

WHA NEWS

"WHA news is good news"



Volume 1, Issue 3

September 2011

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A WORD FROM THE GM



How often in life we complete a task that was beyond the capability of the person we were when we started it. ~Robert Braut

I continue to be inspired by the dedication and commitment of our staff. The recent growth experienced through the setup of Mitchell House has confirmed to me we are on the cusp of wonderful and rewarding times ahead. Our Organisation has successfully navigated an important growth step with relative ease and this is a positive reflection on all employees across the Agency. The fact we could entertain almost 25% growth and maintain existing services to a high standard without compromise, is a credit to each and every one.

On a different note, the restructure of our management team at WASS is designed to increase management's response to issues on the ground. The 3 new Client Care Coordinators will have the delegated authority and responsibility to ensure our front line operations continue to improve and clients receive the services they require. They have my trust, support and the resources available to make Westhaven a provider of choice within the western region of NSW.

The IT & phone system remain bogged down with Telstra's inability to provide the physical connection between Hawthorn Street and Wheelers Lane. We remain confident a solution can be found and the rollout of technology into service outlets with wireless connectivity to our mainframe server can commence as soon as possible.

Lastly, you will see in this edition of Westhaven News a copy of our 2011 – 2013 Strategic Plan. This is being made available to all stakeholders including Board of directors, members, clients and staff. I urge constructive feedback during this consultation process so we can ultimately have the best plan going forward.

Contrary to popular belief, there most certainly is an "I" in "team." It is the same "I" that appears three times in "responsibility."

~Amber Harding



theMacquarie matrons

BREAKING NEWS

The residents, Board of Directors, senior management and staff of The Westhaven Association are overwhelmed by the generosity of our local community with **\$60,000** raised through the **2011 NAB Macquarie Matrons Gala Ball**. These funds will be set aside for the construction of innovative purpose built facilities that will ultimately offer people with a disability more person centred care.

"A sincere and heartfelt thankyou goes to the organising committee, in particular Skye Rush and Amber Dimond and all those who donated goods and services in kind", said Dave Martin, General Manager The Westhaven Association.

The professionalism, organisation and planning shown by the Matrons demonstrated in the lead up to this year's event and on the night is an absolute credit to the ladies.



"Westhaven was born out of Western NSW community spirit and a band of volunteers back in 1957 and it is a wonderful thing to see that same spirit still alive more than 50 years later" said Dave Martin. We take great pride in the job we do.

It is planned that over the coming months Westhaven management will prepare a submission to the State and Federal Governments to partner the organisation in redeveloping its Village setting on Wheelers Lane, Dubbo. Dave Martin said "the complex was suitable at the time of construction back in the 70's but like any business, our client base and their needs have changed and we must recognise these complexities and design a model of supporting infrastructure that will promote independence, innovation and ongoing efficiencies".

If anyone has any information, events or suggestions for our bi-monthly newsletter, contact your Team Leader or Lynda at lynda.h@westhavendubbo.com.au or Greg on greg.g@westhavendubbo.com.au


Any feedback or input is more than welcome.

A big thank you to those that contributed to this edition of the newsletter.

Corny Joke Corner

PLEASE ACCEPT MY APOLOGIES IN ADVANCE



What season is it when you sit on a pin?
Spring time.

Did you hear about the new restaurant on the moon?
It had great food, but no atmosphere.

Did you hear about the two silk worms who had race?
It ended in a tie.

Why wouldn't the baby shrimp share his toys?
He was just a little shellfish.

Two hats were hanging on a hat rack in the hallway.
One hat said to the other: 'You stay here; I'll go on a head.'

Did you hear about that new pirate movie?
Its rated ARRRRR.

A grenade thrown into a kitchen in France would result in Linoleum Blownapart.

Human Resources:

The HR department's role is to be able to attract, retain and motivate the people within the organisation to succeed through different means of recruitment, training, performance management and recognition.

An exciting part of the HR role is developing skills of our new and current staff. Over the next 12 months we will have an opportunity to identify training needs of our staff and be able to deliver training either internally or externally.



NEW STAFF

With the FANTASTIC opportunity that we have had to increase our numbers of residents and services that we provide, we have also been busy increasing our pool of staff across the services. I would like to take this opportunity to WELCOME ALL OUR **13** NEW STAFF at WASS.

