

In this issue....

Chairperson's Message	1
Board & Office Team.....	2
Special General Meeting.....	3
New logo.....	4
Renovations.....	5
New staff.....	6
Incident Management Policy.....	7
End of year festivities.....	11
Activities & fun.....	12
International Day of Disabilities.....	13
Riverland Field Days.....	14
Support worker of the month.....	15
Introducing Basecamp.....	16
Mandatory Training.....	17
LAAS AGM.....	18

A message from the Chairperson of the Board...



I was very pleased with the approval of the new LAAS constitution by the families at the Special General Meeting on Friday 22nd November. The new constitution gives the families of LAAS's participants a major say in how the association will be run in the future. The Board set the objective of rewriting the constitution at the beginning of the year. It took several meetings picture where we saw LAAS as an organisation heading into the future. that families were the ones who should have the greatest say as well as individuals with disabilities to whom LAAS provides services. So, congratulations to you for your unanimous vote. It is pleasing that LAAS is attracting new participants both in Supported Independant Living (SIL) and in the Day Options. We have recently opened New houses in Loxton and Waikerie.

continued on page 2

A message from the Chairperson of the Board... (continued)

It is now in up to you to make sure you join the association either as full or associate members. Please give thought to whom you want to represent you on the new Board. You can nominate yourself or others for three vacancies on the Board. The 2019 AGM will be held on Friday 31st January 2020, you will receive more information soon.

I want to thank present and past Board members for their contribution during the year. They played key roles in keeping LAAS focused on their responsibilities and transitioning LAAS from 'block funding' to the NDIS. I would like to thank Jeremy Mills, our General Manager, the management team and both LAAS and Enhanced Lifestyles for their work in reinvigorating LAAS.

On my visits to the Day Options Centre it was great to see how happy and relaxed the participants and staff of LAAS were. Talking with the staff and families of gave me a sense that they have confidence in the direction of LAAS for the future.

The Board looks forward to the new year with a refurbished Day Options Centre and the continued partnership of LAAS and Enhanced Lifestyles. I wish you all the best as you explore the opportunities available for your son/daughter/sibling/guardian with a disability to live their lives to the fullest.

On behalf of the Board, I wish you and your family a Happy Christmas and a fruitful New Year.

Tony Meissner

Chair, Board of Management, LAAS Inc

Your LAAS Board Representatives 2018/19

Chairperson: Tony Meissner

Treasurer: Pam Davis (Chair of Finance Sub-Committee)

Committee Members:

- Rosie Sandow Hamas (Chair of Risk Management Sub-Committee)
- John Woodberry
- Bette Woodberry

Your LAAS Team

Management:

General Manager (Management Agreement):
Jeremy Mills

Riverland and Mallee Chief Operations Officer:
Sue Crispe

Riverland and Mallee Corporate Services
Manager: Megan Walker

Quality & Compliance Officer: Sophie Wiese

Administration Officer: Samara Freeman

Seniors:

Day Options: Marie Lyons

Senior Support Workers

Arndt St: Vacant

21st Sims St: Kaye Howes

Kokoda St: Leah Cunnah

Edwards St: Declan Schroeder

Kaesler St: Leah Cunnah

Schick St: Leah Cunnah

OFFICE & BOARD NEWS

LAAS Special General Meeting

Lifestyle Assistance and Accommodation Service (LAAS) will operate under a new constitution following its special general meeting on Friday 29th November. The current LAAS constitution was replaced, with 100 per cent of those in attendance voting in favour of the proposed constitution. The new-look LAAS board – expected to be voted in at January’s annual general meeting – will include family members, clients, two professionals elected by association members and two professionals appointed by the board.

The new constitution allows family members of clients to have a say, for the first time in the organisation’s history, and was developed with a definition of LAAS constituents. A LAAS spokesperson said families and clients who have a vested interest will now have the “ultimate say” in the organisation’s direction. LAAS outgoing board member – and parent – John Woodberry said it was the “end of an era” for him and his wife, Bette. “As a founding member of LAAS and a board member for 22-plus years it is time to hand over the baton to other family members,” he said. “Both my wife Bette and I feel comfortable handing over to younger and more energetic family members, such as my son Mark. “We have done the hard yards, when there was no such thing as supported accommodation or even support, unless you wanted to put your child in an institution.”

