

Resources 2: Organisations



This sheet contains information on three Victorian organisations that may be of assistance in planning, implementing and evaluating consumer participation activities.

DASSI (Disability Attendant Support Service Inc.)

388 High Street, Northcote VIC 3070.

Telephone: (03) 9481 2355.

Fax: (03) 9482 3820.

Email: contact@dassi.com.au

Web: <http://www.dassi.com.au>

(DASSI also has offices in Geelong and Ballarat.)

DASSI is a not for profit organisation providing one-to-one attendant support to a wide range of people who have been born with a disability or who have acquired a disability as the result of an accident, injury, disease, illness or age. DASSI works across Metropolitan Melbourne and in the Regional areas of Ballarat and Geelong.

DASSI provides individually designed support for people who need assistance to live, learn and work independently in the community. Individual attendant support can include assistance with personal care, household tasks, mobility, rehabilitation, social/recreational, educational and support within the workplace.

DASSI's Active Participation Service can support people with disabilities to actively participate in decision making and/or advisory roles, for example committees, advisory groups, Boards or management and policy reviews.

In consultation with each client, the service matches support workers to clients in order to maximise the individual's participation as part of a reference group, advisory committee or other structure. The worker assigned to the individual will be consistent throughout the span of the client's participation.

DASSI can also be a useful resource to discuss general consumer participation strategies. It was established in 1984 by a small group of people with disabilities, to train and employ people to provide attendant support. Although now a larger organisation, DASSI has remained a consumer-managed and focused service with a strong commitment to training of attendants to ensure the highest quality service delivery possible.

Homelessness Advocacy Service / PESP

2 Stanley Street, Collingwood VIC 3066.

Telephone: Free call 1800 066 256

Admin: (03) 9419 8529

Fax: (03) 9419 7445

Email: has@chp.org.au

Web: <http://www.chp.org.au/has.shtml>

The Homelessness Advocacy Service (HAS) is a program of the Council to Homeless Persons.

HAS provides state-wide advocacy to people who have a complaint with any of the 300+ Office of Housing-funded homelessness service in Victoria, including SAAP services, Transitional Housing services, OoH-funded Rooming Houses and other homelessness services.

Advocacy involves individual support to people who are seeking to make complaints regarding service provision. These complaints are measured by the services' compliance with the Consumer Charter, Homelessness Assistance Service Standards, funding and service agreements, and Commonwealth and State legislation such as the SAAP Act 1994 and the Equal Opportunity Act 1984.

The **Peer Education Support Program (PESP)** is a consumer program developed by the Homelessness Advocacy Service. PESP centres on a team of Peer Educators, people who have experienced homelessness and who have used homelessness services. The Peer Educators have undertaken training and are skilled at facilitating consumer focus groups and providing housing / homelessness agencies with consumer feedback and input on a wide range of issues.

PESP is a key resource in Victoria for organisations developing and implementing consumer participation strategies. PESP provides support, training, consultation, input into the development of government and organisational policy and practice, and contributes to implementation of the Homelessness Assistance Service Standards and the Consumer Charter of Rights and Responsibilities.

PESP ensures that those affected by homelessness have a powerful voice in decisions that have a direct impact on their lives.

Prioletti Consultants

PO Box 234, North Carlton VIC 3054.

Mobile: 0438 846 584.

Email: josie@prioletticonsultants.com.au

Web: <http://www.prioletticonsultants.com.au>

Prioletti Consultants is a Melbourne-based consultancy firm that assist services (Corporate, Government and non-Government) to work with people from diverse cultural backgrounds.

Prioletti's core aims include assisting services to plan service provision to meet the needs of Culturally and Linguistically Diverse (CALD) communities, and assisting services to identify service barriers, to improve access and to create a culture of acceptance of consumers of diverse backgrounds.

Prioletti assists services to create and implement Cultural Plans which document the agency's strategy for increasing access and improving the quality of service to clients from CALD backgrounds.

Prioletti also maintains a website with a range of useful resources including a Cultural Diversity Resource Kit, up-to-date statistical information about the main language groups in each ABS region, and a list of organisations through which to engage members of non-English speaking language groups.

Prioletti offers a range of forums and training that can assist agencies to develop their understanding of the cultural needs and barriers which may impact on the participation of consumers from diverse cultural backgrounds. Training offered (as of January 2008) includes:

- Planning for Culturally Relevant Services
- Cross Cultural Awareness Communication
- Active Client Consultation (which assists agencies to understand and improve client participation in all areas of service provision)
- Understanding Advocacy.