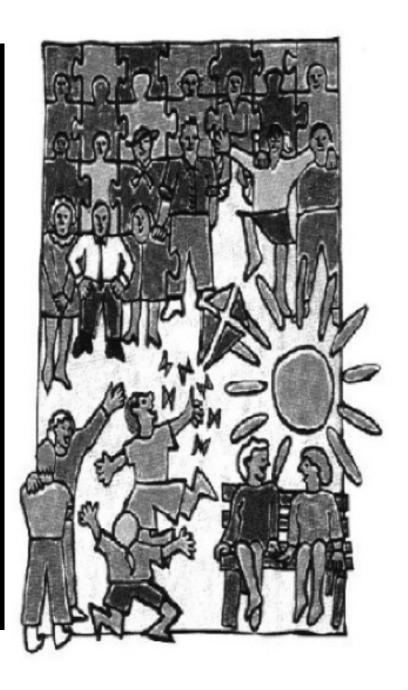


Newsletter

March 2024 - Issue #144

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From the Program Manager

Hello friends

The NDIS Review has landed, as has the Final Report from the Disability Royal Commission. These are significant events for the disability sector, although whether they affect you in your day to day life, I am not sure. Sometimes I reflect that these "high level" events and reports, although very important in setting the scene and having an influence on the lives of our clients, often the more immediate issues of getting good support workers or finding an occupational therapist to provide evidence for what you need to achieve a bit more independence will be taking up your energy and attention.

When the NDIS was introduced it was seen as a "once in a generation" change, just like the start of Medicare back in the 1970s. It is now a mature scheme but is still being changed and adjusted, and most of our work is in supporting clients to get to grips with the scheme, whether this is about trying to be accepted as a participant, or getting adequate funding for support or dealing with service providers. The NDIS Review found the Scheme has moved away from its original goals, and has made recommendations to bring it back to those origins, but also the years since the introduction of the NDIS has seen a significant downgrading of other services for people with disability. Not everyone with a disability is able to join the NDIS but services to assist that cohort have been significantly diminished, leaving people without much needed services. There are also services that cannot be funded by the NDIS, even for people who have been accepted into the Scheme, and yet we see and hear of participants being denied these other services with the rejection being a variation of "because you have a disability, the NDIS will pay for that". The introduction of the NDIS was not intended to leave people without support but sometimes unforeseen and unintended consequences occur, and the Review has identified these concerns and attempted to address them.

It remains to be seen how the recommendations will be implemented, and more particularly, how they will impact on you. As always, we are here to talk through any issues that you may encounter, whether with NDIS related matters, or other barriers or concerns. We may be able to assist or we may suggest another course of action.

Please don't be shy to reach out if you have questions: we will do our best to give some guidance, or point you in the right direction.

Take care Kerry McLinden Program Manager



From the Program Advocate

Help with looking after your health! Chronic Disease individual allied health services Community Health Services

Sometimes our health care becomes more complex after an injury or when we are recovering from a serious illness or accident or simply as we age.

The cost of health care can be expensive, and this can cause many people to worry about how they will pay for the treatment they need, this is especially so for those on limited incomes who also live with chronic health conditions. There are government programs available that can assist with reducing some health care costs. The following explains what some of these programs are.

Chronic Disease Individual Allied Health Services

Medical practitioners can refer eligible patients with chronic diseases to allied health professionals. Allied health professionals are healthcare professionals who are not nurses, midwives, doctors, or dentists. There are many types of allied health professionals (diabetes educators, dietitians, exercise physiologists, occupational therapists, osteopaths, psychologists, podiatrists, physiotherapists). Allied health practitioners can then claim Medicare benefits for some services. This makes seeing an allied health professional cheaper. Eligible patients can use five services per calendar year. The five services may be either:

- 1. One type of service, for example five visits to a physiotherapy service
- **2.** A combination of different types of services, for example one visit to a diabetes educator and four visits to a podiatry service.

There are specific rules allied health professionals must follow when delivering your treatment under a Chronic Disease Individual Allied Health Services plan. Ask your doctor to explain these to you.

Whilst this program does not cover all the expenses associated with seeing allied health professionals it does reduce some of the costs.

Your doctor needs to check if you are eligible. Doctors must check a patient's history to see if they meet the requirements and is then required to complete two forms:

- 1. General Practitioner Management Plan (GPMP); and
- 2. Team Care Arrangements (TCA's) plan.



