



Partnered
Since 2019



LAAS NEWS

February 2020

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A final message from the Chairperson of the Board...



It was pleasing to see the clients, families, staff and friends at the LAAS AGM held at LAAS Day Options on January 31st, 2020.

LAAS Board has worked tirelessly to ensure your family member is at the forefront of all decisions made. The well attended AGM was testament the Board has made the right decision and as Chair, I would like to thank all families for their encouragement and support.

Congratulations to Pam Davis, Rosie Sandow, Kylie Scott, Cindy McDonald and Sandi Mitchell as elected members of the LAAS Board for 2020. Pam Davis was suitably elected as LAAS Chair and whilst Pam brings with her many years of experience volunteering on Boards and leadership roles I have offered my services to assist where I can.

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OFFICE & BOARD NEWS

As I leave my position as LAAS Chair, I reflect on the purpose and achievements of LAAS. Moving forward there is still a lot of work to do to reiterate LAAS's mission and vision. LAAS clients always have been and will continue to be valued members of their community. As family members, you have entrusted LAAS to support and guide your loved ones ensuring their rights are upheld and respected. As LAAS clients predominantly present with Intellectual Disability it can be difficult for clients to express their dreams and desires. LAAS staff members have always been well trained to realise dreams, desires and have always strongly advocated for the clients they support. I would like to take this opportunity to recognise and thank LAAS clients and staff members.

Over the last 20 odd years I have been involved in LAAS, I have seen many changes and although I have not been in client direct care I recognise LAAS clients in the community. I have confidence that Jeremy and his team will carry on the LAAS tradition of person centred approaches and ensuring all services are delivered respectfully and with dignity.

Lastly, thank you to all the Board Members who have contributed over the last two years. Thank you also to Jeremy Mills, the Enhanced Lifestyles team, Sue Crispe Meg Walker and staff at LAAS for embracing the partnership of LAAS and Enhanced Lifestyles. Finally, LAAS wouldn't be here without clients. A big thank you to all LAAS clients and I wish you all well in the future.

Tony Meissner
Past Chair LAAS Inc

Your LAAS Board Representatives 2018/19

Chairperson: Pam Davis

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

Committee Members:

- Rosie Sandow Hamas (Chair of Risk Management Sub-Committee)
- Sandi Mitchell
- Kylie Scott
- Cindy McDonald
- Tony Meissner

Your LAAS Team

Management:

General Manager:

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: Tily Gregory

21st Sims Parade: Kaye Howes

Kokoda St: Leah Cunnah

Edwards St: Deklan Schroeder

Kaesler St: Leah Cunnah

Schick St: Leah Cunnah

LAAS Annual General Meeting 2020

The LAAS AGM was well attended on Friday, October 31st with 28 interested parties attending.

This was the inaugural Annual General Meeting since the adoption of LAAS's new Constitution and the partnership agreement between LAAS and Enhanced Lifestyles. The new Constitution enables the families of LAAS participants to rightfully propose how the association is managed in the future.

People attending the AGM were 'delighted' with the impending renovations at LAAS Day Options. The interior has been freshly painted and the exterior is underway. Other plans for Day Options include an inhouse cafe and state of the art sensory room. Questions were raised as to whether LAAS Day Options has the capacity for more clients. Jeremy Mills - LAAS General Manager responded 'there is ample room for new clients as new renovations will ensure that all areas of the Day Options building will be utilised to its full potential'.

Discussions from members included the growth of LAAS into other Riverland towns. 'LAAS is currently working towards opening a new Supported Independent Living Service in Waikerie. LAAS has been approached by two potential participants and are fortunate to have well established Community Housing networks so these people can realise their dreams' Sue Crispe - Chief Operations Officer LAAS.

Of real highlight was a presentation by Scout Sylva Richardson. Scout and her family made the trip from Adelaide, Scout was awarded South Australian Young Citizen for her book 'Excuse Me, Can I Tell You Something'. Scout wrote this book to raise awareness about what life looks like for her brother Jay, who has Autism. In 2019 Scout was also nominated for Australian Young Australian Human Rights Award and she was one of five finalists in over 10,000 entries. Scouts presentation and the reading of her book was welcomed and enjoyed by all attendees.

Pam Davis was elected as LAAS Chairperson. Board Members include Sandi Mitchell, Kylie Scott, Cindy McDonald, Rosie Sandow and Tony Meissner.

LAAS welcomes each of our new Board Members and looks forward to an exciting and innovating year ahead.

