



Message from the Manager Issue 60

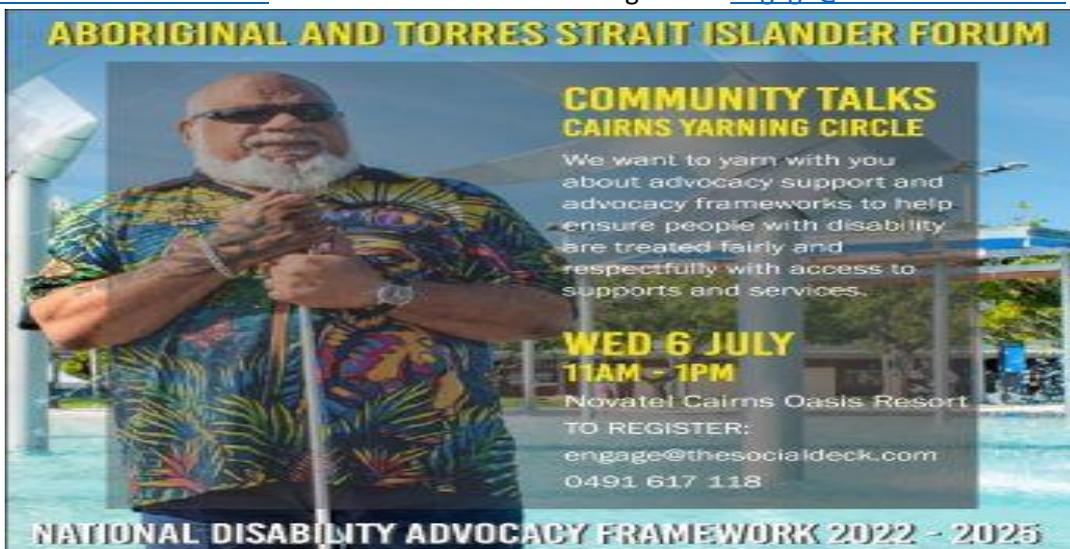
It has been another busy period in the second quarter of 2022. RIA was committed to several Advocate events and activities.

During April, RIA staff attended several Federal Election 2022 forums and it was good to see that all local party delegates viewed our Advocate role in the community as an essential service. RIA is looking forward to the incoming Government's commitment to doubling "existing support for individual and systemic advocacy."

In May, a large RIA contingent travelled on a road trip to Ayr, Ingham and Charters Towers for our NDIS Appeals program. The RIA team conducted constructive in-service presentations, which led to several engagements with community members and resolved NDIS plan issues.

On the 24th of June, RIA was also privileged to showcase our unique services at the Cairns Disability Support Workers Conference. Furthermore, RIA was honoured to participate in this event, which was carried out at the re-opened Tjapukai Cultural Park and hosted by ARC Disability Services Inc.

RIA is looking forward to attending the National Disability Advocacy Framework Cairns Yarning Circle on the 6th of July 2022 from 11.00 am to 1.00 pm at the Novotel Cairns Oasis Resort. For this event, you can register online at <https://events.humanitix.com/cairns-community-forum-draft-national-disability-advocacy-framework-2022-2025>. You can also contact us to register at engage@thesocialdeck.com or call 0491 617 118.





Mareeba Expo

On the 7th April 2022, RIA had a stall at the first ever Mareeba Shire Services Expo. This event was hosted by Mission Australia and held at the Cedric Davies Community Hub's function room. RIA's Tablelands Advocate Dianne was accompanied by Kate, our Intake Coordinator and General Manager, Raoul. This was a community event that showcased services and supports.



There will be service provider information stands, free merchandise, free food/refreshments, opportunities for one-on-one meetings and much more.

Event designed to connect people with disability, their families/carers to services, supports, activities and resources in Mareeba Shire and to attract new service providers to the region to address service gaps. There will also be information available on aged care services.

For more information

Please contact Jodi Bjorksten, Community Engagement Facilitator, Mission Australia NDIS LAC Program, email: bjorkstenj@missionaustralia.com.au or phone: 0436 623 743.

"We invite everyone to come along to this free community event and find out what services, supports, activities and resources are available in Mareeba Shire"



Delivering the NDIS in your community

Participation/attendance at this event is subject to the Queensland Government COVID-19 regulations in place at the time of the event.