From the Program Advocate

Once eligibility is determined your doctor will work with you to decide the type of allied health professionals that are best suited to treat your health condition. The doctor will complete the necessary referrals using the Department of Health and Aged Care referral form or a form that contains the same information. Patients need a separate referral for each allied health service type. So, if you are seeing a podiatrist and a physiotherapist the doctor needs to complete a referral form for the podiatrist as well as one for the physiotherapist.

Community Health Services

Community Health Services provide a wide range of services to support healthy living and social connection. Community Health Services use evidence-based practice to ensure that their services and programs achieve the best results for those who need them the most. Community Health Service services available may be different from one service to another, but they often have the following allied health professionals on staff:

- Endocrinologist
- Physiotherapy
- Chronic Disease Nursing
- Occupational Therapy
- Dietetics
- Dental Services
- Podiatry
- Diabetes Education and support

Your doctor will be able to explain the type of treatment available at your community health centre, whether you are eligible to attend and help you to identify the nearest community health centre for you. Some services are available to everyone, but priority is usually given to Health Care and Pension Card Holders. The cost of treatment will depend on your individual circumstances and the allied health service being accessed. Often the cost for a Health Care and Pension Card Holder is much lower than what people without a Health Care or Pension Card need to pay.

If you are worried about the cost of health care treatment speak to your doctor about your worry. Ask your doctor if you are eligible for the Chronic Disease Individual Allied Services or if it would be better for you to see allied health professionals at a Community Health Service. Ask your doctor about bulk billing. Receiving the health care, you need is important to both your physical and emotional wellbeing. Receiving the health care we need improves our quality of life.

Lisa Thomas Program Advocate.



Would you like to receive the Southern Disability Advocacy Newsletter by email?

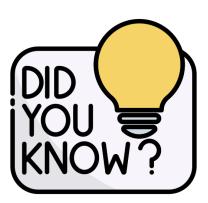


If so, just email us at kerry@southernda.org.au & we will happily place you on our e-list.

Did You Know?

Southern Disability Advocacy keeps a file on the work they do with you. The file contains the information that we gather in working with you, so we can support you. There is usually a paper file and a file on the computer.

All files are kept in a secure place and only the staff have access to them. If at any time you would like access to your file, we are happy to arrange it for you. When we have a quality assurance audit, your written permission will be sought before anyone can access the file.





The Summer Vibes Fest



Monday, 05 February 2024 | 11:00 AM to Sunday, 31 March 2024 | 09:00 PM

Step into the epitome of summer bliss at the Summer Vibes Fest, opening its doors from January 6th to March 31st. Nestled in a prime location, just a tantalising 500 meters from the sun-kissed beach, this festival is your go-to destination for a refreshing summer experience.

Picture yourself sipping on a chilled drink at the popup bar by Cheeky Pint, where the vibe is as cool as the beverages they serve. What's more, our festival boasts a lineup of rotating food trucks, ensuring a diverse culinary journey throughout your visit.

Whether you find yourself on a leisurely stroll or actively seeking an evening hangout with friends, the Summer Vibes Fest beckons. This laid-back haven is perfect for catching up with mates, sharing a few laughs over drinks, and indulging in delectable bites from our eclectic food truck offerings.

The Summer Vibes Fest is family friendly so why not it your ultimate destination for a perfect blend of relaxation, good company, and mouthwatering treats? Come join us as we celebrate the essence of summer in style!

3A Rosebud Parade, Rosebud, 3939

Womindjeka Balnarring Ngargee

Saturday, 02 March 2024 | 10:00 AM to 05:00 PM A family friendly festival that celebrates and honors First Nations cultures, history and contributions. A day of music and cultural workshops. Many areas for children to engage in. A section that supports the community how to care for Country. Food stalls and First Nations market stalls.

Emu Plains Reserve, Coolart Road Balnarring, Balnarring, 3926

Pickleball



Do you want to play Pickleball? We have all levels playing with us from absolute beginners to the more advanced.

No need to book just bring yourself and your smile.

All equipment is available, a coach is present most sessions so if you're new to Pickleball or an absolute gun, you are welcome to join us for a game or 10!\
Sundays, 9am-11am

Percy Cerutty Oval, Back Beach Road, Portsea, 3944



Caring for the Creative Mind Peninsula Writers' Club

Sunday, 03 March 2024 | 10:00 AM to 02:30 PM



Caring For the Creative Brain - Improving your brain's focus and productivity, with Muriel Cooper, psychologist, novelist, freelance writer and media commentator.