OFFICE & BOARD NEWS

Welcoming the new Chair - Pam Davis



As the new chair of the Board of Management I'd like to introduce myself. I am a parent of a long-time client of LAAS living locally in Renmark. I have been serving on Boards and committees for over 34 years and I look forward to serving on the New LAAS Board.

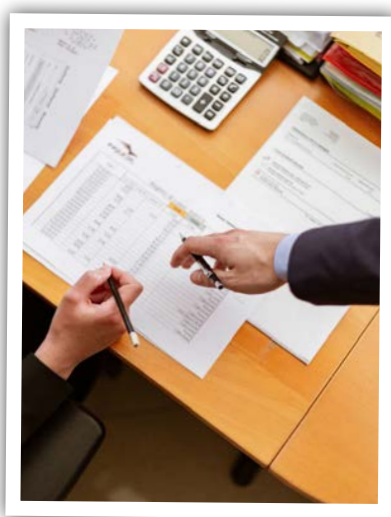
With the new constitution now in place and our first Annual General Meeting held under it, we now look forward to adding and welcoming new members both Full and Associate in the coming months.

I'd also like to take this opportunity to personally thank all full members who took the time to attend and cast their votes at the deferred 2019 AGM held on January 31st, 2020.

I'm looking forward to the year ahead along with our new Board. It is shaping up to be a busy one, as we face the first comprehensive audit under the NDIS framework in March as well as the upgrade to the Day Options centre taking up momentum.

The new and long-awaited website will soon be up and running, allowing a smoother and quicker way for our community to keep up to date with what is happening in LAAS. I look forward to meeting parents at the up and coming Parent Engagement session to be held on Wednesday 26th February at the LAAS head office between 10:00am and 12:00pm. It looks to be informative as well as being a great opportunity to catch up with each other as family members and share our latest news and concerns.

Helpful Tips for your NDIS Plan Review



The Riverland administration and office staff are settling back in after a lovely Christmas/New Year break. We have a busy start to the new year with our Quality Safeguarding Commission NDIS audit in March, client annual reviews and supporting clients and their families with NDIS reviews. The NDIS plan reviews are done annually. This is to ensure that supports reflect the clients current needs and planning for the upcoming year. A lot of time is spent preparing for a review meetings, preparation usually starts 8 weeks prior to the meeting date. A NDIS review can feel a little daunting for people not familiar with the NDIS and the associated processes, here is a list you might find helpful:

- Prior to the planning meeting request progress reports from service providers and therapists. Reports should reflect progress made in regards to clients current goals and which areas may need more attention.
- Think about the technology and equipment that is currently used and what may be needed in the future.
- Review the Goals - Have the previous goals been met over the past 12 months? How will the goals change for the upcoming year and what supports are needed to reach these goals?
- Are your current supports adequate and do they work with their needs? Consider if changing the type or time supports would be of benefit. Also take into consideration if the previous plan budgets were adequate. Were funds under utilized or was there a shortfall in any areas?
- Do you need help understanding the NDIS or a NDIS plan to ensure it is being utilized effectively? Support providers and the NDIS (<https://www.ndis.gov.au/>) can provide assistance. The NDIS is a valuable resource and can answer many commonly asked questions. If you can not find the information on their website they can be contacted on 1800 800 110.
- Every person who has a NDIS plan has a right to request a face-to-face meeting. Face to face meetings are recommended for people who have complex support needs.
- At the meeting request a copy of the new plan to be emailed or posted to you. This makes it easier to forward onto support providers and keep a record.
- If you are not satisfied with the outcome of your planning meetings contact the NDIS planner and speak to them about a plan review if needed.
- LAAS will always provide the utmost support possible to our all clients and families in preparation, support or attendance at NDIS planning meetings.

ACCOMMODATION NEWS

Furry Companions



Pets are a wonderful addition to any household and the houses of LAAS are no different. Over the years many of the LAAS houses have enjoyed the company of pets. Clients have cared for many birds, chooks, fish, turtles, cats and dogs. Pets are always chosen by the clients and we ensure they suit individual needs.

One very important pet is Lani, Lani has been a part of the LAAS family for 7 years. Lani is an Australian Shepherd and currently shares the house with clients.

Lani was previously a show dog, she has a calm disposition and enjoys lots of attention. After her show career finished LAAS adopted her and she became a loved part of the household. Lani has spent time at different LAAS houses but her current household is by far her favorite and she shares a special bond with the clients and looks for their company.

