



# Control and Choice - Creating citizen-based community and support services

## VICSERV is pleased to present **Simon Duffy**

(Centre for Welfare Reform, UK)

on how control and choice can be maximised to transform service delivery and outcomes for participants, organisations and community.

12 months on from the VICSERV conference, *Towards Recovery*, and his thought provoking and challenging keynote presentation on Citizenship and Mental Health, Simon Duffy returns to Melbourne for this important forum.

*If we move upstream, organisations can become part of the solutions that are rooted in citizenship, family or community. Services can become part of the community, not a service for the community. (S. Duffy, NewParadigm, Winter 2016)*

At a time when consumer choice and control is becoming the driver for change and reform across the community sector, questions remain – how can organisations implement it, how can participants can maximise it, and how can our community services deliver a new model.

Simon Duffy will speak on the work he is doing with organisations, communities and citizen groups, through the Global Citizenship Network, to build control for service participants, and solutions that are implemented in collaboration between community members and organisations.

The forum will also feature:

- Panel of speakers on experiences and approaches to implementing effective consumer control and choice in community service organisations.
- The launch of VICSERV's project on Consumer Control and Choice, which is being conducted in collaboration with peak bodies, services and communities across the mental health, ageing and disability sectors.
- Facilitated discussion on what it means to make this change in organisations.

### Event details

**Date: Wed 23 August**

**Time: 10 am – 2 pm**

**Venue:**

**Victoria University  
Conference Centre  
300 Flinders St  
Melbourne**

We encourage attendance by:

- Managers and leaders of Mental Health, Ageing and Disability organisations
- service participants

**Register at [vicserv.com.au](http://vicserv.com.au)  
by 17 August.**

### **Cost:**

#### **Service organisations -**

- VICSERV members: \$60
- Non-members: \$120

**Service participants \$25**

Includes lunch.

Please advise of dietary and access requirements.

*This venue is accessible for people with disabilities.*

For enquiries call PH: 9519 7000