National Disability Insurance Scheme

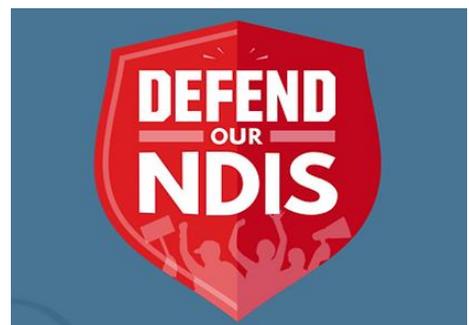
Raoul met with Hon. MP Bill Shorten who visited our region just prior to the Federal Election in April 2022.



Rights In Action continue to advocate for NDIS participants in FNQ whose funding has been cut without reasonable explanation.

Everyday Australia wide, disability Advocates are doing their best to be a voice for participants who are going through internal reviews or external appeals through the AAT, usually without legal representation, whilst the NDIA spend millions on intimidating private lawyers to fight the people they are meant to be serving.

The NDIS is making a big difference to lots of lives. People are finally getting the support they need. But the NDIS isn't working well for everyone – that needs to change. For more information about how you can get involved; go to [About - Every Australian Counts](#) and get behind the grassroots campaign for the NDIS.



Rights in Action Survey Results

On March 15th, 2022, Rights In Action distributed its annual survey, which was forwarded by SMS or email to approximately 200 clients. The survey recipients consisted of previous and current clients; RIA organisational members and external stakeholders such as NDIS providers, local disability services, community organisations and mental health services.

The purpose of the survey was to better understand how RIA could improve on its services, programs by actively asking for feedback about our organisation.

On April 15th after the survey had close, RIA had received approximately 21 responses from service users, family members and external stakeholders, which is about 10% from the total of surveys distributed.

RIA staff, management and the Board of Directors would like to thank all those who had completed the survey and appreciate the time it took to answer some of those questions.

The survey consisted of 12 questions, which we purposely created to gain a good understanding of how we are performing; what we are good at, what we can improve on and how many clients or stakeholders want to get more involved such as becoming a member or the organisation.

The results of the RIA Survey are as follows:



4.24 average rating for RIA as an organisation and people's experience in receiving independent advocacy



52% of people expressed an interest in becoming a paid member of Rights In Action

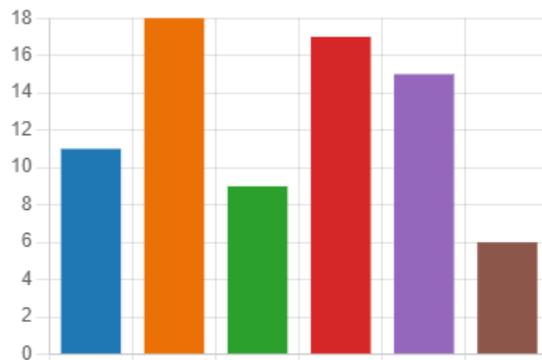


62% of people expressed an interest in getting involved to generate ideas on how RIA can grow and expand as an organisation (strategic plan)



67% wanted to be involved in developing or reviewing RIA's policies and procedures (what we do and how we do it)

- Community Forums and Educati... 11
- Individual Advocacy (one on on... 18
- Information, Linking and Referra... 9
- Systemic Advocacy (working to i... 17
- Self-Advocacy (assisting individ... 15
- Fundraising, memberships or ph... 6

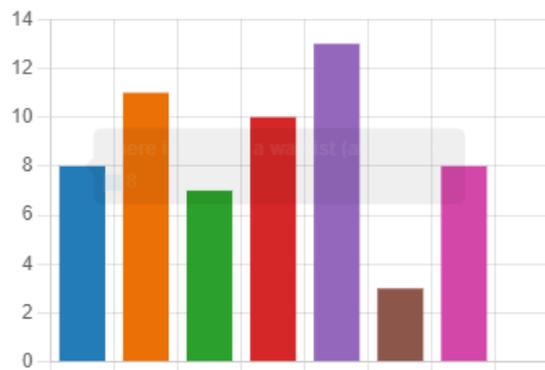
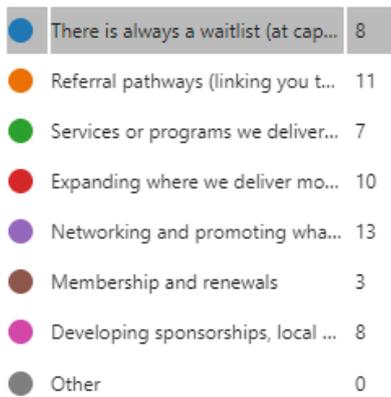


Respondents believe that RIA should focus more on delivering individual advocacy followed by more systemic advocacy projects and then, increased delivery of self-advocacy training for individuals, groups and community