Tracey Irwin, Zara Skene, Charlie McAllister, Robyn Squires, Sara Bariesheff, Hayley Rees, Lily Feltham, Wade Holmes, Deb Hammond, Kylie Stewart, Jill Andrews, Leanne Randle, Shane Primmer

RETIREMENTS

Sue Preston : We were fortunate to have Sue for 13+ years, serving mostly in the Village and recently out into the Community Houses. Sue and her husband are going to spend some time with their family and keep themselves busy. Sue was not lost for words when she thanked residents and staff for the wonderful experience she has gained over the past 13+years.

We wish Sue a happy retirement.

CHANGES TO OUR BOARD

Board Retirements:

Westhaven would like to sincerely thank Frank Brennan and Frank Seton for their dedication to the Association spending over 18 years on the Board between them. We wish them all the best.

New Board Members:

With the retirement of long standing board members we are very fortunate to welcome two new board members; Lyn Griffiths and John Dixon.

Lyn Griffiths - Dubbo City Councillor

John Dixon - Retired School Principal

ANNIVERSARIES: Congratulations to our Dedicated Employees whom have reached 5 years of service.

Tracey Jarrett - WBS/WASS

Shayne Gillett - WASS

Justin Fettell - WBS Supported Employee

Standard 8



What They Said..... ABOUT WORKING AT WESTHAVEN



Lyn said "workers can be replaced but the chain of friendship which we have can never be replaced. Driving out the gate at WBS for the last time will be the hardest thing I ever have to do".



Sophie said "She loves her job & it's a pleasure to work with all the staff".



Mason said "He really enjoys the work at WBS and the new friends you make".



Jenny said "My experience working in the Daycentre at Westhaven has been a joyful and positive experience, being given the chance to work side by side with the clients, I truly love working in the disabilities sector. The Daycentre has great team of workers with all different ideas, this has been a true learning curve for myself and I am still learning, it is exciting to look forward as the Daycentre is slowly changing into this great "Inspired Learning Facility" taking a new approach on how to improve the quality of life skills with our clients.

BILL'S SAY..

We have had some very busy times over the last few months with Management having a trip to Mudgee for a two day strategic planning seminar covering all aspects for the future direction for our Association over the next three years and beyond.



We also had another very busy three days following this with the establishment of the old Mitchell house to accommodate 17 new clients. This was a huge project with many hands on deck to get the job done in such a short time. I personally would like to thank all staff and volunteers involved on a job well done as it seems that these residents are happy with their new accommodation. A big thank you also to all the staff that kept everything else running smoothly while we were running all over town sourcing everything from beds, blinds, whitegoods, lounges, groceries and more. Also thank you to the tradesman and business houses of Dubbo that contributed to the successful completion of this exercise. Now we need to continue the work of looking after these clients and giving them a happy future.

Here at WBS we have come to the end of a very busy winter with our UGG BOOTS sales. Now we face a busy time building up our stock levels for next winter. Well done to the staff and supported employees in this area of production for their great work.

Our staff and supported employees in the enclaves section have had to kick into top gear with the warm weather that has bought on the lawn (clover) growth spurt. Well done gents and keep up the good work.

Mark Jarrett has been busy with his workers in the wood work section designing and building some BBQ settings that are now for sale, you will have to call by the shop and have a look. They are very solid and are very good value and come in 3 different options. Orders can be taken in the shop.

Our supported Employees inside the workshop have mastered the bung plug assembly process for Fletchers International, so much so that the manufacturers are having trouble keeping production up to us. My big challenge at present is to find more jobs like this one to keep our keen workers busy as they love their work here at Westhaven Business Services.

Lynda Haksteeg and I recently attended the National Disability Services (NDS) Employment Forum 2011 at the Sydney Hilton. It was a very informative two days with speakers from a wide range of services from all over Australia and had some very interesting stories and suggestions that we may adapt for us here at Westhaven Business Services.

Bill Dewar , Business Services Coordinator.

