

# OUR SAY MATTERS

## NOW

is the time for YOUR voice to be heard

It's Time for People  
with Disabilities and  
Their Families to  
**UNITE**  
and identify  
**REAL** solutions to  
**REAL** problems



CONTINUING THE RESPONSE TO  
DISABILITY SERVICES QUEENLAND'S (DSQ)  
FUNDING REFORM PROJECT

# How important are these things to You?

## A System that Works

- Reform of the entire system so that it works for the people it is intended to assist.
- Less spent on administration and more on REAL support.
- A system that delivers REAL value for money.
- A system that responds to people in timely and useful ways and doesn't wait for us to go into crisis.
- A system that distributes resources effectively and fairly and provides a greater range of options.



## People and Families having control of their own lives

- Authority to make decisions and choices about our lives and to establish what works best for each of us.
- A system that recognises the contributions, expertise, skills and knowledge of people and their families.
- Supports that are individually determined NOT delivered by a “One Size Fits All” mentality.

## Local Solutions

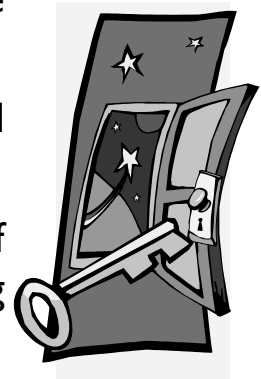
- A system that recognises the ability of people to come up with their own ideas and solutions.
- A system that puts power at the levels where it is most needed NOT in the hands of distant bureaucrats who do not know our circumstances.
- A system that recognises and supports creativity, ingenuity and innovation.

## **Genuine Consultation & Partnership**

- A system that understands the meaning of “Partnership” and genuinely seeks and acts upon the input of the people whose lives are at stake.

## **A Vision for the Future**

- A system that respects the dreams, hopes and desires of each individual and their family and provides the practical support to realise their vision.
- A system that recognises the individual worth and capacity of each individual and family.
- A system that encourages and facilitates a vision of people with disabilities as active and contributing members of their local communities.
- A system that fosters the development of personal relationships and community connections.



**People with disabilities, their families and the community have a lot at stake!!!**

**It is time for each of US to inform government of what is important to each of US.**

The Queensland government is conducting a Consultation on improving disability services. In his opening statement the Minister, Warren Pitt said:

**“It is very important that the approach adopted is the most suitable for people with a disability and their families and carers and the community.”**

**Want to have YOUR say?  
Want to have YOUR views heard?  
Then here's how:**

**RING** the **1800 102 225** to get copies of the issues papers and to find out about consultation sessions

**ATTEND** consultations

**WRITE** and send in your views via the issues papers questionnaires  
OR send in your own thoughts or a submission to

**Department of Communities  
Disability Engagement Project  
GPO Box 806  
Brisbane Qld 4001**

**RING** Organisations to find out what others are saying

**ATTEND** forums that are conducted by other organisations or groups to discuss the issues or get useful information and support

**RING, WRITE, VISIT** – Your local MPs – let them know what is important to You!

*Queensland Parents for People with a Disability  
PO Box 480, Paddington Q 4064  
07 3368 3055 or 1800 805 184 or [qppd@qppd.org](mailto:qppd@qppd.org)*

# Queensland Parents for People with a Disability Inc.

## Parent based systems advocacy

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Email: [qppd@qppd.org](mailto:qppd@qppd.org)

PO Box 470  
Paddington Qld 4064

29 March 2005

Dear QPPD members,

The "Have your say: on improving disability services in Queensland" consultation paper purports to provide people with disabilities, their families and the wider community information about the proposed "improvements" to assessment, prioritisation and funding approaches in disability services. The paper is one of the outcomes of the funding reform project conducted in 2001-2 and uses similar language, categories and jargon introduced by the government and service bureaucracy at that time.

QPPD and our allies consider the paper and the consultation process to be extremely flawed and paternalistic. The paper was written internally without input from people with disabilities and their families and reflects a bureaucratic and business approach. There are inaccuracies and incoherencies within the content. Describing group homes as having more than 7 people is one such example.

The word IMPROVEMENT is used in a deceptive and manipulative way. Throughout the paper people are asked to comment on the "proposed improvements" implying that the proposals are already in themselves going to make things better. The response questions are leading and allow no scope for additional or alternative proposals from the community. We can only surmise that the Department believes it has the answer already and is going through the motions of consultation for appearances sake.