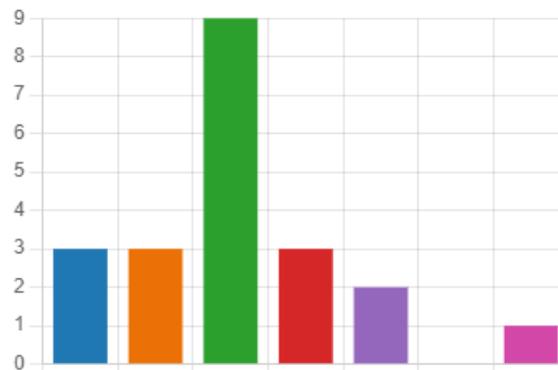
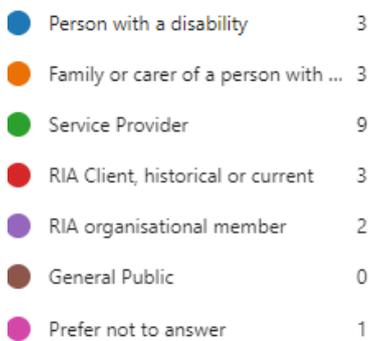
- NDIS Appeals Presentations and... 14
- NDIS Internal Reviews & Appeals 17
- NDIS External Appeals and the ... 16



Those who completed the survey saw the importance of RIA focusing on NDIS External Appeals and Internal Reviews and continuing to provide direct advocacy support to NDIS participants; whilst RIA's education or capacity building within community was slightly less important.



There is a concern that RIA is always 'at capacity' which means we generally have a waitlist, but more people feel it is important that RIA improve on our networking and promotion of disability advocacy (we are working on that one guys and gals)



Looking at the graph, it appears that the survey respondents were mostly NDIS service providers or other services in community. RIA acknowledge those individual contributions and wish to thank the clients, family members or carers and people with disability who also took part in the 2022 survey.

Rights In Action's Annual Survey 2022



Jeffrey was one of the clients who submitted his response to our survey, recently exiting Rights In Action.

Jeffrey chose to disclose his name as a survey participant, so that he could enter the draw; and sure enough his name was drawn from a hat, winning the following:

- a \$100 voucher to dine at the Salt House
- Loads of RIA merchandise; and
- A gift hamper

Good on you Jeffrey, well deserved and we at RIA wish you all the best in your future endeavours





Rights In Action (RIA) are a quality assured organisation who is certified by Global Mark to continue in the delivery of the National Disability Advocacy Program (NDAP) funded by the Department Social Services. RIA have recently been externally audited and are proud to announce that we have achieved re-certification under the National Standards of Disability Services (NSDS).

We encourage you to give us feedback, at any time, so RIA have opened an online feedback form that is accessible both on smart phones and PC's. The survey is for people with a disability, RIA current or past clients, stakeholders, family members, carers or parents of people with disability.

Our newsletter is also a platform where you can seek to share your stories or personal experiences in receiving direct, independent advocacy and we encourage you to reach out to us; we would love to hear from you.

“Have Your Say” is about you giving your opinion on whether you are satisfied with our services, programs and advocacy support. If a decision or action has been made by an RIA staff member that you are unhappy with, you have the right to make a complaint.

All complaints, feedback and suggestions are recorded on RIA's Systems Improvement Register, in accordance with our internal policy, procedures and comply with the National Standards for Disability Services. As an NDAP provider, RIA need to ensure all feedback or complaints contribute to continuous improvement processes, so that RIA can improve its business and services.

So that RIA can achieve the best outcomes for our clients, our members and people with disability in FNQ, your feedback is important to our organisation. <https://forms.office.com/r/4urcz6gz9q>

Rights In Action Inc

RIA Board of Management

Staff

GENERAL MANAGER

Raoul Wilson

PRESIDENT

James Barnes

ASSISTANT MANAGER

Angelika Williams

SECRETARY

Yvonne Todd

ADVOCATES

Dianne Wellington

Maggie Robinson

Doreen Deede

Jerry John

TREASURER

Gwion Cain

GENERAL MEMBERS

John Hartigan

INTAKE OFFICER

Kate Wood

ADMINISTRATION OFFICER

Genevieve Cridge

VOLUNTEERS

Thomas Carter



<https://www.givenow.com.au/httpswwwrightsinactionorg>

Rights In Action Inc. (RIA)

Phone: **07 4031 7377** | Email: info@rightsinaction.org

Address: **Ground level 88 Abbott St, Cairns QLD 4870**

mailing address: **PO Box 1041N, North**