Standard 8



WESTHAVEN BIENNIAL BALL

DATE: SATURDAY 15TH
OCTOBER 2011 FROM 5PM
COST: \$55.00 PER PERSON
RSVP: WEDNESDAY 28TH
SEPTEMBER 2011

MUSIC IS PROVIDED BY THE
POPULAR "AT THE BAR" BAND
2 COURSE BUFFET DINNER
BY LARAINE MINDHAM

CATERING FULL BAR
FACILITIES AVAILABLE

BOOKINGS MAY BE MADE TO
KIM WEBER

PHONE: 02 6882 7188

EMAIL:
kim.w@westhavendubbo.com.au

ADDRESS: WESTHAVEN
ACCOMMODATION SUPPORT
SERVICES 475 WHEELERS
LANE DUBBO PO BOX 4695
DUBBO EAST NSW 2830

PAYMENT MUST BE MADE AT
TIME OF BOOKING EITHER BY
CASH, CHEQUE OR MONEY
ORDER PAYABLE TO
WESTHAVEN ASSOCIATION.
ALTERNATIVELY CREDIT
CARD OR EFTPOS FACILITIES
ARE AVAILABLE AT
WESTHAVEN HEAD OFFICE AT
32 HAWTHORN STREET

PLEASE INDICATE TABLE OR
GROUP PREFERENCE WHEN
BOOKING TICKETS

TICKETS PURCHASED CAN BE
HELD FOR COLLECTION AT
THE DOOR ON THE NIGHT
FEEL FREE TO MAKE UP A
TABLE OF YOUR FRIENDS
AND BRING THEM ALONG AS
WELL

SUIT HIRE HAS BEEN
ORGANISED FOR THE
RESIDENTS AND SUPPORTED
EMPLOYEES.

MEASUREMENTS WILL BE
TAKEN NEXT THURSDAY
22ND SEPTEMBER AT WASS
& WBS

EXCITEMENT IS BUILDING
AMONGST THE CLIENTS WITH
ONLY FOUR WEEKS TO THE
BALL AND THEY
ARE READY TO
HAVE A GREAT
TIME!



Accommodation News

Employee moves

We welcome a number of new RSWs to the ranks in the last month and after an induction new Residential Support Workers do a number of trial shifts at various service outlets and are assessed for competence in a few key areas, before being available to backfill leave and take other duties. Good to have them on board.



And we were saddened to have Sue Preston retire after nearly 14 years of great service to her residents and to the Association. We wish her well in her retirement.

Inspired Learning Facility

In the Strategic Plan one prime area marked for change is the Day Centre. It has been a service developed to provide good quality day-time support for people who are unable to work full-time. One motive for the organisation has been to provide this support for the least cost, as it is less expensive to staff the Day centre than perhaps 8 or 10 houses during the day. With funding for the first time in its history we are able to invest in better resources and develop some ideas that have been long dreamt about. Staff are developing more person-centred approaches to the programs they deliver. Clients have more choice about what support they receive during the day, and what they wish to learn. Clients also have more options about staying home during the week and having more opportunities to achieve personal goals.

ADHC Audit

Our ADHC Project Officer has completed an audit of the group home client files. These have been restructured according to the ADHC model and have incorporated a number of improvements in the breadth of information for the clients in group homes. It has taken staff some time to become fully conversant with the changes in format and content, but the rigorous consistency in format and location benefits all staff. Documentation is sometimes regarded as a waste of time, but in fact good quality documents enables the support organisation to be held accountable and identify gaps in support, if any. ADHC has praised the "person-centeredness" of the client plans and made some recommendations to further improve the quality of support.

Jim

Standard 8

Mitchell House Report

This facility opened on 12th August 2011 with 17 male clients. The short term notice of their arrival made for some frantic preparations which saw many WHA staff contribute greatly to the setting up of this facility.

Since arrival we have had lots of activities including the following:

BBQ lunch with WASS Day Centre clients, which was enjoyed by all with one of the Mitchell House clients catching up with an old acquaintance at Westhaven.

Trike rides at Mitchell House on two occasions was a great treat for the clients and staff

Movie trips to see “Red Dog” and “Rise of the Planet of the Apes”

Brad has started a veggie patch at Mitchell House out the back

playing pool and table tennis at Mitchell House during the day

Shopping outings for clothes and shoes across the road at Orana Mall

BreakThru People Solutions and Mission Australia have been to visit to talk to the clients about community participation and work opportunities in the community.

