



Welcome to the first edition of *talking solutions*, the quarterly newsletter of multiple solutions. Our aim is to provide you with the latest news from multiple solutions including new programs, support and government legislation changes that may affect you.

employment solutions

Support to Stay Working

Multiple Solutions can provide workplace support to employees, the self employed and employers when the continuation of employment is at risk due to the impact of a disability, injury or medical condition.

This is a free service funded by the Australian Government.

Here are some examples of support provided in the last 6 months to workers with MS.

- Cooling devices such as vests, collars, fridges, air conditioners and industrial fans to reduce fatigue caused by heat intolerance
- Voice activated software, cordless headset, specialised mouse and keyboard to assist workers with reduced hand function
- Specialised office chairs to provide additional support to help reduce fatigue
- Employer awareness/education and negotiation of suitable duties, including working from home
- Counselling support for personal and career concerns
- Personal care in the workplace, helping with toileting and meals
- Large computer monitors and magnification equipment to help those with poor vision
- Automated doors and electric wheelchairs for workers with reduced mobility

Please call Multiple Solutions if you or someone you know needs help to stay employed. Contact Mary-Anne Edge, Workplace Support Coordinator

T: 8203 6600 E: medge@ms.asn.au

Job Interview Hot Tip

Allow plenty of time to get to your interview. Remember to allow for parking and traffic delays. Aim to get to the interview 15 minutes early to allow yourself time to gather your thoughts and prepare.

Office Relocation

Multiple Solutions head office has relocated to:

*Multiple Solutions
Endeavour House
Technology Park,
Module 6E
11-15 Fourth Avenue
Mawson Lakes
SA 5095*



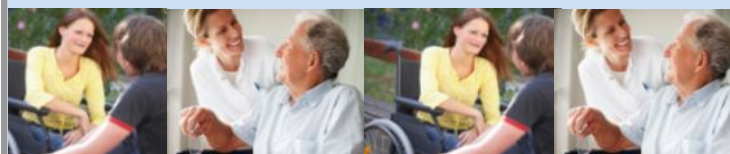
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Successful Clients Solution

Alan has been accessing our Disability Employment Service (DES) for the past few years and has held down a variety of jobs. He has worked in retail and hospitality but a back injury meant he needed to find a job that was more sedentary. Alan decided he would like to work in administration and so, with the help of his Employment Consultant, he applied for a traineeship with the State Government. Alan's application was successful and he is now happily employed as an MP's assistant at Parliament House in Adelaide. Being on a traineeship means that Alan will acquire valuable skills and experience whilst also gaining a nationally recognised qualification. Now that's a job well done!

Disability & Ageing Expo



*Wayville Showgrounds
Friday 12 August
10am — 4pm
Admission is Free*

employment solutions continued ...

Changes to the Disability Support Pension

From 1 July 2012, all Disability Support Pension (DSP) customers will be able to work up to 30 hours a week for up to two years and keep receiving a part pension, provided their level of income does not reduce their payment to zero because of the Income test.

Who will be affected by this Budget measure?

Current customers who were granted DSP after 11 May 2005 and new customers claiming DSP.

Who will not be affected by this Budget measure?

Customers granted DSP before 11 May 2005, who are already allowed to work up to 30 hours a week before their DSP is suspended.

When will the changes be implemented?

1 July 2012.

How will I know if I am affected by this Budget measure?

If your DSP is currently suspended because you are working 15-30 hours a week, you will receive a letter from Centrelink inviting you to test your eligibility for a part pension payment.

Do I need to do anything?

No, if your DSP is currently suspended and you are eligible to test your eligibility for a part pension payment, you will be contacted by Centrelink.

From 1 July 2012, DSP customers under 35 years who have a work capacity of eight or more hours a week will have to meet participation requirements.

Who will be affected by this Budget measure?

Existing Disability Support Pension (DSP) customers and people granted DSP in the future who are under 35 years and who have an assessed work capacity of eight or more hours a week.

Who will not be affected by this Budget measure?

- DSP customers aged 35 years and over.
- DSP customers under 35 years who have been assessed as manifestly eligible for DSP.
- DSP customers under 35 who have an assessed work capacity of 0-7 hours a week.

People employed under the Supported Wage System (SWS) and those currently participating in Australian Disability Enterprises (ADE)

When will the changes be implemented?

1 July 2012.

How will I know if I am affected by this Budget measure?

Centrelink will contact you in writing and send an invitation to you to attend a scheduled appointment.

If you are an existing DSP customer affected by this measure, you will be interviewed within a two-year period commencing 1 July 2012.

If you are granted DSP on or after 1 July 2012, you will be advised shortly after your DSP claim is granted of the date and time of the appointment.

If I am affected by this Budget measure, will there be changes to my obligations or any reporting requirements I currently have?

Yes. This measure will introduce compulsory interviews for some DSP customers. Failure to attend the interview could result in suspension of DSP. As part of the initial interview a participation plan will be developed. The plan will be flexible and tailored to your assessed work capacity. Activities set out in this plan will be voluntary and will take into account your individual circumstances.

Do I need to do anything?

No, Centrelink will contact you in writing if you need to attend an interview.

From 3 September 2011, changes will be made to improve the efficiency & accuracy of assessments for DSP.

People claiming DSP will be required to provide sufficient evidence that they have received appropriate employment assistance and are still unable to participate in the workforce. Evidence can include demonstrating that they have actively participated in open employment service or vocational rehabilitation.

