

The Castle News

CASTLE PERSONNEL
SERVICES INC

Issue #1: January 2011

Summer Newsletter

Welcome

Welcome to the first edition of our consumer newsletter for 2011. We hope that our newsletter series will provide useful information to you concerning what is happening at Castle and within the disability services field in general. In 2011, Castle Personnel will celebrate 20 years in the community services sector. We look forward to working with you throughout the year and wish you all success in reaching the individual goals you have set for 2011.

Annual General Meeting

Castle Personnel Services held our Annual General Meeting in December, 2010. Current members of our Committee of Management are:

Committee Member	Role
Barry Gibson	Chairman
Frank Webber	Vice Chairman
Blair Powell	Secretary
Graham Luxton	Treasurer
Nino Di Claudio	Member

Satisfaction Surveys

Surveys will be distributed to a cross section of participants from all of Castle's programs in the coming month. We will be sending these out electronically via email and, if you receive one we encourage you to complete and return the form.

In 2011, Castle Personnel will celebrate 20 years in the community services sector.

Annual Audit

Castle will once again undergo our annual audit against the Disability Standards in March. The audit is conducted by an external auditing body Global-Mark.

Part of the audit process involves interviewing program participants about the service they have received from Castle. Invitations to take part in the audit will be sent out to a random selection of program participants in the next few weeks. Those who indicate they wish to participate will be interviewed by the auditors for around 15 minutes.

New Website

Castle launched our new look website in November, 2010. Future publications such as our Annual Report and newsletters will be published online at www.castlepersonnel.com.au



New CP building



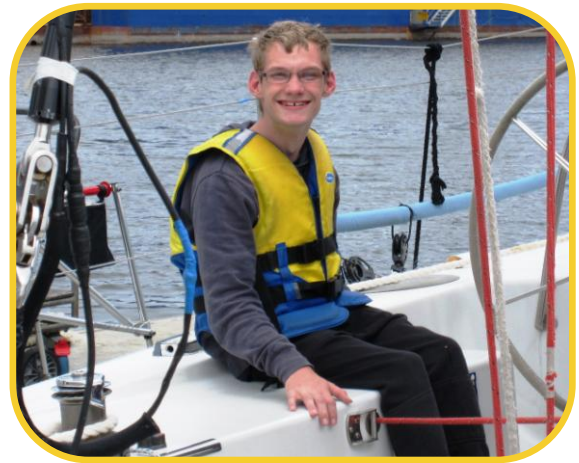
Castle has purchased a large open plan building at 85 Maitland Road, Mayfield to house the expansion of the Community Participation Program. The new building is currently undergoing additions including a disabled toilet, a bathroom and laundry and a large open plan kitchen and dining area.

This building designed and planned by the staff and clients of the CP Program, will display innovation, flair and imagination and be extremely user friendly. The building will allow us to provide services in a more appropriate space and increase our service capacity. It will include a personal care room, quiet areas, and indoor and outdoor social areas with maximum and ultimate access for all clients.

Sailors with disABILITIES

Castle Personnel has this year formed an alliance and relationship with Sailors with disABILITIES (SWD) who have twice this year sailed their disability modified Sydney to Hobart Yacht "Kayle" into Newcastle. The Kayle's volunteer crew allow many clients in wheelchairs or with significant disabilities, to experience sailing for the first time. In appreciation of SWD, Castle Personnel hosted a "Welcome to Newcastle" party at the Newcastle Cruising Yacht Club. It was an honour for Castle to welcome the crew and to host this event joined by

the Lord Mayor, the Commodore and other dignitaries of the Cruising Harbour Yacht Club, representatives from other community service providers, funding bodies, government departments, employers and staff.



Rhys Townsend aboard Kayle

Draft Strategic Plan

Our mission is currently being revised to incorporate our desire to provide quality services and supports to persons with disabilities. Our mission to help participants realise their goals and reach their full potential is paramount in the delivery of the innovative and inclusive services we provide at Castle Personnel Services Inc. Our strategic plan is currently being developed to take Castle into the future. Whilst still in the draft stage, this plan is the compilation of six months research and planning across all Castle's programs and functions.

The strategies developed have been decided upon to ensure the SUSTAINABILITY of Castle into the future and also build on the values of the organisation, namely - **INCLUSION, INNOVATION, EXCELLENCE, INTEGRITY AND COLLABORATION.**

Disability Employment Services Report

Due to the growth in the DES Program a number of new offices have been established and participants are now serviced from our Newcastle, Mayfield, Toronto, Maitland, Singleton, Cessnock, Salamander Bay and Muswellbrook offices.

Our performance over the past 12 months has been excellent, with:

- 838 clients referred to Castle in the past 12 months
- 707 job placements, including 33 Apprenticeships/Traineeships
- 333 participants exited as independent workers
- 177 participants achieved 26 week employment milestones.



