


WELCOME!

Welcome to our May newsletter, for people who use Marillac services, families, friends and people working in the Marillac community.



It has been a while since our last newsletter. We have been very busy starting up new services, improving services and moving offices. But from now on, I am going to put extra effort into sending you this newsletter regularly. It's a good way to let everyone know what has been happening around all Marillac's services, as well as any important changes affecting people with disabilities in Victoria.

At the moment there are lots of changes to talk about. I hope you find this update interesting.



Johanna Snelleman
CEO, Marillac

MARILLAC CHANGES OUR NAME

After more than sixty years as "Marillac House", we have decided to change our name to just "Marillac". You might not even have noticed, as we have talked about ourselves as "Marillac" for a while!

We changed because it has been many years since we sold the original Marillac House. Today, while people still live in a number of houses we manage, there are also a lot of other services we offer. Our new name can stand for all the different things we do.

By keeping the Marillac part of our name, we don't lose the history and reputation we've built over the years. We also honour the Daughters of Charity and St Louise de Marillac, whose example of loving, respectful care inspires our work every day.

NEW OFFICES

Marillac also has a new main office. We've enjoyed being based at 47 Milroy Street but we really needed a more suitable office, so we have moved to 790 Glen Huntly Road, Caulfield South. Our new postal address is PO Box 4070, Hopetoun Gardens LPO, Caulfield Victoria 3162.

We will be selling the house at 47 Milroy Street and have begun talking to agents.



Marillac's new head office.



YOUTH RESPITE SERVICES

Since my last newsletter we have been successful in obtaining initially 10 and now 18 packages to support children and young people and their families to participate in supported activities in the community.

There has been considerable demand for this service and we continue to expand it across all of Southern Region, particularly in the growth corridors of Casey and Cardinia.

As well as working closely with families, we have formed a partnership called Creative Recruitment Partners with Calvary

Silver Circle and Villa Maria to provide excellent staff for this growing service. We are also working closely with a range of agencies that help us offer quality options to suit each person's needs and interests.

CASEY KIDZ KLUB JOINS MARILLAC

In February this year, we were delighted to welcome an established service, Casey Kidz Klub, as part of Marillac's growing care and respite service for children and adolescents and their families.

Casey Kidz Klub has offered quality after school care to primary age children with disabilities for a number of years. Designed and run by parents, it has maintained an excellent standard of care. Now, through the partnership with Marillac, we can

give families greater certainty about the future of the service. We are also expanding the service, in both after school and vacation care programs.

EXPANDING SUPPORT AND CHOICE

In another growing part of our service, we now support 20 people on individualised support packages as well as people who fund their own support.

"MY MARILLAC" – YOUR PART OF THE WEBSITE

On Marillac's website we now have a section called "My Marillac". It's especially for people who use any of our services. You can get contact information there about people who can help you with different things. To use this site ask your support worker for the password.





FAREWELL BRUCE MOFFATT AND WELCOME JOE KWAN

Marillac has a new Business Manager. Joe Kwan has just joined us, so please join me in warmly welcoming him. Joe has wide experience in finance and business management, especially in the local government sector and the transport industry.

Joe is taking over from Bruce Moffatt. Bruce has been with us for five and a half years, and has given me and everyone he's worked with wonderful, loyal and understanding support. We wish him all the best as he moves into semi-retirement and hope he enjoys a very well-earned bit of relaxation time!



COMMUNICATING BETTER

I mentioned that I was going to make this a regular newsletter to keep you up to date with changes and news at Marillac. It's just one part of making sure we communicate as well as we can – among staff, with people using our services, with families, with our colleagues in other agencies and with the wider community.

Last year we started a review of how we communicate inside Marillac and to people outside. Lisa Drought and Fiona Reid from The Write Option are helping us with this. Some of you have already been interviewed or helped with workshops.

Thank you to everyone who has helped so far, and if anyone has extra ideas about how we can share information and listen to each other better, please let me know.

WELCOME MARY CLANCY AND GREG GRANT TO THE BOARD OF DIRECTORS

Mary Clancy joined Marillac's Board of Directors last year. A trained teacher working in infants and special schools, Mary had 36 years experience including nine years as Principal of a special school. She has been a member of the Pastoral Care team at Cabrini for 12 years and also volunteers at a Dandenong centre supporting migrant, refugee and isolated women.

Greg Grant joined Marillac's Board of Directors in March 2009. Greg has sixteen years of varied work experience, and has been successfully self-employed for the past six years. A trained horticulturalist, he is also involved in sporting and theatre activities in the community. Greg has cerebral palsy and brings the Board valuable personal knowledge and perspectives of the disability sector and accessing services for people with a disability.



VICTORIAN GOVERNMENT AUDITING DISABILITY SERVICE PROVIDERS

The Victorian Government is bringing in external auditors to check how well all service providers in the state are meeting the Quality Framework for Disability Services.

We have talked to the Department of Human Services and they have agreed the government will accept Marillac's CQL accreditation as suitable external measurement of our performance.

This is good news for us as it means we can keep focusing on the CQL accreditation and not have to spend extra time on two different audit processes. We are also pleased to stay focused on CQL as we are confident their accreditation sets the highest international standard for service in our sector.

UPDATE – HOW WE ARE MEETING THE REQUIREMENTS OF THE DISABILITY SERVICES ACT

In 2006, Victoria's new Disability Services Act set out a few areas of special focus for service providers. It's a good time to look at how we have responded in each of these important areas. This is just a quick look at some things we've done – there are many others you will know about.

1. Being included in the community

- Setting up Neighbourhood Connections and expanding Support and Choice to connect people we support to affordable housing, community activities and friends
- Linking people we support with health-related initiatives like the Dental Program, free hearing checks and hearing clinics

2. Easier access to disability services

- Much bigger range of services that people can approach us directly about joining, including Casey Kidz Klub, Neighbourhood Connections and Support and Choice

3. Planning for people

- Everyone who uses a Marillac service now has a My Life Plan setting out their wishes and how we'll support them to reach their goals
- When people come from other services with different plans we support them in continuing with their plans

4. Strengthening rights in residential services

- We give everyone who uses our services information about advocacy
- Everyone gets information about the Disability Services Commissioner
- We give people written information using language they can understand – including no-fuss English, pictographic formats and 16 different languages spoken in the community
- We have changed and upgraded houses to give people more privacy and more options for individualised support

5. Providing better complaint and review systems

- We make a point of encouraging feedback, good and bad
- We have given brochures to everyone who uses a Marillac service, and their families, so they know how to make a complaint

6. Providing high quality services

- We are working on presenting ourselves late this year for CQL accreditation under QM2005 – this is an enhanced quality process so we keep pushing ourselves all the time to deliver better support
- We are completing Rights Check-Lists for all the people we support.

7. Protecting the rights of people subject to restrictive interventions

- We have been working with the Department of Human Services Behaviour Intervention Support Team (BIST) to develop up to date Behaviour Support Plans
- We report all restrictive interventions to the Office of the Senior Practitioner



NEXT NEWSLETTER

The next newsletter will be in November and will include more information about our services. If there's anything you want to tell people about, or want to hear more about, please contact me by email at johanna@marillac.com.au or phone on 9591 6400.

If you have questions about any of our services or working at Marillac please talk to us on 9591 6400 or by email on mail@marillac.com.au.