Clients like to interact with Lani, patting her, playing games and sneaking her food. They often laugh at her antics and talk to her.

Over the last 12 months LAAS clients have also enjoyed visits from Chilli (pictured right). Chilli is an assistance dog who regularly visits the Riverland. Clients look forward to Chilli's visits at Day Options especially the clients who do not have pets at home. Chilli is specifically training in many tasks from picking up dropped items to calming people who are displaying anxiety.



Christmas Holidays

The clients of LAAS are regularly supported in experiencing holidays of their choice. Holidays range from interstate trips, cruises, local day trips or longer intrastate getaways.



In January, 2 groups of clients chose very different holidays. Clients from Edward Street chose a beach holiday on the South Australian Coast. The clients had previously spent time on the York Peninsular and were looking forward to another beach getaway. This year the destination of choice was Semaphore. Clients enjoyed exploring the local beaches, eateries and live music scene. Day trips were made to Port Broughton and Gawler.

Sydney was the destination of choice for 2 other clients. This was an amazing experience for them as it wasn't just their first experience flying but their first holiday! On the plane they took turns sitting in the window seat looking at the landscape below which had recently been effected by bushfires. A day was spent exploring the beaches and cafés of Nelson's Bay before boarding a train to Sydney. Many activities were enjoyed in Sydney including dining out, visiting the aquarium, an evening cruise around Darling Harbour, shopping at the Bondi markets and even meeting a lifesaver from Bondi Rescue. After 4 very busy days away the clients were happy to arrive safely back at home.

Sue Crispe was one of the staff supporting the clients on their Sydney adventure. Sue Said It was amazing and humbling to be able to experience their first holiday with them.' 'To see the excitement and have the opportunity to share this experience is something I will take away with me as one of the most rewarding aspects of my career'



ACCOMMODATION NEWS



DAY OPTIONS NEWS

Exciting new developments!

2019 saw many changes at Day Options – the introduction of Marie Lyons as Team Leader, new clients and changes to programmes. These positive changes will continue into 2020.

Over the Christmas break the inside of Day Options was painted giving the building a well-deserved rejuvenation. The clients were excited to see the changes, and many commented how much they liked the new colour. The outside of the building has also now been painted and the next step will be some new blinds and signage.

Lots of activities are planned for the new year, clients will continue to attend gymnastics, swimming at both the Renmark and Loxton pools, social BBQ's and activities that relate to building skills and meeting their goals.

Marie has commenced Day Options client annual reviews which are completed with clients and their families. The reviews give LAAS the opportunity to gain valuable feedback. During the review we look at the current services being provided to determine if these are still adequate or does there need to be a change. We set goals for the upcoming 12 months which also helps to plan programmes and activities.

We review likes and dislikes to ensure we are providing the best possible programmes and resources to clients. We appreciate all feedback received at the reviews, but we would like to remind everyone that they can provide feedback at any time during the year by completing a feedback form. Feedback forms are located at each location and are also included in your welcome packs and review packs. If you would like a form or would like to give verbal feedback, please contact the LAAS office on (08) 8584 6569.

One of our biggest undertakings for 2020 will be the installation and set-up of a state-of-the-art sensory room. Work is currently underway to ensure the rooms are correctly set up. The sensory room can be used to clients on a daily basis and it is the vision of LAAS to also open it to the community so people who do not currently access our Day Options programme are also able to enjoy the benefits of the sensory experience.

Once the equipment is fully installed we will have an open day where clients and families can come try the different sensory programs on offer.

PEOPLE & CULTURE NEWS

Welcoming in the new year



Welcome to 2020 - I hope everyone had an enjoyable Christmas and the fortunate few who enjoyed some well earned time off over the Christmas and New Year break.

The LAAS Management team, Seniors and Team Leaders we have been working extremely hard in terms of compliance and quality for the upcoming Safeguarding and Quality Audit, due in March. LAAS and Enhanced Lifestyles have worked collaboratively to ensure all policies, procedures and other relevant forms are compliant and dual branded.

Staff Appraisals are ongoing and are designed to provide opportunities and feedback to appraise accomplishments and performances over the last 12 months. Appraisals are also a useful tool to realistically plan for the future, identify strengths and areas of performance which require improvement. All staff have actively embraced the opportunity to share their accomplishments, skill development and areas of improvement.

