

## Disability Standards

**Service access** - fair and equitable practices that are consistent with funding obligations, applicable legislation and purpose of the service are applied when managing and allocating resources.

**Individual needs** - planning and support is tailored, flexible, responsive and appropriate to the individual.

**Decision making and choice** - support options are planned, developed, implemented and reviewed in a manner that is responsive to the decisions, choices and aspirations of individuals.

**Privacy, dignity and confidentiality** - are respected and maintained.

**Participation and integration** - support options are planned, developed, implemented and reviewed in a manner that builds opportunities for individuals to participate in the life of the community.

**Valued status** - support options are planned, developed, implemented and reviewed in a manner that recognises the skills, abilities and potential of individuals, and enables the achievement of valued roles in the community.

**Complaints and disputes** - are addressed promptly, fairly and respectfully without compromising services to the individual.

**Service management** - management and governance practice is sound, accountable and consistent with current disability policy and practice.

**Freedom from abuse and neglect** - supports are provided in safe and healthy environments that support individuals to exercise their legal and human rights.



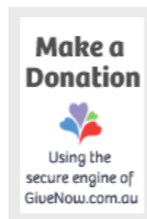
## Looking for Respite?

A number of websites have been developed across Victoria to assist Carers (and providers) find respite for people they support. The website address for our region [www.respiteloddonmallee.org.au](http://www.respiteloddonmallee.org.au). If you wish to access respite in another part of Victoria, go to [www.respitevictoria.org.au](http://www.respitevictoria.org.au) and you will be able to find providers in all parts of the State. If you are a provider of respite, and wish to have your details added to this site, please email [rlm@clrs.org.au](mailto:rlm@clrs.org.au). The website is updated regularly.

## Club Teen:

**The September/October Holiday Program is now confirmed. Please contact Sue Edwards on 5480 2388. This program operates each week day from 8am - 6pm. Child Care Benefit is available for registered families.**

**To make a tax deductible donation to Community Living & Respite Services Inc. visit our website at [www.clrs.org.au](http://www.clrs.org.au) and click on "Make a Donation". Your support will make a difference!**



## Have your say - complaints & comments

Should issues or concerns arise please raise this with the relevant House Manager, Co-ordinator or Team Leader in order to find a suitable resolution. Alternatively, pick up a Suggestion Comments or Complaints Form. You can collect one from the office, from our website or at Club Teen. Someone can help you complete the form and then you can bring it in or post it to 26A Percy St, Echuca.

Comments forms are located in the foyer at 26A Percy St, Echuca or [www.clrs.org.au](http://www.clrs.org.au). We hope to hear from you.

## Girl Power

**This group of young ladies meets every month for activities. If you live independently or in supported accommodation, this may interest you. The girls enjoy eating out, pamper days, shopping and going to markets. For more information contact Sue Portelli on Ph 5480 2388.**



Community Living  
& Respite Services Inc.

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### From the CEO

The Board of Management is pleased to announce the appointment of our Patrons – Mr John Kennedy and Mr Noel Maughan. John and Noel were formally welcomed last month at a special dinner with the Board of Management, a Sponsor's Appreciation Breakfast and Staff Appreciation Morning Tea. John and Noel were chosen for their outstanding character, highly regarded reputation in our community and for their commitment to the wellbeing of others. These qualities closely align with the Mission and Vision of our organisation.

John and Noel will be role models to our staff and service users and they also personally underline the newly developed Values of CLRS. These values are:

**Respect**      **Wellbeing**      **Accountability**  
**Flexibility**      **Excellence**      **Innovation**

The Board of Management has also reviewed the Mission, after seeking feedback from service users, staff and other providers.

It was wonderful to see so many supporters at the DisabiliTEA event on August 2, 2011. The morning tea was organised to raise awareness and support for the introduction of a National Disability Insurance Scheme which will be of significant benefit to people with disabilities.

If you haven't yet registered, call into the CLRS office or register on the website [www.everyaustraliancounts.org.au](http://www.everyaustraliancounts.org.au). The CLRS NDIS campaign coordinator is Jill Flanagan.

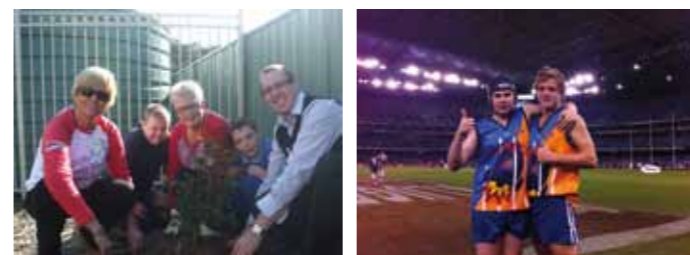
Next month we will be attending the Powercor Campaspe Murray Business Awards as a finalist in the Professional Service Community category. It is exciting to have progressed to the finalist stage.

Congratulations to the Echuca Rockets on their achievements this season. A highlight for the team was playing at Etihad Stadium on Saturday August 20, 2011.

