

July 2015

Issue 2, 2015

Phone: 98 777 990  
Whitehorse  
Community Resource  
Centre, Level 1, 79  
Mahoney's Rd.,  
Forest Hill VIC 3131  
office@meda.org.au  
www.meda.org.au

**meda**  
melbourne east disability advocacy

*Melbourne East Disability Advocacy promotes and protects  
the rights and interests of people who have an intellectual  
disability.*

## Greetings friends of MEDA...

As we shiver through the winter months I would like to extend a warm welcome to MEDA's mid-year newsletter. There has been lots of activity since the last edition, the office has relocated to the Whitehorse Community Resource Centre in Forest Hill, which was a huge task for staff but one they managed efficiently, ensuring a smooth transition without service disruption.

Other highlights include;

- Transitioning the Quality System to align with the National Disability Standards;
- Certification – full compliance for the third consecutive year;

Consumer feedback survey "Have your Say": (see inside for more details).

The Committee of Management (COM) is committed to continual improvement through planned monthly reviews and further development of governance, risk, strategic and operational frameworks providing a solid platform of operation for MEDA's future. We joined the Whitehorse Community Chest fundraising program again this year and a thank you goes to the COM members for their involvement in chests door knock appeal.

Socially, lots of fun was had by all who attended the barefoot bowling evening. Then later in May a volunteer dinner held during National Volunteer Week. Both events offering the opportunity for consumers, citizen advocate volunteers, staff and committee members to get together for a chat and share experiences. It is very heart-warming to see that community spirit is alive and well. On behalf of the COM, I would like to extend our appreciation to staff and volunteers for their continuing commitment and support that contributes to MEDA fulfilling its Vision, Mission and Values.



*"Open your arms to change, but don't let go of your values ~Dalai Lama"*

*Kate Hollins*

*President MEDA*

## Citizen Advocacy Partnership Updates

Since our last newsletter we have farewelled Volunteer Citizen Advocate Danika Gasparina. Thanks Danika for your support and dedication to Sharyn.

## Inside this issue

President's Update	p1
Program Manager's Update	p2
We have moved	p2
Volunteer week celebration	p3
NDAP Framework Review	p3
MEDA Citizen Advocacy Partnership Event	p4
Consumer Group Update	p5
Have Your Say	p5
Victorian Charter of Human Rights	p5
Join MEDA's Committee of Management	p6
Join us on facebook	p6
MEDA's Newsletter	p6

MEDA is funded by the Australian Government Department of Social Services Association (KCPA).



## MEDA Program Manager's Update

We have had a very busy past few months with our annual surveillance audit and our office re-location alongside end of year reports and an increasing number of people requesting advocacy support.

MEDA passed and were commended for components of practice in our annual surveillance audit. External auditors also spent some time interviewing consumers to get their thoughts on their service experience and MEDA's compliance to the Disability Standards. Thankyou to all of our consumers, Volunteer Citizen Advocates and Committee members for their time, feedback and support during this process.

Our preparation and move to Forest Hill has been busy but with a most positive outcome where we are now co-located with other community based organizations. The move is an important financial, networking and future viability decision and we feel honoured to be a part of the Whitehorse Community Resource Centre family. MEDA has also finished another financial year of service to our local communities. We have provided advocacy



support to 79 consumers, supported 32 Volunteer Citizen Advocate partnerships and fielded another 39 advocacy enquiries. Thankyou to staff, Committee, Volunteers, consumers and our communities.

Jan Mattrow—Program Manager

## We have moved

On 7th July we packed all of our boxes and equipment up at Surrey Hills and moved to our new office space in Forest Hill

Address: Whitehorse Community Resource Centre, Level 1, 79 Mahoneys Rd, Forest Hill

New phone no. 98 777 990

If you are in the area pop in and come and visit us.

A big THANKYOU to Amanda Hines from Realestate.com who kindly nominated MEDA to be a recipient of their employee grants program. We received \$1500 which assisted MEDA with it's move to Forest Hill. The Employee Community Grants program offers realestate.com.au employees with the opportunity to support charities and community groups in Australia to realise their property dreams. Amanda thankyou you have helped us to realise our dream for MEDA.

# Volunteer Celebration Week.



MEDA celebrated National Volunteer Week hosting a Volunteer dinner for all of MEDA's diverse volunteers.

The theme of the week "Give Happy, Live Happy" highlighting how volunteering enhances an individual and communities wellbeing.



