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A message from the Chairperson of the Board...



Update on LAAS

In December 2018 LAAS Board entered into a three year agreement with Enhanced Lifestyles to assist with management of LAAS. This includes supporting the operations and administration of LAAS. Chief Executive Officer of Enhanced Lifestyles Jeremy Mills is the acting General Manager of LAAS. Jeremy plus the LAAS managers and his team have been working tirelessly to assist LAAS with development of new policies and procedures to meet NDIS requirements. The Board has also undertaken Governance training to meet the obligations expected of Boards. Identified in the training was the need for a new constitution as our current one is outdated. The Board, in consultation with clients, families and the other stakeholders hope to pass a new Constitution which defines the membership of the Association for the first time.

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

Finance and Risk Management subcommittees have been formed. The Board is committed to skill development of its Members to ensure that the Board has the appropriate skills to effectively manage the governance of LAAS.

Since the partnership between LAAS and EL, the financial position of LAAS has greatly improved. This is due to a number of factors including improved financial management, Supported Independent Living funding approved and restructure of the operations team. Day options is financially viable and will continue with some great innovative ideas to engage clients in new activities to build skills and capacity.

Welcome Samara

Welcome to Samara Freeman who has commenced a traineeship in Administration and she is settling into the new role. Samara is a fantastic addition to the operations team and has been a great support to Sue and Meg. If you haven't met Samara already, please pop into the office and say hi!



Your LAAS Board Representatives 2018/19

Chairperson: Tony Meissner

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

Committee Members:

- Tanya Allen (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

Administration Officer: Samara Freeman

Team Leaders:

Day Options: Marie Lyons

Senior Support Workers

Arndt St: Libby Dawson

21st Sims St: Kaye Howes

Kokoda St: Leah Cunnah

Edwards St: Declan Schroeder

Kaesler St: Leah Cunnah

OFFICE & BOARD NEWS

Vale Roger Firstbrook

It is with sadness that we inform you of Roger Firstbrook's passing. Roger was an employee and eventual CEO of LAAS since the organisation's inception in 1986. Roger was an integral part of forming LAAS.

His dedication to the organisation was greatly admired. Roger will be sadly missed by all clients, families and staff. We pass our sincere condolences to Ruth and family.

Shop

LAAS are always thinking of new innovative ways to support our clients and support skills development and capacity building. Part of the LAAS Office is being transformed into a supermarket! Clients, families and staff are welcome to purchase with the costs of items kept to a minimum with a small percentage mark up to cover administration costs. Any surplus will be allocated to client activities. This is another innovative initiative LAAS has brainstormed to provide clients with a safe and cost effective shopping experience.

Clients of day options will be involved in pricing, stock control and assisting people with their shopping to support them to learn new skills and grow capacity. They are very excited to start this new venture and look forward to seeing you there.

There are many items available to purchase including; meat, staples, personal care items and cleaning products.

It's competition today! For a chance to win a wish voucher, please come up with a name for our new shop. Entries must be submitted by 5th October. Please email your entry to Meg Walker via admin@laas.com.au. We look forward to reading the many ideas for the shop.



Logo

We are excited to announce that we are re-invigorating the LAAS brand. LAAS has a long and proud history in the Riverland area and we want to build on that by re-launching LAAS with a new logo.

LAAS' logo is the original logo from 30 years ago when the organisation was first established. Logos should be evaluated every 5 years to ensure they match the branding, vision and identity of an organisation.

Reasons we are refreshing the logo include:

- Refreshing your logo can re-invigorate the image of LAAS. A fresh, clean and modern logo implies a fresh, clean and modern approach to service delivery
- LAAS has undergone significant positive changes over the past 6 months. A new logo visually represents a new start for LAAS.
- To promote LAAS, we need a great first impression of the brand – one which is modern and fresh. The logo is the community's first visual impression with LAAS
- We would like to re-launch the LAAS brand within the Riverland and heavily promote LAAS services to the community. LAAS is here to stay so we would like to reassure the wider community of the longevity of LAAS by investing and committing to the brand.

We are currently looking for feedback on the three different logos. Please email admin@laas.com.au with your feedback by 24th September 2019 for your chance to go in the draw to win a prize!



OFFICE & BOARD NEWS

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Partnership with EL

Since the beginning of the partnership with Enhanced Lifestyles, the two organisations have been working together to align policies and procedures, ensuring compliance with NDIS regulations. All policies, procedures and forms are now cobranded with the Enhanced Lifestyles and LAAS logo.

