaston, Clare and Port Pirie regions. He has extensive training in supervising and leadership roles, and strategic work. He is very interested in music and has played bass guitar in a couple of bands.

Jim Ranger has been a resident of the South East of South Australia for 51 yrs. He grew up in Tantanoola (population 200) and now lives in Millicent. Jim has a Diploma in Community Development, an

Advanced Diploma in Community Sector Management and is currently studying for his BA in Social Work. He comes to CSI from a role as Project Officer/ Case Worker at Baptist Care in Mt Gambier.

Jim is a keen environmental conservationist, and enjoys cricket, bushwalking, catching yabbies and relaxing. He is a single dad to two boys, Joshua 14 and Darcie 16. He also has four older children and four grandchildren.

Helen Williams has met some of you previously when she was a contractor with CSI, and more recently as an emergency backup support care worker. Many of you will have spoken to her over the phone, as she has been a member of the CSI Operations Team. Helen firmly believes in all that CSI stands for, and hopes to achieve in the future for everyone in our community. She is excited by the positive changes happening at CSI and humbled at the opportunity to be involved.

Helen has four sons- Allen 17, Johnathon 20, Daniel 30, and Matthew 27 – who is married to Cassie and has a son, Hayden, 15 months. She is a devoted mum and Nana, and enjoys spending as much time as possible with her family.

Do you know of a young adult living with disability that would make an awesome mentor?

...we would like to introduce you to the Julia Farr Youth Mentor Program. This is an innovative idea which came about in March 2009 by Julia Farr Youth (JFY) and is hosted by Julia Farr Association (JFA). JFY is a group of young adults living with disability that had a vision to design, develop and implement a Mentor Program for children and adolescents aged 11-16 living with disability (or otherwise known as mentees).

The Mentor Program is currently looking for mentors that are aged 16-30 with lived experience of disability and that is interested in spending time with a mentee for a few hours a week. We are looking for young people living with disability who are passionate about people living inclusive lives, people exercising control over their lives and people having the opportunity to develop to their full potential. It is important that the person displays a positive attitude to life, is respectful of individual differences and is reliable.

As a mentor, a person will have the opportunity to be involved in training, developing new skills including leadership skills and the opportunity to empower a young person living with disability.

We are very keen to hear from potential mentors who live in Adelaide. For further information please contact Georgie at Julia Farr Association on 8373 8313 or georginae@juliafarr.org.au

We look forward to hearing from you soon!

The Julia Farr Youth Mentor Program



Contributions
If you would like to contribute to the next newsletter please contact the CSI Adelaide Office



Wheels in Motion

New Book:
WHEELS IN MOTION
 by Laura McGee

Hi! I'm Laura, I am in my mid twenties. I have Cerebral Palsy. My physical disability is quite severe including being non-verbal. I access the computer via two head switches and a Morse code program. If you would like to find out more, you can read my autobiography – Wheels in Motion, published 24th May 2010.

You can look me up on my Facebook Group: Laura McGee's Wheels in Motion.

To purchase my book:
 Go to: www.bookpal.com.au - \$29.95 + postage
 OR
 Order through major book stores - \$29.95
 OR Send cheque or money order for \$35 to:
 Laura McGee, PO Box 4344,
 Penrith Plaza, NSW 2750 t



Chairman's Update

Articles from CSI Chairman, Phillip Beddall

National Disability Insurance Scheme

It's Time

Its time to cement a National Disability Insurance Scheme as a central plank of Australia's social and economic policy framework.

It's time to change the way services for people with disabilities are funded and structured in Australia.

It's time to make services for people with disabilities and their families effective, equitable and efficient.

It's time to introduce a new national safety net, ensuring peace of mind for all Australians should they or someone they love become severely disabled.

Those who acquire a disability through a workplace or a motor vehicle accident generally receive financial support. However, for those who acquire permanent disabilities in other accidents, are born with a permanent disability, acquire a permanent disability through a medical condition or have a permanent mental illness, there is no automatic support to meet their needs.

The Plan

Australia's approach to disability services is crisis-driven and welfare-based. A National Disability Insurance Scheme (NDIS) would change this. The Scheme would provide funding for essential care, support, therapy, aids, equipment, home modifications and access to the community, education and training.