The absence of essential details means that analysis is made more difficult. However, as some of the proposals are already being enacted at the local level we are able to perceive a general trend towards vacancy management, rigid guidelines, increased congregation and centralised control.

In his introduction the Minister, Warren Pitt, states the importance of adopting an approach that is most suitable for people with a disability and their families. Yet what he proposes is all about making the system work for the system. QPPD urges all members to join in our campaign to ensure that OUR SAY MATTERS.

Enclosed are campaign materials suggesting a number of ways to be involved. Please contact the office if you require any further copies or more information.

Thank you for your continuing support for our advocacy work.

Yours sincerely,

Kathy Ellem  
President

*People are not products...we want lives not programs.*

To whom it may concern,

## **RESPONSE TO THE HAVE YOUR SAY CONSULTATION**

The proposals made the consultation paper will not bring about improvements in disability services.

The following outlines what **WILL make a difference** in my life.

- To be treated as a citizen
- To choose who I live with and where I live
- The right to negotiate the level and type of support I need
- An independent person to help me plan and think about my life
- To be seen for my gifts and strengths
- To have flexible supports which change as my life changes
- To have control over my life and lifestyle
- To be able to take my funding elsewhere (portable)
- To use generic services like everyone else
- To be confident that services and supports meet the Disability Service Act
- To be assisted to have a life like other citizens (education, work, home, recreation etc)

The following outlines what **WON'T help me** in my life.

- To be treated as a consumer/client
- Vacancy Management
- Institutions and institutionalised living
- One-size fits all models (eg group homes)
- Leaving my community in order to receive support
- To be "managed"
- Rigid guidelines and no flexibility

- To be constantly told about what I can't have
- To live entirely in a "special disability world" of "approved specialist services"
- Whole of life services where I am vulnerable to abuse
- Having to negatively exaggerate my disability or personal circumstances in order to receive support

If the proposals go ahead I predict the following will happen:

- Increase in number of people labelled as "high support".
- Increase in number of people identifying they are in crisis
- Less people having their individual needs met
- Increase in congregation and segregation and subsequently increase in abuse, assault and neglect of people with disability

Human needs are always complex and never have easy solutions. Life is messy and constantly changing for all citizens. People with disability and their families are no different. The Department of Communities and Disability Services Queensland must learn that there will never be a "magic" solution and that people can't be managed and controlled like products.

The corporatisation of human services both public and private has produced rhetoric that is meaningless to the community. It has become impossible for the citizens to be engaged in proper reform of the system that is here supposedly for our benefit.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Contact Details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<b>Send to:</b> Department of Communities Disability Engagement Project GPO Box 806 BRISBANE QLD 4001
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## MY SAY MATTERS

I don't want to be a client. I want to be a person.  
I don't want a label. I want a name.  
I don't want services. I want support and help.  
I don't want vacancy management. I want a home where I  
choose who I live with.  
I don't want a day program. I want to do meaningful and  
productive work.  
I don't want to be programmed all my life. I want to learn to do  
things I like.

I want the same opportunities as all of you.

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PLEASE  
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Department of Communities  
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GPO Box 806  
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**MY FEEDBACK ON THE 'HAVE YOUR SAY' DISCUSSION PAPER**

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# I DIDN'T HAVE MY SAY



## *Why not?*

- The paper was difficult to read
- I was not informed about consultations in my area
- I went to a consultation but didn't get the chance to raise the issues I wanted
- I have no confidence in the process