"The best training, technology and environment in the world won't make you a great and productive writer if your main tool – your brain – isn't working to its full capacity" --Muriel Cooper

You will learn:

- What creativity is and where it is in the brain
- Brain steps in the creative process
- How to train your creative brain
- What helps and hinders the creative brain
- The chemistry of the creative brain and how to manage it
- How to increase focus and concentration
- Building creative confidence
- Overcoming procrastination and creating flow

This workshop is ideal for all creatives. Mornington Community House, 3/91 Wilsons Road, Mornington, 3931

Tyabb Airshow

Sunday March 10. Gates open 8.30am with flying displays from 10am

A unique variety of aircraft. An unmissable opportunity to experience Tyabb's world class range of aircraft. An incredible array of unique and historic aircraft ranging from restored World War II fighters, Cold War Jets as well as current RAAF hardware. The airshow offers a rare opportunity to get up lcose with these incredible machines, learn about their history, and even meet the passionate pilots and owners who keep these beautiful birds in the sky.

Sit in the cockpit, hear the roar of the engines as they fire up for some fantastic aerial displays. Everyone love sthe sounds, smell and feel of these amazing machines. Whether you are a seasoned aviation aficionado or a curious novice, the Airshow's unique aircraft collection is bound to leave you fascinated and inspired.

https://tyabbairshow.com/ Tyabb Airport, Stuart Road, Tyabb.







Lynbrook Walking Group

Friday mornings, 10am to 11.30am

Come and join our family friendly walking group at Banjo Patterson Lake. Bring your friends, family and kids as we meet at Lynbrook Community Centre, 2 Harris St, Lynbrook.

Walking group will meet at the community centre and walk down to Banjo Patterson Lake and around the park then head back to the community centre for tea and coffee catch ups.

Music by the Lake

Saturday March 2. 2pm-dusk.

Afternoon and evening of music in the Park! Casey Philharmonic are partnering with Wilson Botanic Park Berwick to bring to you an afternoon and evening of music in the park.

A range of local dance troops, choirs and bands will join the Philharmonic Orchestra for this free community concert in the park.



Financial Literacy for Women's Economic Wellbeing

Are you sure you're doing all you can to make your money situation better?

Do you want to learn how to plan your money smartly and set good money goals?

Are you keen on mastering budgeting techniques and understanding the fundamental of investing? Interested in learning about banking, debt management, and developing money management skills?

There's lots more to learn!

Over 8 weeks on Wednesday, starting March 6.

10am - 12pm

Oakgrove Community Centre

Facilitated by Financial Engineering Australia for Women

To register contact Oakgrove Community Centre at Office@oakgrovecc.org.au 03 9704 2781

Park Run: 8am every Saturday Berwick Waters Estate, Viewbank Rd, Berwick. A free, fun and friendly weekly 5km community event. Walk, jog, run, volunteer or spectate – it's up to you!





Tai Chi / Qigong Class series with Dragon Tai Chi

Join David, from Dragon Tai Chi, for some gentle introductory Qigong classes in the Frankston Library Forecourt. David brings 26 years of experience and will guide you in discovering the benefits of this ancient practice. Tai chi:

- Reduces stress, anxiety, depression.
- Lowers blood pressure, improves cardiovascular, improves circulation, lowers blood pressure, and improves the respiratory system.
- Promotes calmness, enhances memory and concentration.
- Improves balance and stability by strengthening core, legs, ankles and knees.
- Is a low impact exercise building bone density.

Not only does this practice have many physical and mental health benefits, it is a great way to get out and about and either come along and enjoy with friends, or come along and meet some new ones!

This event is free, however session numbers are limited.

Spaces are limited, please advise if you can no longer attend. Sessions may be cancelled or relocated if the weather is bad. Participants will be notified via email of any changes.

- Sunday, 03 March 2024 | 11:00 AM 12:00 PM
- Sunday, 10 March 2024 | 11:00 AM 12:00 PM
- Sunday, 17 March 2024 | 11:00 AM 12:00 PM
- Sunday, 24 March 2024 | 11:00 AM 12:00 PM Frankston Library, 60 Playne Street, Frankston, 3199

https://www.eventbrite.com.au/e/tai-chi-qigong-classes-with-dragon-tai-chi-tickets-802084976757



Pilates in the Library with Better Pilates



Join us for a rejuvenating Pilates session at Frankston Library!

This session is designed to be an introduction to Pilates with Francesca from Better Pilates. Get ready to unwind and destress as our expert clinical Pilates instructor, Francesca, guides you through a series of exercises designed to enhance your core stability and posture. Whether you're a beginner or have experience with Pilates, this session is suitable for all fitness levels.