Mr Woodberry said his wife and other families in the region regularly lobbied for funding, prior to the establishment of LAAS. “After being constantly rejected by the government we were finally successful and LAAS was founded,” he said. “LAAS has been through some hard times over the past few years, but now we feel confident not only in the adoption of the new constitution giving families and clients the voice and power, but that the organisation is in good hands. “The work Enhanced Lifestyles and the LAAS managers, Sue and Meg, have done is remarkable. They have turned the business around and I know LAAS is now on the way to being the best service provider in the Riverland and Mallee.”

LAAS board chair Tony Meissner said he was pleased with the attendance at Friday night’s meeting. “It has been a long road, but the light is now here,” he said. “I couldn’t believe the support shown by the families at Friday’s special general meeting. “A lot of family members I know, but at least half I didn’t know.” Mr Meissner finished by saying “I am so pleased that the proposed constitution was passed and that families will now have the direct power over the association. “We look forward to the next AGM in January to vote in our new-look board and to the years ahead.”



Our new logo!



As part of refreshing our brand, the LAAS logo has had an overhaul. In the last newsletter, 3 new logos were announced to refresh and revive the LAAS brand. Our current logo is more than 30 years old! LAAS ran a competition at the Field Days to see which Logo was preferred and at the end of the day Logo 2 and 3 were tied for first place.

After more votes submitted by parents, staff and community members, we are proud to announce our new logo! (pictured left).

We're very much looking forward to this new change and growth of LAAS. Exciting things are happening at the organisation and we can't wait to see what the future holds, watch this space!

A new addition!

If you have driven past our office in the past week you may have noticed a big change! The LAAS office not only has brand new signage but we have also taken another step in strengthened our partnership with Enhanced Lifestyles by having them move in and share our office space in Loxton. We have also installed new signage at Day Options which now clearly identifies the building.

Enhanced Lifestyles made the move to the LAAS Loxton Office in November. Working together is beneficial to both organisations as we can now share administration staff and resources. If you come into the office you will see the same familiar faces and some new faces.

The office will be closing at 11am on the 20th of December and re-opening on the 13th of January 2020. During this period no one will be in the office but if you need to contact LAAS urgently the on call phone is still available during this period.

We wish you a very Merry Christmas and a Happy New Year.



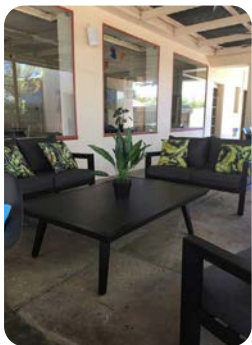
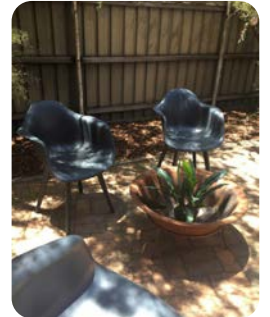
OFFICE & BOARD NEWS

Renovations



One of the most exciting things to have happened in September was the laying of the new floor at Day Options. Regular visitors to Day Options know what a long process this has been and would have noticed what an amazing impact the new flooring has. Next on our list of renovations is painting the outside of the Day Options building. If you have driven past in the last few weeks you might have noticed the many paint samples on the side of the building. Painting the building will be a huge undertaking with repairs and maintenance needed before painting. We have engaged a painter and expect works to commence early November 2019.

In recent weeks we have purchased new outdoor seating, installed outdoor fans and had the windows re-tinted. All these things work into our bigger renovation plans. The final work to be completed for 2019 include our outdoor area which include reviving the garden beds by installing an irrigation system, putting in new soil so that clients can grow their own vegetables and putting in some new plants and bark chips. In the warmer months the clients use the outdoor area daily and it is of utmost importance that it is comfortable, inviting and accessible for all clients. We have also purchased a new BBQ which will be put to good work throughout the summer months.



January should see major works in relations to fixing and painting the outside of the building as well as laying new concrete in the outdoor area. OT assessments are being completed so that appropriate ramps and hand rails can also be installed.