I would also like to take this opportunity to advise LAAS plans in terms of expansion. The LAAS Management Team is currently working on providing Supported Independent Living (SIL) services in Waikerie for two potential clients. LAAS is also working to secure another SIL in Berri for a new client choosing to relocate to Berri from Murray Bridge to be closer to her family.

A parent engagement will be held on Wednesday, February 26th. Please mark this date in your diaries. I will be in contact shortly with the time and venue. Parent engagement sessions are designed to provide information and service updates to parents and significant others and an integral communication resource. Details of the parent engagement session can be found on the back page of this newsletter.

Thank you
Sue Crispe
Chief Operations Officer

Support worker of the month!

Aaron Morgan



Aaron joined us at LAAS in mid 2019. Although he had not worked as a support worker previously, he quickly gained confidence in his role and has established a great rapport with the clients and staff that he works with. Aaron is a reliable staff member who will go the extra mile to ensure tasks are completed and that everything is running smoothly at any location he works at. We would like to thank Aaron for all his hard work, he is a very deserving recipient of support worker of the month and an asset to LAAS.

Key Dates

- 26th February Parent Engagement (flyer on back page)
- 29th February Loxton Mari Gras
- 1st March LAAS Website launch
- 16th March NDIS Quality and Safeguarding Audit
- 2nd March – 4th March Zero Tolerance Training
- 2nd March – 4th March Dignity of Risk vs Duty of Care Training
- 25th April Anzac Day (Public Holiday 27th April)

NDIS Accreditation

Things are very busy at the office as we finalise our preparations for the NDIS Certification Audit. As part its work to ensure safe and fair services are provided to Participants the NDIS conducts regular audits of service providers against the NDIS Quality and Safeguarding Practice Standards. They set a high bar on the quality of these services and the communication between provider and participant, both to encourage providers to improve their services and to remove bad operators from exploiting people with disability.

This audit will be extensive, and the auditors will be visiting our offices for several days as they examine our organisation. As part of this process the auditors will interview and examine the files of some of our customers/clients who have provided permission to do so. You may be contacted by the auditors, we will be in touch with you beforehand to confirm your consent.

QUALITY AND TRAINING NEWS

Employee re-induction training



LAAS employees are currently attending re-induction training, inline with the NDIS safeguarding audit. With the implementation of the NDIS there have been significant changes within the sector and staff are being re inducted and re trained to ensure compliance. LAAS staff have embraced this opportunity to upskill and maintain knowledge and skills required for professional development.

Reviews for our Accommodation and Day Options Service have commenced. Included in these updated packs is information on Human Rights and People with Disabilities, The Empowerment Circle and LAAS incident and feedback management process.

Two senior staff members have been to Melbourne to further their knowledge in relation to the upcoming audit. In this seminar there was information on access to supports, support planning and human resource management. If there is any further training staff would like to undertake, please email sophie.wiese@laas.com.au to ensure we can add this to our training calendar.



Introducing Client Information Management System (CIMS). The program allows Support Workers to view their own rosters and have access to other features such as viewing reminders, dashboards, and other relevant information about the Clients they are currently working with.

All shifts that Support Workers complete will need to be accepted throughout the Shift Pending Acceptance feature. This will limit miscommunication between the office and Support Workers about the acceptance of shifts as well as reduce incidents of people not attending or more than one person attending the same shift.

Please rest assured that private and confidential information is currently secured and is only accessed by the operations team to ensure Members confidentiality remains intact at all times.

How can you provide feedback?



Lifestyle Assistance and Accommodation Service (LAAS) values all feedback and complaints as they drive the cycle of continuous improvement and allow the organisation to continue to improve its service model.

How can you provide feedback?

Clients and employees can submit feedback through several channels of communication. This includes in person, over the phone, or through our feedback form located at the bottom of the page. You can also submit feedback via admin@laas.com.au

or mail to our head office located at 39 East Terrace, Loxton SA 5333. Once feedback is provided an acknowledgement will be made within 1 business day.

What type of feedback can you provide?

Clients and employees can provide compliments, complaints and suggestions. We welcome all feedback to ensure we are providing the best service and duty of care to our members and staff.

Will my feedback be acknowledged and responded to in a timely manner?

In line with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2019, LAAS is committed to investigating and dealing with all feedback in a fair and timely manner. This is to ensure all relevant parties are consulted at every stage of the feedback process and a resolution achieved.

What happens when I submit my feedback

Depending on the nature of the feedback it will be reviewed by the appropriate department or manager to action and investigate. You can request to speak to management about your feedback at any time.