Don't forget to bring your own mat or towel, a water bottle, and wear comfortable clothing.

Prepare to leave feeling energized and centered! This is a FREE event however spaces are limited, please advise if you can no longer attend. Suitable for ages: 16+

- Monday, 04 March 2024 | 06:00 PM 06:45 PM
- Sunday, 24 March 2024 | 06:00 PM 06:45 PM
- Monday, 06 May 2024 | 06:00 PM 06:45 PM
- Monday, 03 June 2024 | 06:00 PM 06:45 PM
- Monday, 24 June 2024 | 06:00 PM 06:45 PM
- Monday, 05 August 2024 | 06:00 PM 06:45 PM
- Monday, 09 September 2024 | 06:00 PM 06:45 PM
- Monday, 07 October 2024 | 06:00 PM 06:45 PM
- Monday, 04 November 2024 | 06:00 PM 06:45 PM
- Monday, 02 December 2024 | 06:00 PM 06:45 PM

Location

Frankston Library, 60 Playne Street, Frankston, 3199 Book on:

https://www.eventbrite.com.au/e/pilates-in-the-library-with-better-pilates-tickets-805980287737



Drop-In Tech Support

Are you looking for some basic tech help? Have a phone that just won't do what you need it to? Need to send an attachment in an email? Or maybe you just need some tech guidance, then pop in for a chat and a cuppa.

Bring along your device and one of our friendly library staff can help you with your questions. If the problem needs some more in-depth attention, we can book you in for a longer one-on-one session. We look forward to seeing you at our session at Carrum Downs Library.

Some of the things we can help with are:

- Library Apps and e-resources
- How to scan with your phone
- How to send attachments
- Changing settings on your phone or tablet

No bookings are required, just come along at the advertised time, grab a free cup of tea or coffee and we will help in order of arrival.

When

Location

Carrum Downs Library, 203 Lyrebird Dr, Carrum Downs, 3201



Seaford North Primary School Fete

Experience the magic of our community coming together at our lively fete in March 2024. Enjoy thrilling games, mouthwatering treats, and fantastic entertainment for the whole family.

With hours of entertainment, including:

- Rides
- Food trucks
- BBO
- Entertainment for the whole family
- Market stalls
- · Cake stall
- Face painting
- Games
- Live music
- Raffle
- Silent auction items
- · Book stall
- ...and much more!

This is sure to be a great day out for you and the whole family. Everyone is welcome, be sure to invite your friends and extended family - we hope to see you there!

Location

Seaford North Primary School, 81 Hallifax Street, Seaford, 3198





Frankston Indigenous Nursery Open Day 2024

Come join the celebrations at the Frankston City Indigenous Nursery on its annual open day, on April 6th.

Just in time for the 2024 planting season, the nursery will be fully stocked with indigenous and native plants, ready to find new homes and go into the ground!

Enjoy a range of activities at the nursery's open day 9am-1pm including indigenous and native plant sales and giveaways, nursery and propagation tours, coffee and the Australian classic, the sausage sizzle. Special guest presenter Kelly Smith, ecologist, conservationist will be there, presenting on with Koala conservation. Kelly is heavily involved Western Port Biosphere Koala Habitat Restoration Project and is the identifier of the unique Strzelecki koala genotype! Local environmental groups, wildlife careers and wildlife educators will also be present, providing information on Frankston's Natural Reserves, educational activities and recruiting for new volunteers.

Come along to pick up some well-priced indigenous plants for your garden, guided in your selections by friendly and knowledgeable nursery staff, Natural Reserve Rangers and volunteers.

Indigenous nursery open day: Day and time: Saturday 6th April, 9am-1pm Location: Frankston Indigenous Nursery, 7 McMannis Way (off McCulloch Avenue) Seaford



Fiction Bites

No matter where you are on your writing journey, having the support of other writers is invaluable! If you are looking for friendly advice and feedback from fellow writers then come along and enjoy this writer's club at the library.

All writers are welcome, no matter what stage of the journey you are on. The Writer's Club regularly hears from guest speakers, gives you the chance to share your writing, and offers structured writing workshops to polish your skills.