By sharing resources including streamlining administration processes, we have been able to cut costs at LAAS to ensure there is funding to go back into the service for the benefit of clients and to improve services.

LAAS has also been successful in 2 grant applications made by General Manager Jeremy Mills. A development grant of \$23,000 has been earmarked for day options renovations which will be combined with an additional \$69,000 (which was accrued through cost saving measures) pending Board approval. This will allow LAAS to reinvest back into day options and make it the premier day options program in the Riverland/ Mallee area.

The second grant, for workforce development of \$20,000 which will be allocated towards the costs of implementing NAV, a HR and payroll system LAAS is implementing to streamline payroll and HR functions.

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Restructure of LAAS positions

After a consultation period and input from the Board and other stakeholders, there has been a restructure of positions within LAAS. The new structure will:

- Best support the partnership between LAAS and Enhanced Lifestyles, ensuring that both organisations can support each other long into the future
- Ensure the financial viability of LAAS by having the appropriate staffing skills and levels within the office, SIL sites and at day options
- Provide the needed supports for all support workers within their roles
- Streamline the administration within the organisation by having dedicated responsibilities for each role and providing a clear structure for each employee

The new structure will be:

Riverland and Mallee Chief Operations Officer (COO) – Sue Crispe

Sue will be responsible for:

- Oversight of accommodation services and day options
- Managing Day Options Team Leader and Senior Support Workers
- Management of Quality and Training within LAAS (with support from Enhanced Lifestyles Management Team)
- Return to Work Coordinator of LAAS
- Recruitment, retention and People and Culture management including managing

performance

- Client, family and employee engagement (with support from Enhanced Lifestyles Management team)
- Feedback and incident management with support from Corporate Services Manager

Riverland and Mallee Corporate Services Manager (CSM) – Meg Walker

Meg will be responsible for:

- Payroll, billing and accounts
- SIL quotes
- Managing and oversight of budgets for each house and department
- Management of the administration team (including Enhanced Lifestyles Administration based in the Riverland)
- Marketing and communication (with support from the Enhanced Lifestyles Management team)
- Asset and facility management
- Information Technology
- Oversight of fundraising activities

Administration Officer – Samara Freeman

Samara will provide administration support to both LAAS and Enhanced Lifestyles as directed by Meg.

Team Leader Day Options – Marie Lyons

Marie will be responsible for:

- Coordination of rostered staff with support

OFFICE & BOARD NEWS

Restructure of LAAS positions

from COO

- Coordination of Day Options activities
- Operations of Day Options within budget
- Supervision of Day Options staff
- Reporting and management of feedback and incidents within Day Options in consultation with COO

Senior Support Workers

- Senior Support Workers will be responsible for:
- Coordination of rostered staff with support from COO
- Operations of residence within budget
- Assistance with supervision of Accommodations staff
- Reporting and management of feedback and incidents within residence in consultation with COO

Jeremy Mills, General Manager of Enhanced Lifestyles will continue in the role of General Manager of LAAS due to the partnership agreement. The Management Team of Enhanced Lifestyles will provide all required support, specifically:

- Adelaide Chief Operations Officer – Jodi McKay
 - Marketing and Communications
- Quality and Services Manager – Jeani Shepherd
 - Quality systems

- Policy review
- CIMS implementation and support
- Clinical and Training Manager – Noel Cornwill
 - Training for support workers
 - Credentialing and clinical support
- Adelaide Corporate Services Manager – Alexa Worley
 - Support to the Board and General Manager
 - Administration
- Finance Manager – Jordon Lee
 - Payroll, billing and accounts
 - NAV support

We hope that everyone supports this new structure and those within the roles. We have seen many positive changes in the past 6 – 8 months within LAAS and know that this structure moving forward will best support the organisation long into the future.

Fundraising

LAAS has recently formed a Fundraising Committee. The Committee will be headed by Courtney McCulloch and Josh Arnold. Courtney and Josh are collating ideas for fundraising activities and events.

If you have any fundraising ideas or would like to donate goods or services please contact the LAAS office on 8584 6569.

Mid Year Holidays

Clients at Edward St also enjoyed a mid-year holiday break in Victor Harbor this July, visiting Monarto Zoo for the day on the drive there.

Other activities enjoyed include:

- Exploring Hindmarsh Island and Goolwa
- Visiting Strathalbyn and Mount Compass
- Eating out at a variety of pubs, cafes and bakeries
- Cooking dinner at the accommodation
- Everyone had a fabulous time away even with the rainy weather, finding plenty to do and see.