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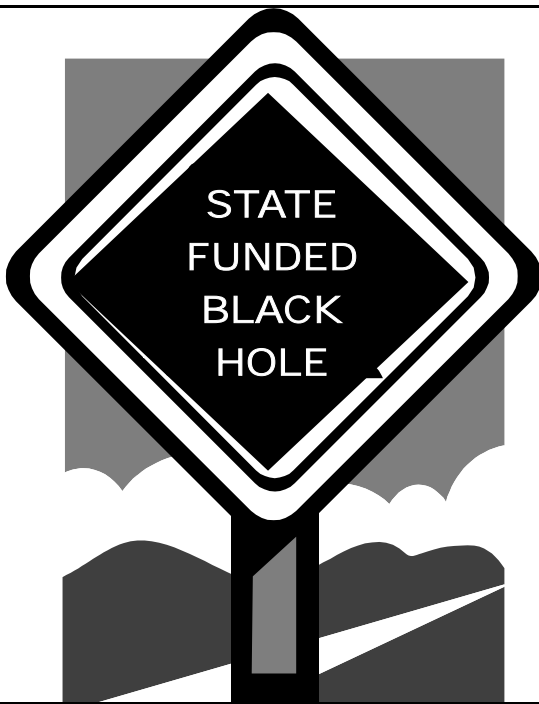
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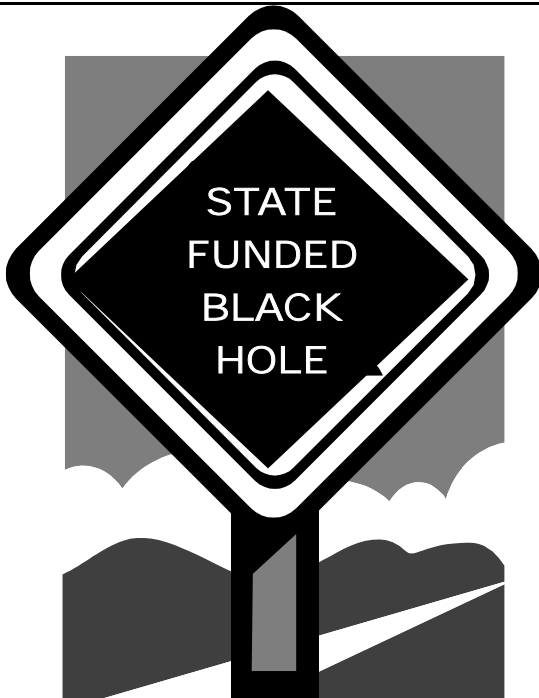
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IF THE PROPOSALS GO AHEAD I PREDICT THE FOLLOWING WILL HAPPEN:

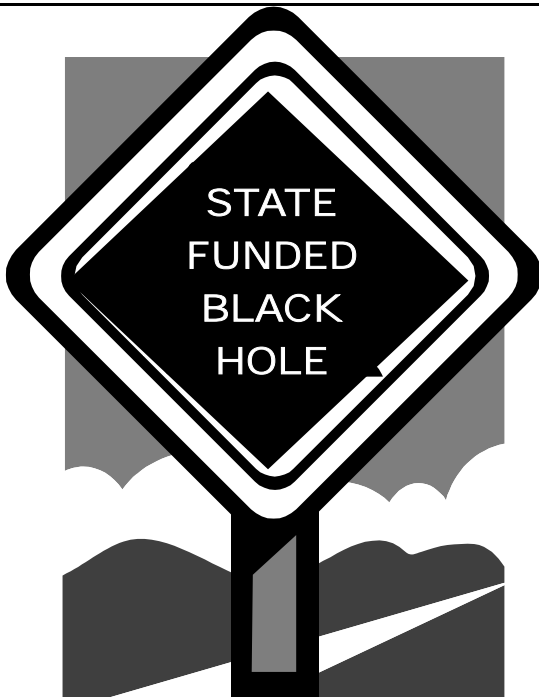
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# HOW YOU CAN SUPPORT THE CAMPAIGN

## SIGN A LETTER OR A POSTCARD

Please sign and return the response letter on the enclosed page to show you support our position.

Ask your family, friends and colleagues to sign a response letter. Feel free to copy or contact QPPD for more copies as needed.



## PHONE IN

Telephone Dept of Communities on 1800 102 225 during their PHONE IN on 13,14 or 15 April 2005 to give your views.

## EMAIL

Email your feedback to:  
[disability.engagement@communities.qld.gov.au](mailto:disability.engagement@communities.qld.gov.au)

You are welcome to copy the response letter or postcard as a guide. If your message is clear it will be harder to misinterpret or ignore.



## WRITE YOUR OWN SUBMISSION

Write your own letter or submission stating your views on the Paper and send it to:  
Department of Communities  
Disability Engagement Project  
GPO Box 806  
BRISBANE QLD 4001



Remember there are no restrictions on how you write your feedback. As the response questions provided are not useful for in depth and thoughtful responses, we recommend that the questions do not guide your submission. Feedback can be as simple as a one page letter stating whether or not you agree with the proposals or as detailed as a full analysis of each section of the discussion paper.

# For more information

Find out about consultation meetings in your area by  
phoning  
1800 102 225 or  
1800 177 120

Copies of the paper are at:  
[www.communities.qld.gov.au](http://www.communities.qld.gov.au)

**CONSULTATION CLOSING ON 15 APRIL 2005**