Mrs. Good from Orana Country Music has visited Mitchell House to sing for the clients along with Patricia Cruzado and Day Centre clients.

All clients have Zoo Passes and have visited Western Plains Zoo twice already and thoroughly enjoyed the experience of the open range zoo and getting up close to the animals

A few comments from the clients are as follows:

Harold – “this is perfection called **Westheaven** not Westhaven”

Mark – “Mitchell House is the best place he has been at and he has learnt how to treat people with respect”

Robert & Chris – “Mitchell House is a good place to live”

Through the experience of working closely with ADHC staff at Mitchell House an excellent working relationship has been developed with ADHC. WHA staff has commented that working at Mitchell House is a different experience to that of working in other WHA group homes and are enjoying the challenge of a different work environment. Despite some difficulties associated with shortages of staff and a different physical environment there has developed a great team camaraderie which has seen staff bond well together at Mitchell House to achieve great outcomes for clients in a very short space of time.

Cathy D

Pam's Wrap

There has been a lot of activity with all the ladies getting their outfits organised for Westhaven Biennial Ball and I am sure they will be looking lovely on the night. Thank you to Kim Weber for the great job she has done with all the organising toward the ball. Job well done Kim.

Some of the residents went to the Great Moscow Circus when it was here in Dubbo.

Feedback from the residents was they had a blast and it was enjoyed by all.



We have been able to have some great B.B.Q's over the last few weeks due to not only the great weather ,but also to the fact that we have a wonderful new B.B.Q area at Accommodation Support.

I would like to thank the staff for their ongoing support over the last few weeks as the



has been outstanding.

Golf Day Raffle

This raffle will be drawn at the ball on 15/10/11.

Tickets are \$2 each or 3 for \$5 and are available from WASS, WBS and Mitchell House. If you require more information or want to sell a book of tickets please contact Kim Weber at WASS on 6882 7188.



Supercallifragilisticexpialidocious

On Saturday the 16th July 2011 a total of 12 residents / clients and 3 Staff met in the village car park to begin our adventure to see the stage production of Mary Poppins in Sydney!

Cathy Deveigne and Leela Michael drove us all out to Dubbo airport.

We were a very excited group, however it turned out that some of us had not been on a plane before (Libby, Daphne and Jane) and were a bit hesitant at the prospect of flying in the small plane. However, everyone enjoyed the flight and the refreshment's that were served on board. The plane landed safely in Sydney and we headed out to collect our luggage and wait for our transport to take us to our motel.



We arrived at our motel and couldn't wait to see our rooms. After checking into our rooms we headed off to Paddy's Markets where we had lunch and wandered around the amazing stalls. Helen bought some jewellery and Jan Lacey bought a toy dog. Libby found an orange shirt to buy so we were all pleased with our purchases.

We had coffee and went back to our motel for a rest, but somehow there had been a bit of a mix up and a group of Japanese tourist had been given the same keys and came into our rooms, much to their surprise and ours too!

Adele Grant said to them "What are you doing in here?" After Cheryl Ryan had sorted that out with the motel management we dressed for dinner and went to the show.

Before the show started we bought some Mary Poppins t-shirts and Cheryl bought an umbrella. We are yet to find out if it can do any magic but Cheryl hasn't been sighted flying anywhere as yet!

WOW and WOW again. It was lovely to see this spectacular stage show. The cast were great and the residents/clients were delighted and enthralled in the performance. The costumes and stage scenery amazed and delighted us throughout the show. As we were all very tired we headed straight back to our motel for some much needed sleep

following the show.



Sunday 17th July saw us having a yummy breakfast at the motel before heading off to catch the ferry to Manly, at the request of the residents / clients. We walked down to Circular Quay, obviously a long walk for some as Irene Oliver wanted to know "are we there yet"?

During our ferry ride Cathy Deveigne rang to say G'day and ask how we were all going.



A feed of fish & chips for lunch was enjoyed by all.

Back to the ferry and upon our return at Circular Quay we made our way back to our motel to collect our luggage and await our transport to the airport.