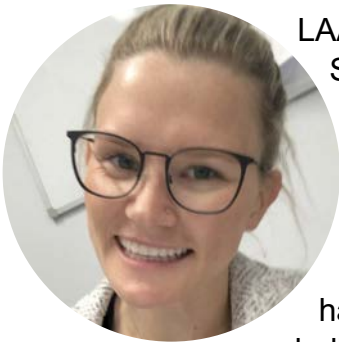
Reworking the layout of the inside of the building will also commence in 2020 which will allow for an office at Day Options and state of the art interactive sensory rooms.



New Staff

With the expansion of our Accommodation and Day Options services, the LAAS team has also experienced significant growth. LAAS has recently welcomed several new staff to both Day Options and Accommodation locations. John, Tina, Penny, Kerri and Surjit have all joined us in the last few months. All our new staff have come to LAAS with extensive backgrounds in Disability or Health-related fields. In their short time with us, they have already proven to be valuable employees and have been working on developing their skills to best support our clients.

Meet Sophie!



LAAS has also welcomed Sophie into the Quality & Compliance Officer role. Sophie has been at LAAS for a number of years as a Disability Support Worker and has embraced the new challenges associated with

her role. One part of Sophie's role is to work with Enhanced Lifestyles to ensure that the training provided to LAAS staff aligns with that of Enhanced Lifestyles.

One of the first training sessions that Sophie has worked on developing with the support of Enhanced Lifestyles is a staff induction session. This is an all-day training session which gives an overview of our services, expectations of staff and some mandatory training elements.

Meet Surjit!



In September LAAS welcomed Surjit to the LAAS team. Surjit spent his first week working at Day Options and has now started shifts within the accommodation. Surjit has been a natural fit and has developed a positive rapport with both clients and staff. He has already mastered both CIMS and Basecamp

Hello! I am Surjit. I came to Australia in 2008 to study then made Australia my home. I have studied community welfare work & business I moved to Riverland a few months ago. Previously I have worked with clients who had mental health issues. My clients warm up to me quickly and I enjoy assisting them to reach goals and maintain and develop their skills. I am confident that I will make an excellent addition to the staff at LAAS.

"I have one life to make a difference in someone's life & I don't want to miss it"

Incident Management Policy

Policy context: This policy relates to

Legislation or other requirements NDIS Incident Management and Reportable Incidents Rules 2018
National Disability Insurance Scheme Act 2013

POLICY STATEMENT

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) as a registered NDIS Service Provider is committed to following the instructions laid out in the NDIS Incident Management and Reportable Incidents Rules 2018 for the management of incidents that may occur during service provision. EL/LAAS has also put in place procedures to ensure reportable incidents are identified correctly and reported to the Commissioner in the timeframe required.

All incidents involving Customers/Clients who are NDIS participants shall be managed as per this policy and the Incident Management System, as will all Customers/Clients on Continuity of Support.

The document complies with NDIS 2018, standard 2.6 Incident Management, 1.5 Violence, Abuse, Neglect, Exploitation and Discrimination and ASIC 2013, section 1.3 Abuse and Neglect, 2.2 Risk Management, 4.1 Safe Work Environment.

This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Incident Management System

EL/LAAS maintains an Incident Management System in compliance with legislative requirements that are documented here, and in the associated procedure and supporting documents.

The Incident Management System must record all incidents that consist of:

- Any acts, omissions, events or circumstances that occur in connection with the provision of supports or services to a Customer/Client and have or could have caused harm to the Customer/Client.
- Acts by the Customer/Client that occur in connection with the provision of supports or services that have caused serious harm, or a risk of serious harm to another person.
- Reportable incidents that are alleged to have occurred in connection with providing supports or services to a Customer/Client.

EL/LAAS will endeavour to treat all parties with procedural fairness when managing an incident. Any decisions made by EL/LAAS must be done so without bias, be based in evidence that is logically capable of supporting the facts and allow parties that may be negatively affected to have their response taking into consideration.

All incidents must be assessed in relation to the following, with the assessment considering the views of the Customer/Client affected by the incident:

- Whether the incident could have been prevented
- How well the incident was managed and resolved
- What actions need to be undertaken to prevent similar incident from occurring, or minimize the impact
- Whether other persons or bodies need to be notified of the incident

As a registered NDIS provider EL/LAAS has documented its Incident Management System and provided copies of the documented system, in accessible form and with assistance to understand how the system functions, to Customers/Clients, staff members, family members, carers, independent advocates and significant others of the Customer/Client.