Dresscode on shift

The appearance of employees reflects the general image of our organisation, and it has a significant impact on the way we are viewed by clients, contractors, suppliers and the public. LAAS aims to always project a professional image whilst ensuring that the employees' clothing complies with Occupational Health and Safety. While our Clients have indicated that they do not wish Support Workers to be identifiable by a uniform, it is an expectation of the organisation that you are present at the work each day in smart, casual attire. All attire must fit appropriately, cleaned, ironed (if applicable), neat and tidy.

Professional dress to adhere to:

- Keep long hair tied back or worn up.
- Avoid wearing long, dangling or large hoop earrings as they can get caught or scratch Customers.
- Footwear must be enclosed. Thongs/Flip-flops are not permitted.
- Ensure that tattoos where possible are discretely covered.
- Avoid wearing perfume or aftershave as the Customer may be sensitive to scents or suffer from allergies.
- No smoking during working hours or inside work places.

Please note that failure to adhere to the above may result in you being asked to go home and return to the workplace in a clean and appropriate fashion

Personal Hygiene

Maintaining a comfortable environment for all employees is an important part of being an employer. However, sometimes employees' poor hygiene can affect the overall performance of a team or impact on their colleagues and Customers.

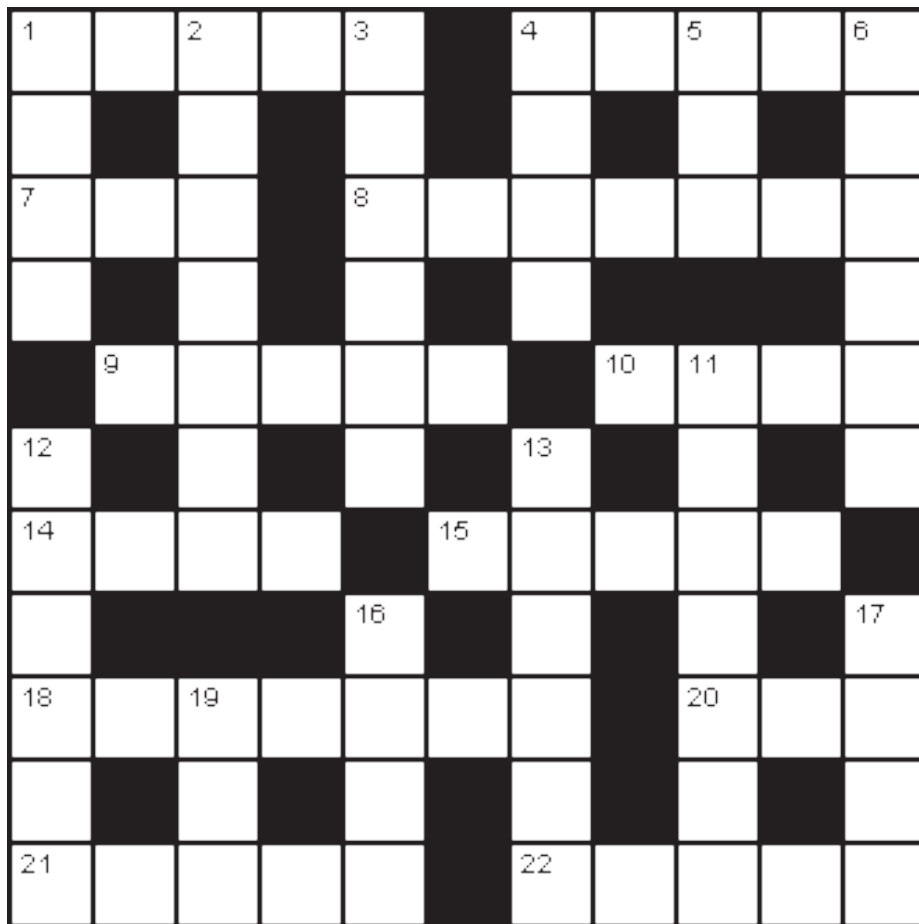
Keeping clean is essential for good health. Poor hygiene can cause skin complaints, unpleasant smells and bacterial or parasitic infections; poor dental care can also give rise to bad breath. Unwashed clothes are often a source of undesirable smells.

Employees should always come to work having attended to their personal hygiene with clean clothes and hair, free from unpleasant odours. Hand hygiene is a critical component of personal hygiene. Please ensure that you always follow correct hand-washing procedure when working, including the following:

- Before and after direct or indirect contact with clients;
- Before and after handling food and food utensils;
- After using the toilet; and
- After handling toilet facilities.