DES Program's Susan Zwart receiving her Certificate III in Community Services Work

Due to expansion, the Newcastle DES office has relocated into premises in the Riverwalk Building, Hunter Street, Newcastle West.

Transition to Work Report



TTW Clients taking part in photography as part of their media studies

In 2009 - 2010, seventy-eight school leavers with a disability were supported throughout their transition from school to adult life. During the year:

- 7 clients exited to open employment (Castle Disability Employment Service)
- 5 clients exited to supported employment (Australia Disability Enterprise)

TTW offers certified training and during the year:

- 18 clients have obtained their Senior First Aid Certificate
- 8 clients obtained their Forklift Licence (including our first female)
- 17 clients obtained their Learners Permit and received 10 driving lessons
- 2 clients obtained their Provisional Licence.

Through Castle's RTO, TTW delivered the following training:

- 10 clients completed Certificate II in Retail
- 15 clients completed Certificate II in Asset Maintenance (cleaning)

Community Participation Report



Kaitlin Lawrence and support worker, Michael Kime, at the beach. "Beach Wheelchairs have proven more than successful".

Over the past twelve months, Castle's Community Participation program has supported forty young adults to achieve their goals. This has been achieved by service users participating in an extensive variety of activities including TAFE courses, volunteer work, art, ceramics, scrapbooking, mainstream gym programs, mentoring and many other social and recreational activities.

- Four service users were exited to employment.
- Three service users were successful in attaining their Learners Permits.
- Two service users now have their licenses.
- Thirty service users attended a three day camp at Glenrock Lagoon, a great time was had by all.

Castle's Registered Training Organisation (RTO) Report

Certificate I in Transition Education - 2167VIC - this course has been an integral part of the School to Work (STW) program. Thirteen schools ranging from Rutherford High school to Avondale College

had a total of 38 graduates from the program. Of these graduates approximately thirty have been accepted as clients of Castle's Employment Program - a great outcome.



Certificate I in Transition Education Graduation Ceremony

National Disability Insurance Scheme

The Australian disability and community sector, including many of the largest and oldest organisations, have publicly endorsed the proposal for an NDIS, the principles of which were first outlined in a submission presented to, and endorsed by, the 2020 Summit in April 2008. In its response to the Summit, the Australian Government agreed to give further consideration to the idea.



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 superannuation, the first



necessary step towards implementation is a detailed feasibility study that would allow for careful, thorough planning and consultations with the States and all stakeholders.

It is envisaged that principal beneficiaries would be those Australians with profound and severe disabilities (approx 700,000) who need assistance with daily living tasks (self care, communication and mobility) while people with more moderate disabilities could also be eligible for some assistance based on their lesser needs.

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

Further information can be found at www.ndis.org.au.

Stronger Together Stage 2



On 3rd December, 2010 the NSW Government announced a further \$2 billion investment in disability services over the next five years for the second phase of the Stronger Together 2006-2016 initiative.

The additional funding will increase disability services capacity by an estimated 47,000 places over the next five years.

Under Stronger Together 2 the NSW Government will:

- Enable all people to determine the application of their support resources, whether or not they are using an individualised funding arrangement;
- Create the Supported Living Fund to recognise the right of people with a disability to make choices about how and where they want to live; and
- Deliver 1750 new supported accommodation places, 4500 new flexible respite places and 9380 therapy and early intervention places by 2016.

The package follows extensive public consultation with disability service providers, people with a disability, their carers and their families.

Further information can be found at www.dadhc.nsw.gov.au

Service User Complaints

If you are unhappy with the service you are receiving from Castle, please let us know. You can ring and talk to someone or advise us in writing.

Castle encourages service users to use the complaints process without fear of retribution.



Phone: 4014 2222

Fax: 4014 2233

Email: castle@castlepersonnel.com.au

Alternatively for Employment Service consumers you may contact The Disability Complaints Resolution and Referral Service:

Tel: 1800 880 052

TTY: 1800 301 130

For Transition to Work, Community Participation and ALI consumers you may contact The Ageing, Disability and Homecare Department of Human Services NSW (ADHC):

Tel: 49085200



If you do not wish to receive future editions of Castle's newsletter, please contact our Mayfield office and ask for your name to be removed from the mailing list.

We are required by the NSW Department of Fair Trading to advise all job seekers of the changes in legislation that have occurred in relation to the Employment Placement Services Regulation 2003

- an employment placement service must not charge a job seeker a fee for the purpose of finding the job seeker employment,
- an employment placement service must not engage in misleading or deceptive conduct (such as advertising a position as being available when the agency knows no such position exists or knowingly giving misleading information to a job seeker about the nature of a position), and
- if a job seeker believes that an employment placement service has acted inappropriately, the job seeker may contact the Office of Fair Trading for information on possible action that may be taken.