After checking in and getting our boarding passes the fun of going through the airports security screening process began in earnest. Sophie Regan had some difficulties getting through and was asked to remove her shoes and put her bag through again. This caused Sophie some level of angst but in the end all was fine.

All on board and an uneventful flight home to Dubbo was just what was needed.

All residents / clients had a great time and were very happy.

Staff also enjoyed themselves, even if they did return home all tuckered out.



by Sophie



Standards 3,5 & 6



9TH ANNUAL CHARITY GOLF DAY

Frantic preparations all came together on Sunday 11th September to produce a sunny day, despite a brief interlude of showers, ready for golfers to attack the Dubbo Golf Course in aid of Westhaven Association.

Around 130 golfers participated in the morning and afternoon competitions and enjoyed the fabulous smorgasbord lunch supplied by Dubbo businesses and some Westhaven staff.

Dave Martin GM was there to sell raffle tickets and do the presentations. Dave also had a crash course in scoring for the afternoon competition. John Dixon, one of Westhaven's new board members did the scoring for the morning competition. Our thanks goes to the many Dubbo

businesses who supported with donations this year and many past years to make this a great event as well as a successful fundraiser.

Special thank you to the following staff and volunteers for their impressive contribution:

- Ellen Zell and Tracy Jarrett for doing the phone canvassing for donations prior to the day and Greg for the Newsletter items
- Robyn Michelmore for doing the invoices and accounting for the donations as well as organising cheques for payments and raffle cash float
- Kim Hocking for organising the catering supplies required for such an event
- Mark Jarrett and his crew for collecting the banners from businesses,
- delivering them to the golf club and returning them again this week
- Ellen Zell for the fabulous spread of food donated for the luncheon
- Doris McCreddie, Wendy Campbell, David Simons and Sandra Frapell from Holcim for their fantastic efforts in helping on the day to prepare and serve food at the luncheon
- David Martin for his stellar effort in selling over \$300 in raffle tickets at the golf course and being there all day to do the presentations and score the afternoon competition



Special mention must also be made of John Chatfield who with Lou Thompson came up with the original idea of the golf day fundraiser and have for years run this event very successfully. John is one of those quiet achievers who has done a lot for Westhaven Association in his capacity as an employee and now as a supporter.



The final tally for fundraising will not be known for a few days yet but it is expected that Westhaven Association will raise between \$8000 - \$9000 to go towards the construction of diversionary equipment in the village grounds for the benefit of residents.

Thank you again for anyone who has not had a mention above. It has been a privilege to be involved with such a great team of people whose one aim is to benefit our residents



Kim W

Standards 5&6

CAREER TOOLBOX DUBBO

On Tuesday 30th August 2011 Supported Employee Mason Anderson spoke on behalf of Westhaven Business Services at the CAREER TOOLBOX DUBBO which was held at the Western Plains Cultural Centre Dry Studio, Dubbo.

He explained to the audience of around 200 people on how he ended up to be working at Westhaven Business Services and what type of work he helps with whilst he is at work.

From all of us at Westhaven Business Services we would like to Congratulate Mason on the way he spoke and also on the way that he represented Westhaven. Well done mate.



Mason Anderson with Alison Fuller from DEC & Cynthia Fitzpatrick from NDCO



Standards 3,5&6

Games Day

On a beautiful winter's day on the 29.7.11 staff at Westhaven Business Services made the most of a rare opportunity (a lull in work and also a glorious day) by having some fun and getting some exercise. Encouraged by Business Services Coordinator Bill Dewar staff enjoyed plenty of laughs and spills as they tried their hands at touch football and soccer. Also led by our resident entertainer Antonne, everyone had great fun and might I say, were extremely tired afterwards. Rest assured though, after their display, Benji Marshall and Tim Cahill better watch out as some of our supported employees showed plenty of talent.



Standards 3,5&6



THANK YOU

Standards 5 & 6

On Friday 5th of August supported Employee Matthew presented Rodney Sparrow of The Good Guys Dubbo with a Certificate of Appreciation for his continued support of the Westhaven Association. Through the Good Guys Local Giving Program Rodney Sparrow and his team at The Good Guys Dubbo have decided to continue their support of Westhaven in 011/2012.