The 33rd Annual General Meeting of CLRS is planned for Tuesday October 18, 2011 at 7.30pm. A warm welcome is extended to our service users, families, staff, sponsors and to the general community. If you wish to become a financial member of CLRS (cost \$5 to join and \$5 annually) please contact Cletus Gilmour on 5480 2388.

Echuca Toyota generously donated plants and their time last month for the National Tree Day, coordinated by Planet Ark. The house mates at Mitchell Place and some young people staying at Alexander House had a most enjoyable morning planting trees and natives. We appreciate the support of Echuca Toyota and their interest in the programs we provide.

*Suzanna Barry*



Community Living & Respite Services Inc. provides support services to people with disabilities, the aged and their families in the Echuca region. For more information contact Intake & Planning Coordinator Jill Flanagan on 03 5480 2388 or refer to our website [www.clrs.org.au](http://www.clrs.org.au).

### CONTACT US:

**Address:** 26A Percy St  
(PO Box 424) Echuca VIC 3564  
**Phone:** 5480 2388  
**Fax:** 5480 6860  
**Email:** [admin@clrs.org.au](mailto:admin@clrs.org.au)  
**Web:** [www.clrs.org.au](http://www.clrs.org.au)  
Intake / Planning Coordinator Jill Flanagan

## What's New?

**Our Mission** was recently reviewed, following consultation with staff, service users and other providers. Our new Mission is **Community Living & Respite Services Inc. delivers quality services, empowering people to live the lives they choose.**

## Staff Changes

We have recently established a Family Services Team at CLRS and congratulate Donna McManus who has been appointed as Team Leader. Jill Flanagan is now undertaking the Intake & Planning Coordinator role. We also welcome Elle Grabham back to the Coordination Team. Elle is coordinating Aged Care and other Brokerage programs.

\$728

### Workplace Giving update

Since the introduction of Workplace Giving earlier this year, \$728 has been donated! Thankyou to all staff who are supporting CLRS to raise funds for future development!

## Travellers Aid

Melbourne Medical Companion Project has volunteer companions available to accompany you from Flinders Street Station and Southern Cross Station to your health care appointments in central Melbourne.

**Bookings essential: Phone 1300 700 399**

## Surveys

Surveys have been distributed to all people using our services. If you have not received a survey please contact Chrissy at reception on 5480 2388. Thank you to all who have returned the surveys so far. Your input helps us to improve our services and assists us to demonstrate to funding organisations the things you value about the services provided by CLRS.

## "Greek Fundraising Luncheon"

Sunday November 20, 2011  
@ 1 pm, Kinisi Live,  
560 Church Street Richmond

\$60 per person

Great prizes, great food & great company!

Tickets are now available  
Contact reception 5480 2388

**Club Teen Reminder:** As we are heading into another holiday program it is a good time of year to remind families and carers of the need to have provided immunisation information to the Club Teen Coordinator.

If you are not sure if you have provided this information, please contact Club Teen Coordinator, Sue Edwards or Team Leader Rosemary Hermans on 5480 2388.



Pictured above is the CLRS Board of Management with Patrons Noel Maughan and John Kennedy, General Manager and CEO (absent Board Member Brendon Loftus). This photo was taken at the Patrons Welcome Dinner, August 18, 2011.

## Our Values

Respect      Wellbeing      Accountability  
Flexibility      Excellence      Innovation

## Services for Seniors

Community Living & Respite Services Inc. provides services to Veterans, through the Veterans Home Care program. Rainy Sharma is the CLRS Coordinator.

Other services are provided through agreements with other agencies such as Villa Maria, Baptcare, Benetas and Bendigo Health Care Group. Older people who receive Aged Care Packages are able to choose CLRS to deliver services such as Personal Care, Home Care, Meal Preparation, Respite, transportation to appointments and Social Support.

For more information please contact our Intake & Planning Coordinator Jill Flanagan on 5480 2388.

## Thank You

The Shire of Campaspe Community Grants Program has contributed \$2,000 towards the International Day of Disability Celebrations, to be held in Echuca on December 2, 2011. Congratulations to the Project Team for a successful application! Thank you also the Shire of Campaspe Community Grants Program for their contribution of \$391 towards the office modifications at Club Teen.

**Mitchell Place** it is now 12 months since Mitchell Place opened in Echuca. Thanks to the funding provided by the Department of Human Services, five people are now settled into their new abode. Mitchell Street recently had a visitor – a young lady who has grandparents who lived there many years ago. Her words were "Thanks again Sandra for letting me look around the house. It was so welcoming and peaceful in there, it made me feel so thankful that a place that housed so many of my treasured memories is the same place that gives others peace, freedom and love. All the things I got from 64 Mitchell Street. Thanks again Jaime Xo"



The DisabiliTEA was a great success. Held at St Mary's Hall on August 2, more than 150 people turned out to support the introduction of a



National Disability Insurance Scheme. Matt Wright, CEO of Murray Human Services; Suzanna Barry, our CEO; Kate McCrae, a family member; and Paul Weller our Local Member of Parliament for Rodney, all spoke of the benefits the introduction of this scheme would bring to people with a disability. It is exciting

that the government has now pledged their support. Thanks to Jill Flanagan for organising this joint event with CLRS & MHS.

