



# HIGHLIGHTS

## Show Cause Proceedings

In accordance to Section 82 of the Act, if the Commission reasonably believes a client has not complied with a requirement under a case plan to attend a community support service, Show Cause recommendations are made by the Principal Case Manager. The recommendation is submitted to the Commissioners to assess the client in conference proceedings and determine actions to help the client engage in socially responsible standards of behaviour such Conditional Income Management, new case plans, personal responsibility actions or no further action. The client is given a minimum of 28 days notice prior to conference and strongly encouraged to engage in case plan requirements before the conference as well as to give any reasons why they have not engaged to assist the Commissioners' decision making.

## Moving on – a clients story

I have lived in community all my life. I used to drink and smoke excessively as a way of dealing with the problems in my life. I thought the alcohol was helping me but I could feel my life going out of control.

I was very angry when I was first told to attend conference. I was initially very unhappy about having my income managed when the Commissioners made this decision at the conference. I have now changed my mind as having my income managed means that I always have money on my Basiccard to buy food and I have opened a savings account.

The Commissioners also arranged for me to have a case plan and attend the Wellbeing Centre here in community. The staff at the Wellbeing Centre are a great source of support and I continue to go there when I need to talk to someone. I am very proud that I have successfully completed the Alcohol, Tobacco and Other Drug Services (ATODS) program and have learnt other strategies to deal with stress like talking about the problems, finding other ways to relax and not worrying about things that I have no control over.

I am also now working three days a week and I enjoy going to work and feel proud when I have done a good job. I voluntarily joined the Women's group so I could share my story and seek support from the other women in community. I enjoy spending time with my four children, playing with them and watching movies. It feels good to have little bit of extra money tucked away for a rainy day. I am planning for the future which includes moving out of the house that I share with extended family members and I want to move into my own house. I enjoy the outdoors and I one day would like to be a ranger or work as a landscaper. I have obtained a learner's drivers license and I am working towards getting my provisional license. I now have a lot of reasons to smile.