Incident Records

Incidents will be recorded within the CiMSability Client Information Management System. The following is the minimum information required to be recorded for an incident:

- A description of the incident including the impact or harm caused to any person with disability affected by the incident.
- Whether the incident is a reportable incident.
- The time, date and location the incident occurred, if known
- Otherwise, the time and date the incident was first identified.
- The names and contact details of the people involved
- The names and contact details of any witnesses
- Details of the assessment undertaken in to determine whether the incident is reportable or not.
- The actions taken in response to the incident, including actions taken to support or assist people with disability affected.
- Any consultations undertaken with the persons with disability affected.
- Whether persons with disability affected by the incident have been provided with any reports or findings regarding the incident.
- If an investigation is undertaken, then the details and outcomes of the investigation
- The name and contact details of the person making the record of the incident.

OFFICE & BOARD NEWS

The Incident Management System must also provide for the collection of statistical and other information relating to incidents to allow the review of issues raised by the occurrence of incidents and identify and address systemic issues.

Staff Roles and Responsibilities

The roles and responsibilities of EL/LAAS employees is outlined in the associated Incident Management Register of Responsibilities.

Each employee must comply with the Incident Management System and is required to have received training in how to enact the expected responsibilities of their position and follow the system.

Reportable Incidents

A reportable incident is the following:

- The death of a person with disability
- Serious injury of a person with disability
- Abuse or neglect of a person with disability
- Unlawful sexual or physical contact, or assault of a person with disability
- Sexual misconduct committed against, or in the presence of a person with disability, including grooming of the person for sexual activity
- The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorization of a State or Territory in relation to the person.

Reportable Incidents also include alleged Reportable Incidents.

Reportable Incidents must be notified to the Commissioner and key personnel who are responsible for Reportable Incidents must take all reasonable steps to ensure these incidents are reported.

It is the duty of all employees of EL/LAAS to notify the key personnel when they become aware that a Reportable Incident has occurred in connection with the provision of supports/services.

The Commissioner must be notified of Reportable Incidents within 5 business days of EL/LAAS being made aware of the incident, unless otherwise required to report it urgently as outlined on the next page.

OFFICE & BOARD NEWS

24 Hour Notification

EL/LAAS must notify the Commissioner within 24 hours of becoming aware of the following types of Reportable Incidents:

- The death of a person with disability
- The serious injury of a person with disability
- The abuse or neglect of a person with disability
- The unlawful sexual or physical contact with, or assault of, a person with disability
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming the person for sexual activity

The Commissioner requires the following information be provided:

- The name and contact details of the NDIS provider
- A description of the reportable incident
- An excerpt of the description of the impact on, or harm caused to the person with disability
- The immediate actions taken in response to the incident including actions taken to ensure the health, safety and wellbeing of the person with disability, and whether the incident has been reported to police or any other body
- The name and contact details of the person making the notification
- If known the time and place at which the incident occurred
- Names and contact details of the persons involved in the incident
- Any other information required by the Commissioner

EL/LAAS is required to notify the Commissioner of the names and contact details of any witnesses to the incident as well as any further actions proposed to be taking in response to the incident within 5 business days.

EL/LAAS must notify the Commissioner of significant new information about a Reportable Incident as soon as reasonably possible after becoming aware of the information if the information relates to a change in the kind of Reportable Incident or is a further Reportable Incident.

Record Keeping

Records made by the Incident Management System must be kept for 7 years.

ACCOMMODATION NEWS

End of Year Festivities!



Our Loxton based accommodation clients have been doing a variety of activities both with Day Options and in their free time. Our client's have been participating in various outings and activities, such as travelling to Barmera for lunch at Lake Bonney, barbecue's at home and attending the local Gumtree Disco Christmas Party. Some clients even attended the Moorook power boat event recently, which although was very loud, there was plenty of exciting cars and boats around for everyone to admire.

Each of our accommodation locations has started decorating for Christmas, putting up trees and other items around the house, it's starting to look very festive! Now that the weather is starting to be more consistently warm, we hope to also be including more fun outdoor activities over the Christmas period and early 2020.



Activities & Fun!