When

- Thursday, 18 April 2024 | 05:00 PM 07:00 PM
- Thursday, 20 June 2024 | 05:00 PM 07:00 PM
- Thursday, 22 August 2024 | 05:00 PM 07:00 PM
- Thursday, 24 October 2024 | 05:00 PM 07:00 PM
- Thursday, 19 December 2024 | 05:00 PM 07:00 PM Frankston Library, 60 Playne Street, Frankston, 3199





Create Workshop: Become a Florist for a day! Frankston Arts Centre

Saturday, 27 April 2024 | 10:00 AM to 12:30 PM



The CREATE Series is a new program of curated creative arts workshops and classes featuring inspiring local artists. Join us for the first workshop in the series: Hand tied bouquet workshop with Lupin Botanical Studio.

Book on:

https://factix.artscentre.frankston.vic.gov.au/ WEBPAGES/EntaWebShow/ShowCalendar.aspx

Opening Event: The Big Picture Festival Gallery Take Over

The Big Picture Festival returns Monday 18 March – Sunday 24 March with murals and projections illuminating the Frankston CBD and a Block Party full of live music and entertainment. Visit the BPF Gallery Take Over exhibition to vote in the People's Choice Award and select an artist to feature at BPF 2025.

Artist Welcome & Exhibition Opening Event: Tuesday 19 March 6pm, Cube 37 Gallery, Frankston Arts Centre, 37 Davey St.

Registration Essential online or 03 9784 1060



IMF Classic Car Day

Sunday March 3, 8:30am-2pm
Bicentennial Park, Chelsea
Please join us for a huge day full of family fun!
Hundreds of classic cars/trucks/bikes to admire, live
music, Fashions On The Field, Fun Pad, Animal Farm
and lots of yummy food. A great day for the whole
community

A fund raiser for the Isabella and Marcus Foundation.

Steamfest 2024

09 - 11 March 2024

10am to 5pm

Melbourne Steam Traction Engine Club, 1200 Ferntree Gully Rd, Scoresby SCORESBY, VIC

Come down to our Steamfest and see portable and stationary steam engines, diesel engines of all ages, vintage tractors and trucks, vintage earthmoving equipment in action, Mobile steam engine, oil engines, miniature train, blacksmithing and much much more!

Food and drinks will also be available from vendors during Steamfest too.





Personalised 1:1 Tech Help - Rosebud Library



Do you have questions about your phone, tablet, or laptop? Are you feeling overwhelmed or confused about all the features and need a little help but not sure who to ask?

Join us for free one-to-one tech help sessions to get answers to all your burning questions.

Whether you need help setting up a new device, organising your photos, attaching a PDF or something entirely different, we're here to help!

Free, bookings essential.

Please note there is a limit of 2 sessions per week per person.

Note: If you can't make it on the day, please let us know, so that your tickets can be freed up for others to attend.

When: Fridays 10am-1pm

Location

Rosebud Library, McDowell Street, Rosebud, 3939

Telling your story - memoir writing workshop - Mornington Library

Next date: Friday, 22 March 2024 | 11:00 AM to 01:00 PM

We all have interesting stories to tell about our livesbut how do we choose which ones are worth writing down? In this two hour workshop Dr Sian Prior will introduce you to some of the key skills and decisions involved in crafting an engaging memoir, including: Who is your imagined reader? What is the 'story' behind your 'situation'? How do you depict vivid 'characters' (real people) on the page? What should you avoid when writing memoirs? Sian is the author of 'Shy: a memoir' and 'Childless: a story of freedom and longing' (short-listed for The Age Book of the Year 2022). She has been running memoir workshops for over a decade, in libraries and universities and for community groups including Writers Victoria and Vision Australia. www.sianprior.

Free, bookings essential. Ph 5950 1820 or mornington.library@mornpen.vic.gov.au If you can't make it on the day, please let us know, so that your tickets can be freed up for others to attend. When

 Friday, 22 March 2024 | 11:00 AM - 01:00 PM Location

Mornington Library, Vancouver Street, Mornington, 3931

Film Club - Rosebud Library

09 - 11 March 2024

Recommended for adults

Join us for our monthly Film Club where we will watch a preselected movie of the month and follow up with a cuppa and a great discussion about today's

movie. Free - bookings essential

The Father - Directed by Florian Zeller

Thursday 22 February

Ball of Fire - Directed by Howard Hawks

Thursday 28 March

Made in Italy - Directed by James D'Arcy

Friday 26 April

If you can't make it on the day, please let us know so we can free up your tickets.