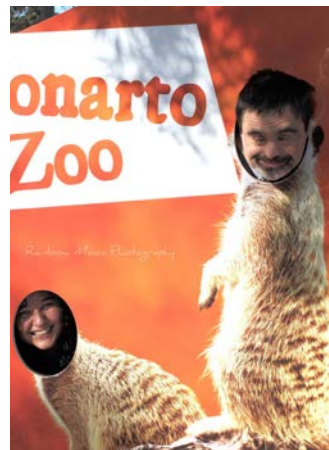
Pictures below are from the Edward St holiday adventure!



Clients at Sims Parade enjoyed a 3 day mid year break at Mildura in July. Staying at Buronga, clients and staff enjoyed a variety of activities including:

- Ten Pin Bowling
- Going to the cinemas to see Toy Story 4 and Spiderman: Far from Home
- Shopping at Kmart
- Cruising the Murray river on PS Melbourne where the clients were given the opportunity to steer the boat for a time
- Visiting the aquatic centre
- Buying souvenirs
- Relaxing at the accommodation
- Having meals out

The clients had a wonderful time away, communicating well with each other when choosing places to go and where to eat and respecting each other's choices.



ACCOMMODATION NEWS

Client Lodging and Boarding Update

A recent review of the Client Board and Lodging Policy was undertaken to meet new guidelines set in place by the NDIS. This policy has been redeveloped and is now called the Client Contribution to Supported Independent Living Policy. This will be distributed to all clients, their families and is available in each house for review.

LAAS requests clients contribute toward the running costs and expenses of Supported Independent Living (SIL). SIL services provide support with and/or supervision of daily tasks to promote the skills of an individual to live as independently as possible. However the NDIS does not provide funding for living expenses such as food, electricity and other household costs.

The contribution for clients is:

- 50% of the disability support pension
- 50% of the pension supplement
- 100% of the energy supplement
- 100% Mobility Allowance (Where paid direct to client)
- 100% NDIS Transport Budget

Client contribution can be defined as:

- Electricity and other heating and cooling costs i.e. wood
- Telephone and internet costs
- Excess water
- Food

- Furnishings and equipment for communal areas within the house
- Maintenance and gardening expenses
- House and contents insurance
 - Basic contents insurance will be provided; however clients are responsible for taking out individual insurance for items of value in excess of \$1000
- Consumables such as cleaning products
- Other expenses as deemed appropriate for clients to make contribution towards
- Vehicle expenses and running costs

Items not covered by the client contribution policy:

- Rent (see client Rent Policy)
- Medication
- Medical Costs
- Personal items
- Recreational activities including holidays
- Insurance for items of value in excess of \$1000
- Personal spending money (clients who do not attend Day Options)
- Any other expense which is not deemed appropriate by LAAS
- Day option fees

Renovations Update

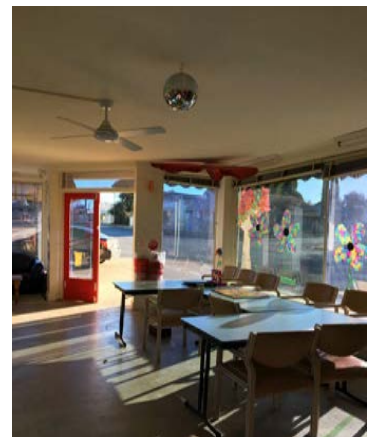


Day options has been a hive of activity in the recent weeks. Staff generously donating their time to a working bee to assist with clearing out outdated equipment, tidying up spaces, painting and general cleaning. The day was very productive with areas reorganised and a number of areas looking clean and fresh.

If you have had the opportunity to visit day options in the recent weeks, you may notice things looking more colourful with newly painted walls, client artwork and new posters which have made a big difference to the interior of the building.

Upgrades to the building will continue throughout the year with new flooring planned as well as exterior paint and the addition of a café style meeting room where clients, staff and families can gather for coffee and a snack made by day options clients.

Watch this space for further updates to the Day Options building!



Working Bee

We are looking for volunteers for our next working bee! Date to be confirmed but please register your interest with Marie to receive up to date information about the next date. We will be painting, gardening and tidying up day options areas so they can be ready for new activities and refurbishment. Watch this space for updates about the transformation of day options and the new activities we are planning.

DAY OPTIONS NEWS

Welcome...