Day Options clients have been enjoying a range of new outings from swimming at the indoor pool at Renmark to mini-golf at the newly developed course in Berri. It has been a great opportunity to explore outing options in the Riverland and find out which outings the clients enjoy most. Our regular outings are still as popular as ever with visits to the Locks and BBQ's by the river always enjoyed by all.

Swimming at the indoor pools was a popular outing with all Day Options, with all clients getting in the water. Some clients had never been in an indoor pool before so not only was it a fun day but also a new experience for some people. Clients choose from a range of activities in the pool from swimming laps, ball games, physio exercises or just enjoying the sensation of floating. Staff also

enjoyed a splash. This will be an ongoing monthly activity during the year.

In October Day Options clients attended a production at the Chaffey Theatre called the Young King. The Young King was specifically produced for people with sensory issues and disabilities in mind. The clients had a wonderful time taking part in activities and then watching the production. Lunch followed at the Renmark Club.

Another outing which has become a permanent fixture on our outing calendar is the Berri Gymnasium. With trampolines and foam pits it makes for a really fun active outing.



Day Options recently trialled mini golf at Berri. The clients who attended had a great day, once again it was a new experience with some clients never having played mini-golf before.

Day Options has invested in acquiring new resources and updating outdated resources. Activity boxes have been created for different activities such as sensory, music and movement and sport. Activity cards have been developed and clients can look through the cards and choose which activities they would like to do. With Christmas on its way, clients are investing time getting ready for Christmas by making Christmas tree decorations, cooking and making wreaths.



DAY OPTIONS NEWS

International Day of People with Disabilities BBQ



Riverland Field Days



The Riverland Field Days took place on the 14th and 15th of September. The Field Days are one of the biggest events on the Riverland calendar and people come from far and wide to attend.

This year was the first year that LAAS has taken part as an exhibitor after many years attending the event with clients. Working together, Enhanced Lifestyles and LAAS had a

prime position near Gate number 1. LAAS and Enhanced Lifestyles exhibited together strengthening our image of partnership. The weather was fine and sunny, and the days were busy. The LAAS tent had many visitors on both Friday and Saturday and it was lovely to have both staff and clients also drop by to say Hello.

Both organizations took part in the "magic mushroom" contest run by the local radio station Magic 931 and "Giraffe Walk" which was run by the Renmark Children's Centre. Sue was invited to do a radio interview with the local radio station, promoting the services of LAAS and Enhanced Lifestyles. Thank you to the LAAS staff who volunteered their time to be part of the first inaugural LAAS exhibit at the field days. LAAS ran a logo competition, displaying the 3 logos that had been designed. By the close of the field days Logo, 2 and Logo 3 were tied for first place.

10 clients took part in an outing visiting the Riverland Field Days on Friday. Perfect weather enabled the clients to enjoy looking at the exhibits – they especially enjoyed the machinery displays, having lunch and dropping in to say Hi at the LAAS Marquee. Some clients enjoyed the field days so much they came back on Saturday too!

Martins Bend BBQ



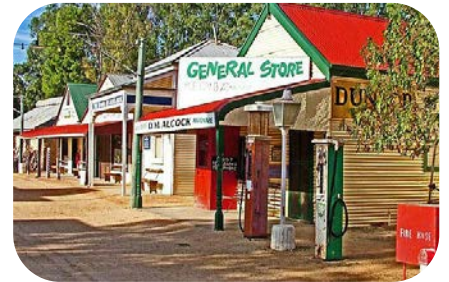
Day Options had some visiting clients come up from Adelaide for a week in September. To welcome them to the Riverland and LAAS service; LAAS hosted a BBQ dinner at Martin's Bend in Berri. All the accommodation clients were in attendance as well as many staff.

Clients did a great job of cooking gourmet beef burgers on the BBQ for dinner and Day Options made and supplied the salads. Clients all had a wonderful time relaxing by the river and making new friends.

PEOPLE & CULTURE NEWS

Loxton Historical Village

The Loxton Historical Village opened for a community event in September. Gum Tree kindly donated an annual membership to the clients of LAAS who attended on the Day. There were many activities on display during the day from breadmaking, butter churning, rope making and machinery demonstrations.



Support worker of the month!