As an insurance-based scheme, providing cover to Australians as and when they needed it, an NDIS would be funded by all taxpayers through general revenue or an extension of the Medicare insurance levy. An insurance-based approach to disability services stems from the view that disability is a "risk" that can strike anyone in our society, with potentially

catastrophic consequences if proper support services are not in place, but will not affect everyone.

Because an NDIS would be a major social and economic reform, on a par with the introduction of Medicare and compulsory perannuation, the first necessary step towards implementation is a detailed study that would allow for careful, thorough planning and consultations with all stakeholders.

The defining criteria should be needs, as determined by clear eligibility criteria, which would include measures of physical, intellectual and behavioral disabilities.

It's estimated that only some 3% of the population would be the primary beneficiaries of an NDIS. But all Australians would benefit from the peace of mind of knowing that a Medicare-type safety net was in place, should they or someone they love be affected by disability, either from birth or as the result of accident or illness.

Read more – visit the NDIS website (www.ndis.org.au), sign the petition and contact your elected representatives.



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Kelly Vincent MLC Announces Plans for Change and Choice

With the support of Dignity for Disability, my staff and my constituents, I will:

- call for a comprehensive review the 'current' South Australian Disability Services Act, which was first introduced in 1993. To the Party's knowledge, the Act has not been reviewed since 1996. We want and need the Act to provide a more transparent and just Disability services system that compliments the way in which people with disAbilities, their families and carers live their lives today;
- acknowledge the hardships of those currently on the Unmet Needs list for equipment and services. We believe that NO need should go unmet. Dignity for Disability looks forward to working with the Government in whatever way necessary to clear the current unmet needs list, and to provide recurrent funding with the option of Self Managed Funds, to prevent the future build-up of these lists.
- applaud the work of carers of people with disAbilities, especially the forty percent of carers who identify as having a disability themselves. Despite the fact that it is often a labour of love, your work can be onerous. Dignity for Disability is calling for the introduction of a more accessible respite scheme for both people with DisAbilities and their carers and support workers which will promote physical and mental wellbeing for both the carer and the person being cared for;
- work to change current law, where there is no mandatory reporting of abuse to people over the age of eighteen years. This does not take into account people with Intellectual Disabilities, who may not be able to recognise, let alone report, such tragedies as physical and emotional abuse and neglect themselves. Dignity for Disability will be moving toward the introduction of legislation that puts mandatory reporting for people with disAbilities in place, as we believe that all people have the right to physical and emotional integrity and security, regardless of their Disability or age;

- recognise the limits the current Education and Transport systems place on the social, professional and developmental lives of many people with disAbilities. We will work for a more flexible system which properly supports the rights and capacities of people with disAbilities and enables their full and lifelong participation in society.

Kelly Vincent



Paul Aldis – widely praised Artist

Paul Aldis is a self-taught artist with eight years' experience – six years as a full time artist. In 1986 he won the Sir Hans Heysen Greater Western Mining Prize for people under 25-years-old and was highly praised by Sir Donald Dunstan.

He has paintings in private collections in England, America, Sweden and most states of Australia. The Art Gallery of South Australia owns one of Paul's paintings as does the Queen of England, Dalgetys and the Onkaparinga Racing Club as well as other well known businesses.



Dignity for Disability fully recognises that the points Kelly Vincent has raised today do not cover all of the issues people with Disabilities in SA are currently facing. However, we believe that they are the first steps to be taken in a long journey toward legislative change. It is critical that clear legislative changes are made in order to overhaul the current system by rectifying the deficiencies of the current laws and acts pertaining to the rights of People with Disabilities.

Every step we as a party, and we as a strong and unified disability community, take along that journey, will bring us closer to achieving Dignity for Disability's ultimate goal: Allowing people with Disabilities, their families and carers, Dignity through Choice.

Dignity for Disability Inc is the political party for those who believe in 'a fair go' for everyone. We are a human rights based organisation that aims at ensuring representation in Parliament for people with disabilities, in particular. We have a unique opportunity, which we must grasp together. With strong leadership, and by bringing the often fractured disability community together, we can bring about real change. Our goal is to ensure Dignity Through Choice. More information can be found on the web at www.d4d.org.au.