Employees should also ensure that nails are always clean and kept short without sharp edges.

Crossword



Down

1. Festival (4)
2. Amazing (7)
3. Second sign of the zodiac (6)
4. Location (4)
5. Type of tree (3)
6. Subtract(6)
11. Security device (7)
12. Recluse (6)
13. Part of the eye (6)
16. Discover (4)
17. Not in action (4)
19. Short sleep (3)

Across


1. Banquet (5)
4. Velocity (5)
7. Golfing accessory (3)
8. Wild (7)
9. Fake (5)
10. Long narrative poem (4)
14. Fencing sword (4)
15. Temperamental (5)
18. Large imposing house (7)
20. Peculiar (3)
21. Lukewarm (5)
22. Part of the leg (5)

Solution on back page

Head Office

 39 East Terrace, Loxton SA 5333


 admin@laas.com.au

 (08) 8584 6569


Day Options

 12 Edward Street, Loxton SA 5333

 admin@laas.com.au

 (08) 8584 7618

 www.laas.com.au

 facebook.com/Laas



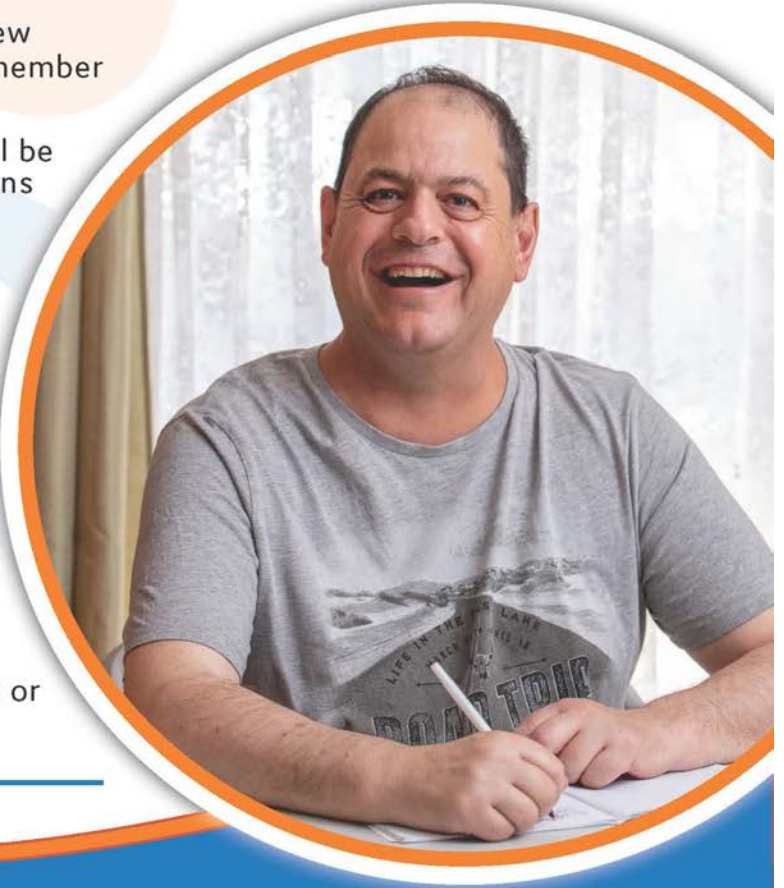
Parent Engagement Session

Please join us for an engagement session with members of the LAAS management team.

Topics will include the following:

- Client plans
- NDIS update for plans in review
- A general chat about family member supports

Lianne Brewin from the NDIS will be attending to answer any questions and to provide information on recent changes in transport



Date: Wednesday 26th February
Time: 10:00am - 12:00pm
Venue: LAAS head office
39 East Terrace, Loxton SA 5333

A light morning tea and refreshments will be provided.

Please RSVP by Wednesday 19th February via admin@laas.com.au or 8584 6569

Crossword Solution

Across

1. Feast
4. Speed
7. Tee
8. Untamed
9. Bogus
10. Epic
14. Epee
15. Moody
18. Mansion
20. Odd
21. Tepid
22. Ankle

Down

1. Fete
2. Awesome
3. Taurus
4. Spite
5. Elm
6. Deduct
11. Padlock
12. Hermit
13. Corena
16. Find
17. Idle
19. Nap