When

- Thursday, 28 March 2024 | 02:00 PM 05:00 PM
- Friday, 26 April 2024 | 02:00 PM 05:00 PM
- Friday, 24 May 2024 | 02:00 PM 05:00 PM
- Friday, 21 June 2024 | 02:00 PM 05:00 PM
- Friday, 19 July 2024 | 02:00 PM 05:00 PM
- Friday, 30 August 2024 | 02:00 PM 05:00 PM
- Thursday, 26 September 2024 | 02:00 PM 05:00 PM
- Friday, 25 October 2024 | 02:00 PM 05:00 PM
- Friday, 22 November 2024 | 02:00 PM 05:00 PM
- Friday, 20 December 2024 | 02:00 PM 05:00 PM

Rosebud Library, McDowell Street, Rosebud, 3939



Feedback Survey

Southern Disability Advocacy always wants to get your views on the work we do with and for you.
This Survey is a chance for you to tell us anonymously and in writing if you think we could improve. We hope you will take the time to fill it out and post it back to us. It should only take a few minutes to complete.
1. Is the Newsletter helpful & interesting to you?
2. Tell us if there are topics or items you like us to include in future Newsletters
3. Do you feel comfortable asking us for help?
4. Do you find it easy to get support from us when you ask?
5. Do you feel safe with us?
6. Have we ever done something that upset you or made you angry?
7. Would you feel comfortable telling us if we upset you?
8. Do you know someone who could support you tell us if we upset you?
9. Can you think of anything to improve the advocacy work we do for you?

Thanks for your time. We will consider all the feedback we get and use it to improve the work we do.



Summary of our Policies & Procedures

The Policies & Procedures are the documents that guide the work that Southern Disability Advocacy does for the people it supports. We review these from time to time, so that we can make sure we are doing a good job. Part of doing a good job is asking you about what you think of our work, and then changing our Policies & Procedures if it will make us a better advocacy agency.

If you would like to help us review the Policies & Procedures, please call us at the office: we will be really happy to talk about this with you.

The Headings of our Policies and Procedures are:

- 1. Statement of Purpose: this explains what all our work is trying to achieve and why we exist as an agency.
- 2. Privacy, Dignity & Confidentiality: explains what we do to keep your information private.
- **3. Committee:** is the group of people who are the boss of Southern Disability Advocacy, and who make the big decisions about the agency.
- **4. Occupational Health & Safety:** this is about how we keep ourselves safe and the people we work with.
- **5. Financial Management:** describes how we keep safe and spend the money that we receive from the government to run Southern Disability Advocacy.
- **6. Quality Assurance:** explains what we do to keep doing a good job for the people we work with.
- 7. Accessing Southern Disability Advocacy Services: describes how we decide if we can work with someone who might need our help and the steps we go through to work out exactly what we will do for them.
- **8. Valued Status:** describes the work we do to make sure that we help people we work with to be valued and respected, by the community.
- **9. Participation & Integration:** describes what we do to assist the people we work with to be part of the community.
- **10. Support & Skill Development:** explains how we assist the people we work with to learn new skills, especially about advocating for themselves.
- 11. Complaints, Disputes & Feedback: describes how someone can make a complaint about us or tells us if they like or don't like something we have done.
- **12. Data Management & Document Retention:** explains how we keep information and what we do with it when it is no longer needed.
- 13. Staffing Matters: describes the things relevant to the workers at Southern Disability Advocacy in their jobs.
- **14. Media:** says what we do about communicating with the media



Organisational Structure Southern Disability Advocacy

Committee of Management

Anat Green (Chairperson)
Evan Lowenstein (Treasurer)

Alsa Obarcanin (Ordinary Member)

Southern Disability Advocacy is managed by a community based Committee of Management that is elected annually. The Committee is responsible for overall strategic directions, policy development, financial man-agement, risk management and the hiring and oversight of staff. The Constitution establishes the proce-dures for election of the Committee members. Membership of the Committee is open to all Members of the Association.

The constitution establishes the procedures for election of the committee members. Participation in elections to the committee is open to all members of Southern Disability Advocacy. The committee en-courages people who are interested in contributing to the governance of the program to consider join-ing the committee. Please contact the office if you are interested.

Staff

Kerry McLinden (Program Manager)

Lisa Thomas (Advocate)

Staff are responsible for decision making processes and activities as outlined on their position descrip-tion, and so are responsible for the day to day running of the program by putting into practice the deci-sions of the Committee.

Southern Disability Advocacy is part of the National Disability Advocacy Program funded by the Australian Government Department of Social Services.

The opinions expressed in this newsletter do not necessarily reflect the views of the Australian Government Department of Social Services.