Those that do not provide sufficient evidence will have their DSP claim rejected and will be referred to an employment service to receive assistance. Some people may be invited to apply for an alternative income support payment where appropriate.

Who will be affected by this Budget measure?

People who apply for Disability Support Pension (DSP) after 3 September 2011. Customers who re-apply for DSP from 3 September 2011 will also be affected.

Who will not be affected by this Budget measure?

People with severe disability who are clearly unable to work will not be required to provide additional evidence when claiming DSP. Current DSP recipients are not affected by this measure.

When will the changes be implemented?

3 September 2011.

Source: <http://www.humanservices.gov.au/customer/budget/measures/disability-and-illness/index>

Job Seeker Hot Tip

Sign up for online job alerts from websites such as Seek. They can email you jobs that match your criteria everyday.



Tax Help Program

It's Tax time again ... Did you know that people with a disability can get free assistance with their tax return via the Tax Help Program?

Tax Help is a network of community volunteers who provide a **free** and confidential service to help people complete their tax returns at tax time. They can also give you advice on how to complete your tax return next time.

These volunteers are people from within the community who give up their time each year. They are not ATO staff, but they receive training and support. The service is available from July to October.

Are you eligible for Tax Help?

You are eligible for Tax Help if your income is around \$50,000 or less for the income year and **none** of the following situations applied to you in the income year 2010-11:

- you were employed as a contractor (for example, a contract cleaner or taxi driver)
- you were in business, including being a sole trader
- you sold shares
- you sold an investment property
- you owned a rental property
- you received royalties
- you received distributions from a trust other than a managed fund
- you received foreign income other than a foreign pension or annuity.

What can Tax Help volunteers help with?

If you need to complete a tax return a volunteer can help you do this. In some cases people on low incomes do not need to lodge tax returns. Tax Help volunteers can work out if a tax return is necessary in your case. If it is not necessary, and you lodged a tax return last year, it is important that we know this. Tax Help volunteers can help you to fill out a *Non-lodgement advice* if this is necessary. Tax Help volunteers will also be able to help you with claims for refund of imputation credits and education tax refund.

Tax Help volunteers cannot help clients with:

- Business tax returns
- Partnership and trust matters
- Capital gains tax (CGT)
- Rental properties

What to do next

If you think you are eligible for the Tax Help program and want to make an appointment, phone the ATO on **13 28 61**.



Every Australian Counts — National Disability Insurance Scheme (NDIS)

As an organisation that supports people with a disability, Multiple Solutions supports the premise of a National Disability Insurance Scheme. A campaign, Every Australian Counts, is underway to gather support. Visit www.everyaustraliancounts.com.au to learn more.

Why do we need a NDIS?

The support system for people with a disability, their families and carers is in crisis. If you, or someone you love, is born with a disability or acquires one later in life, you all run the risk of falling through a huge hole in Australia's safety net. **Some good reasons an NDIS is needed:**

- Lack of support and services means families are primarily responsible for meeting the needs of their family member with a disability. Many families are struggling with high rates of physical, emotional and financial stress.
- The current situation is inequitable – people receive different levels of support depending on how, when and where their disability was acquired.
- A NDIS would provide people with a disability and their families and carers with the regular care, support, therapy and equipment they need. As a Medicare-type scheme, it would provide a secure and consistent pool of funds for these services and support.
- It would be fair, efficient and effective. It would focus on early intervention and delivering those supports which produce the best long term outcomes. It would maximise opportunities for independence, participation and productivity.
- It would be individualised and person-centred. Support would be based on the choices of person with a disability and their family.
- All Australians would benefit from this scheme because disability can affect anyone, anytime. Everyone will benefit from building a more inclusive, more diverse community.

Source http://everyaustraliancounts.com.au/about/ten_reasons_why_we_need_an_ndis/

community solutions

Multiple Solutions is currently developing a new and exciting service for people with a disability. The new service will incorporate the following three service streams.



Community Connect

Social Inclusion

Supported group activities designed to encourage participation and develop social networks for individuals within their local community.

Active Living

Providing group activities which assist individuals to improve their health and wellbeing.

Skills Development

Exposure to activities such as Photography, Mechanics and IT to develop new interests and skills.



Community Coaching

SkillsAssist Program

Providing individualised, skill based support with interpersonal communication, daily routines, money skills and guidance with education and training.

Leadership Program

Providing mentoring to individuals to assist them in achieving their long term goals and contributing to their community.



Community Care

In Home Support

Providing domestic assistance and garden maintenance services to individuals in the community.

Respite Services

Providing in home respite support to clients who are being cared for by family or household members, by giving carers a short term break from their usual support routine.



SkillsAssist Program

Community Solutions is excited to introduce the SkillsAssist Program, within the Community Coaching service stream.

SkillsAssist is a program that provides individualised, skill based support to people with a disability. Suitably qualified Support Workers provide workplace support (as previously delivered through the Support Worker Program), support with interpersonal communication, daily routines, money skills and guidance with education and training.

This program provides an excellent opportunity to support an individuals' success.

If you would like to know more about the SkillsAssist Program, please contact Sarah Milbank (Manager - Community Solutions) on (08) 8203 6600 or smilbank@ms.asn.au



talking solutions is a publication of multiple solutions

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