## National Disability Advocacy Framework: Review

The National Disability Insurance Scheme (NDIS) commenced in 2013 and is being progressively rolled out across Australia. This is a major reform which is bringing about significant change to the delivery of services and support to people with disability.

As part of this reform there has also been a review of the National Disability Advocacy Program Framework to identify if any changes or amendments need consideration in light of the NDIS reform.

Alongside MEDA a number of other National Disability Advocacy Program funded organizations submitted a response to this review.

We highlighted the importance of ensuring that advocacy be independent and free from conflict and that advocacy has a valued, sustained and significant place and role within NDIS.

For a copy of MEDA's submission please contact Program Manager Jan ph.98 777 990.

---

# Barefoot bowls night



Despite a very cool evening with several people cancelling due to poor weather we still had a fabulous evening with a small number of people who braved the elements for our Citizen Advocacy Program partnership event, bowls evening.

What a fantastic night was had as we learnt the fine art of bowling. Our instructor Bob was very patient as he taught us what to do to improve our skills. We also enjoyed a sausage from the sausage sizzle mid way through.



After braving the elements we went into the club room for a drink and whilst



enjoying a good chat. A raffle was held by the bowls club and Sharon and David were lucky to win a prize.

Hopefully next year with better weather we may have a few more turn up and enjoy what was a great evening.

## MEDA Consumer Group Update

MEDA's Consumer Group met again in April and June. A number of items discussed included MEDA's government funding, new Disability Standards, quality review and outcome, new office location and MEDA's consumer survey including testing the survey.

The Consumer Group is always keen to have new members. The meeting will now be held at our new office location in Forest Hill.

Next meeting—August 18th for more information ph. 9877 7990



## “Have Your Say” MEDA's consumer survey

The consumer feedback project was an initiative to obtain feedback about MEDA's service experience and engagement of advocates from its current consumers. Prior to this project, feedback obtained from consumers has only been received through exit, or feedback surveys when the service is closed or finished with a consumer, and an opportunity to provide feedback through the platform of the Consumer

Advisory Group — By broadening feedback approaches, MEDA has the opportunity to identify strengths as well as possible gaps in service provision and/or quality. 17 consumers from the individual and Citizen Advocacy programs were interviewed.

As a whole consumers feel supported by their advocates, that their advocates listen to them and that their advocate has made a difference in their life. Friendship was highlighted as a key aspect of strength within the Citizen Advocacy program.

Feedback highlighted that not all advocacy issues were addressed, often due to external factors and that more education about the meaning of advocacy is important. MEDA thanks volunteers Isabelle Aubrey and Olivia Fowler for their co-ordination and commitment to this project.



## Victorian Charter of Human Rights

Did you know we had a Victorian Charter? The Charter of Human Rights and Responsibilities Act 2006 is a Victoria law that sets out the basic rights, freedoms and responsibilities of all people in Victoria.

The Charter requires public authorities, such as Victorian state and local government departments and agencies, and people delivering services on behalf of government to act consistently with the human rights of the charter.

Twenty fundamental human rights are protected in the Charter, including the right to be treated equally, to be safe from violence and abuse and your right to freedom of movement. For a full copy of the charter go to [www.victoriancharterofhumanrights.org.au](http://www.victoriancharterofhumanrights.org.au)

# Be a Part of MEDA

## Be an important part of MEDA—Join MEDA's Committee of Management

An integral part of MEDA's operation is our Committee of Management. The Committee of Management provides overall governance guidance, direction and support to the organization's operation.

The Committee of Management meets monthly.

If you have an interest in being an important part of MEDA and would consider joining the Committee of Management please contact Jan M Program Manager or Kate Hollins President on 98 777 990.

## Follow MEDA on Facebook



Follow MEDA on Facebook. Like our MEDA Facebook page. Join in on the conversation that we are starting to build.

## MEDA's Newsletter

If at any stage you are wanting to receive this newsletter by email or you are no longer wanting to receive this newsletter please let us know.

Phone 98 777 990

Thankyou.



### Contact Details:

Please don't hesitate to call or email us if you have any questions or comments about this newsletter. We welcome your contributions. If you do not wish to receive this newsletter, please contact us.

Phone: 98 777 990  
Whitehorse Community Resource Centre  
Level 1, 79 Mahoneys Rd Forest Hill  
office@meda.org.au  
www.meda.org.au

**meda**  
melbourne east disability advocacy