Neil has been a member of the LAAS team since 2013 - in fact Neil left LAAS in 2015 to work in the Adelaide Hills to be closer to his family. Neil came back to LAAS within a month saying he would prefer to travel 300 kilometres to work with the clients and staff of LAAS.

Neil's person centred approaches to the clients he supports is commendable. Clients of LAAS respond so well to Neil's patience, calm approach and empathic nature. Neil is one of the few staff who can work in all aspects of the service, in terms of SIL and Day Options.

Neil often volunteers his own time - helping out in various houses and Day Options. He is known for his 'green thumb' and keeps the gardens neat and tidy to the appreciation of those who do not have a 'green thumb'.

Neil always has a go. It is not a secret that Neil is a novice when it comes to technology. Neil has been coming into the office - in his own time to become more proficient with Basecamp and CIMS. They say with age comes wisdom, kindness, confidence and ease and Neil is testament to this.

Well done Neil!

Introducing Basecamp



Communication is key in any organization but especially at LAAS where staff provide supports across many different locations across the Riverland. Basecamp was introduced to staff several months ago and now all staff are actively using it. Basecamp provides a direct and efficient way to communicate. Staff have uploaded the app onto their phones and when an announcement or information is shared, they receive a notification similar when you receive a text message.

Key Features of Basecamp

Headquarters



a centralized announcement area, this is used for general announcements applicable to all staff. Basecamp has the functionality for Staff to comment and respond to these announcements. We currently use this for notifying staff when rosters are ready, training notifications or organizational events.

Individual Teams



On Basecamp each individual worksite has its own "Team" This allows all staff members at that site to interact, share information and communicate with each other. These teams are used for information specific to that site and the information is only accessible to those people added to the team.

Individual Teams



Basecamp allows us to upload and share documents. We have recently used this in Uploading the August 2019 Newsletter. We saved time printing and posting as all staff were able to read and access the newsletter via Basecamp.

QUALITY AND TRAINING NEWS



Registered NDIS Provider

Mandatory Training

Ongoing training for staff is a key priority at LAAS. Included in our mandatory training for all staff is the online NDIS module. This module is an interactive online course that explains the obligations of workers under the NDIS Code of Conduct – from the perspective of NDIS participants. It was developed in consultation with the sector, including NDIS providers and people with a disability.

All registered NDIS providers under the NDIS Commission should include the module within their induction process for workers, and encourage existing workers to undertake the module over time, as part of their ongoing learning and to support compliance with the NDIS Code of Conduct.

New induction process

Recruitment and Training has become a priority for LAAS. In line with E/L, LAAS is facilitating monthly Information, Training and Assessment days. These Information days are provided to recently employed and potential staff members, as well as any community members who have wondered if Disability is the career for them. This initiative provides hands on and up to date information for anyone who may be interested in a career in Disability with LAAS. Sessions are free and available from 0900 to 1500 the last Friday of each month. The day begins with the history of LAAS, including LAAS's philosophies, principles and vision.

Supported Independent Living (SIL) and Day Options shift times and responsibilities are discussed in detail. Trainers emphasise the benefits of working at LAAS and fulfilling the role of a Disability Support Worker. The focus is on enhancing the quality of life with people with disabilities and supporting people to live as independently in their own home and community. Also discussed is the NDIS - how it works and the supports and services LAAS provides under the NDIS.

- After the information day people will have an understanding of:
- Policies and Procedures of LAAS
- The roles, responsibilities and expectations of a Disability Support Worker employed by LAAS
- Health care requirements of a Disability Support Worker including, (but not limited to) Medication administration, PEG feeding, Bowel management, Catheter care and Ventilator training. This training is Competency based and provided by clinical nurse educator on the day.

At the end of the session, only suitable employees will be offered an interview and provided with the information that is necessary to commence employment.

At our inaugural training day we were pleased to offer two new inductees employment, which they accepted. This is an innovative initiative LAAS is offering to secure the most appropriate Support Workers to afford LAAS clients the highest possible quality of life.



INVITATION TO THE **Annual General Meeting**

WHEN: Friday 31st January 5.30pm.

TIME: Meeting to commence at 6.00pm.
Light dinner served from 7.00pm.

VENUE: LAAS Day Options
12 Edward St
Loxton SA 5333

RSVP: admin@laas.com.au or via 8584 6569
by Friday 24th January 2020 with any dietary requirements