“The Good Guys launched their **Local Giving Program** in November 2006 and since then have raised over \$3 million for over 150 charitable organisations around Australia.

On July 1 this year, The Good Guys proudly launched their own charitable Foundation, called The Good Guys Foundation. The Good Guys Foundation is responsible for each store's local giving program, which sees a percentage from each transaction donated back to the local community. Since then, The Good Guys have proudly raised over \$226,000 for community groups in support of a range of grassroots projects including education, medical research studies, disability services and youth support programs.

Next time you purchase an item at The Good Guys, make sure you take a heart shaped token and vote for your preferred local charity.

Cause that's what Good Guys do.”



“For every purchase you make, we donate to local community organisations.”



Our Ethos

Our Purpose The provision of support to people with a disability.

Our Service The service of choice in the Western Region of NSW, serving our clients, families, stakeholders and staff by providing a high quality accommodation, vocational, learning and Case Management service in a professional respectful and client centred community.

Our Clients Westhaven service users can expect:

Expert caring support matched to their individual needs

Committed trustworthy staff focused on client goals

Respectful consultation

Pathways to success in their lives and the community

We Value

Our community partnerships

A culture of learning and support

An open and respectful relationship with our clients, stakeholders and staff

A focus on outcomes and transparent processes

A regional profile and reputation

Our Vision

An authentic high quality innovative organisation

Rigorous, well-balanced and comprehensive programs within an effective responsive service system

Genuine and professional care for our clients and their families

Our Strategic Intent

GOALS 2011-2013

Organisational

That Westhaven achieve a robust and strategic organisational structure that will support current demands along with future growth and development targets.

That Westhaven establish supportive and engaged governance frameworks to oversight operational functions.

That each of Westhaven's programs has comprehensive policy and procedures documentation that reflect current 'best practice' and a client centred approach.

Infrastructure

That Westhaven achieve meaningful use of information technology systems to enhance communication, data storage along with service access and reporting.

That Westhaven provide living and working environments that are aesthetic, functional and suitably matched to client needs.

Resources

That Westhaven maintain a transparent and robust system of financial management to support service delivery and business development.

Staff

That Westhaven become an 'employer of choice' within the human services industry in the Western Region.

That Westhaven achieve a reputation of high quality, skilled and committed staff in all program areas.

Client Relationships

That Westhaven become the 'provider of choice' for disability services in the Western Region.

That Westhaven achieve a high and positive client and stakeholder engagement in all program areas and aspects of service development.

Marketing / Public Relations

That Westhaven achieve a 'branding' and reputation recognised as providing high quality, innovative and client centred services to people with a disability.

New Initiatives / Innovations

That Westhaven is recognised as delivering 'state of the art' day activity service options through the Inspired Learning Facility.

That Westhaven establishes a program of innovative practice research that results in practical service development activity.

The Westhaven Association

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*providing supported employment
and accommodation for adults
with intellectual disabilities*

Westhaven Accommodation
Support Service
PO Box 4695 Dubbo East
NSW 2830

475 Wheelers Lane
Dubbo NSW, 2830
Australia

Ph: 02 6882-7188
Fax: 02 6884-3032

Email:
wass@westhavendubbo.com.au

The Disability Service Standards



Australian
Disability
Enterprises

More than just good business



Business Services (Commonwealth)

- 1 - Service Access
- 2 - Individual Needs – IVP
- 3 - Decision Making & Choice
- 4 - Privacy, Dignity & Confidentiality
- 5 - Participation & Integration
- 6 - Valued Status
- 7 - Complaints & Disputes
- 8 - Service Management
- 9 - Employment Conditions
- 10 - Service Recipient Training & Support
- 11 - Staff Recruitment, Employment & Training
- 12 - Protection of Human Rights & Freedom from Abuse



Human Services
Ageing, Disability & Home Care

Accommodation Support Service (State)

- 1 - Service Access
- 2 - Individual Needs – ISP
- 3 - Decision Making & Choice
- 4 - Privacy, Dignity & Confidentiality
- 5 - Participation & Integration
- 6 - Valued Status
- 7 - Complaints & Disputes
- 8 - Service Management
- 9 - Family Relationships
- 10 - Protection of Human Rights & Freedom from Abuse