

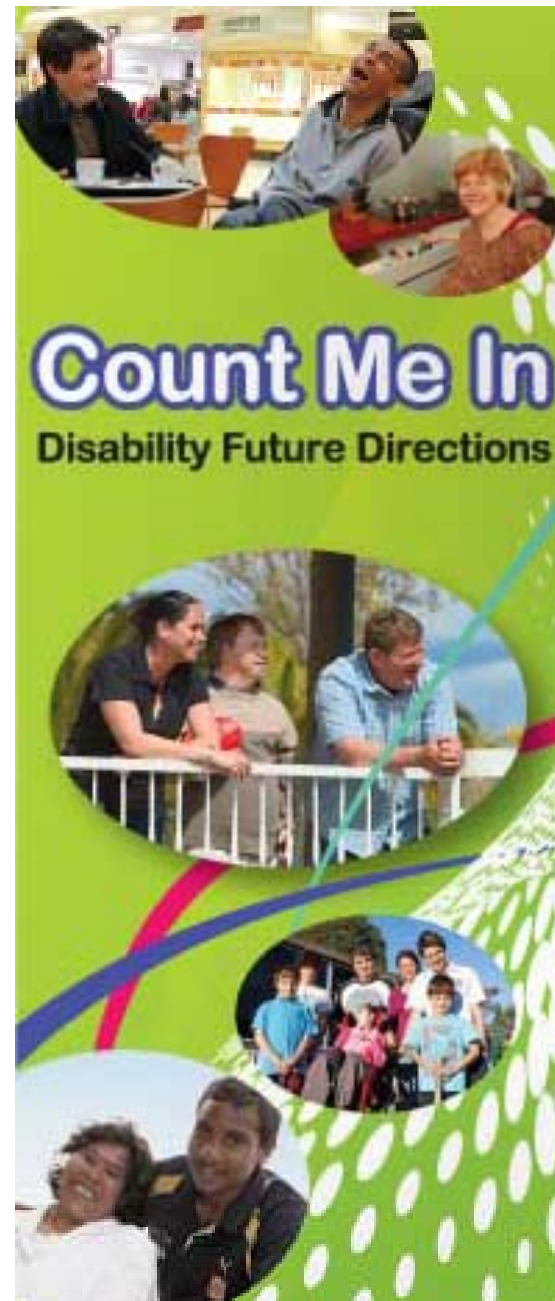


Consumer Centred Services

Disability Service Perspective

Monique Williamson

Underpinned by
Strong Principles
consistent with
Citizen Driven
Approach



- 
- **Person centred thinking -**
Individualisation -
Personalisation -
Empowerment - Self
Determination - In control -
Person centred planning -
Participation - Citizenship -
Choice and control - Direct
payments



Australian Government

SHUT OUT:

The Experience of People with Disabilities
and their Families in Australia

National Disability Strategy Consultation Report
prepared by the **National People with Disabilities and Carer Council**



Challenges

- Discourse and Reality
- Practicalities
 - Power
 - Legislation (particularly Federal IR, OHS)
 - Opportunities (Broader social exclusion, limited resources e.g. housing)
- Position of people – vulnerability, competence, expectations and other stakeholders



Opportunities

- Shared Management
- Community Living Initiative
- New Models of Service - Homeshare
- Planned Individual Networks
- Community based disability services
- Microboards
- Disability Services Commission LAC



Big Questions

- How do we promote a **'culture shift'**?
- How will governments shift policy and practice to better **enable** community service sector?
- How can **social inclusion** be improved to better improve community service outcomes?
- How can peoples **expectations** be improved?
- How can we **safeguard** people who may be vulnerable?