LAAS day options welcomes 3 new clients who are settling in well. We look forward to a long standing relationship with the new clients and their families. LAAS day options also welcomes new staff Jake Philp, and Julie-Anne Woolridge and likewise we look forward to a longstanding relationship and are pleased to have them on the day options team. We also welcome back Sophie Wiese who returns after 4 years living overseas.

We would like to congratulate Marie Lyons on her appointment as Team Leader Day Options. Marie has been employed at LAAS for 3 and a half years. Marie brings with her a wealth of skills and knowledge and has settled into the role. Marie has been the driving force behind the renovations and has innovative plans to improve day options services.



...and farewell

We would like to take this opportunity to thank Mandy Fowler who decided to take up a new career opportunity. We thank Mandy for her years of service, dedication and commitment throughout her time at LAAS. We also say farewell to Kevan Mullan who retired in April after 16 years of service to LAAS. Kevan's calm approach and commitment to LAAS will be greatly missed. We wish Mandy and Kevan well with their new ventures.

Activities at Day Options

Day options clients have taken part in many activities. Clients have recently enjoyed a disco, BBQ at the SES, many out and about days, activities at Bunnings, gymnastics and centre based craft days. Activities planned include a camp at Taillem Bend with a host of events planned as well as hydrotherapy and swimming,



Cancellations

If clients are unable to attend day options, please inform day options on 8584 7618. Staffing ratios and planned activities are based on client attendance so it is very important that day options are advised if participants are unable to attend. Cancellations made without 48 hours notice may result in a cancellation fee being charged. This will be assessed on a case by case basis and emergency situations taken into consideration.

Changes to payroll for the new financial year

LAAS is now required to report to the Australian Tax Office (ATO) any salary/wages, tax withheld on employee's behalf (PAYG) and superannuation contributions before payments are made to employees. This system is called the Single Touch Payroll (STP).

To support this change, LAAS has changed payroll systems to Microsoft NAV Dynamics (NAV). NAV integrates with the rostering and client management software CIMS, allowing us to automate payroll functions. NAV has also been configured to meet STP requirements.

To support this move to NAV, paper timesheets are no longer required as all payroll information will be pulled from CIMS and the rosters. To ensure you are correctly paid, you must ensure that your roster accurately reflects the hours you have worked. If a shift on your roster is required to be changed as you were required to stay back or left early, you must email rosters@laas.com.au with the details of the change.

Please be aware that your roster will only be updated and you will only be paid for additional time if this is pre-approved by Sue Crispe, Mallee and Riverland Chief Operations Officer. All employees should be sticking to their rostered hours unless there are exceptional circumstances. Rostered hours within residences and Day Options is based on client funds and budgets and constant overtime on these hours will financially impact the organisation and clients.

In the near future, a clock on and off system will also be implemented to confirm the rostered information contained in CIMS. More information about this system will be released in the coming weeks.

We thank you for your time and patience whilst we make these changes to the new payroll system. This system will not only ensure there are less pay discrepancies as all overtime and penalties are automatically calculated, but it will also cut down administration time as this new system should cut payroll processing time down to less than one hour.

If you have any questions about the new payroll processes, please contact Meg Walker on 8584 6569 or via email payroll@laas.com.au

Single Touch Payroll (STP)

What is it?

Real time reporting of payroll for all organisation in Australia. ATO will be informed before payments are made to employees so they can track and monitor all payments made.

How else will it affect me?

Everyone will need to have a MyGov account. It is here that employees will be able to view their current balances for salaries/wages, PAYG and superannuation. Group certificates will no longer be issued at the end of the financial year (the previous financial year 2018/19 will be the last year these certificates will be issued) as all the information will now be accessible in your MyGov account and integrate when you are completing your tax return.

What do I need to do?

Create a MyGov account (if you don't already have one). To set one up, go to www.mygov.gov.au and click "Create Account". You will need an email address

PEOPLE & CULTURE NEWS

Employee appraisals

All employee appraisals will be completed by mid-August. Appraisals are a great opportunity for staff to not only receive feedback about their performance but also for staff to provide their own feedback about the organisation, make suggestions for improvement and discuss career opportunities/skills development. If you not yet been contacted regarding a time for your appraisal, please contact Sue Crispe on 8584 6559

Permanent Part Time Positions

All employees will be contacted in the coming weeks, if not already, regarding becoming a permanent part time employee with LAAS. We are strongly encouraging all employees, regardless of the length of your employment with the organisation, to become permanent part time. As part of this, you will receive a permanent roster which will not change on a weekly basis unless you are taking leave.

All casual staff who wish to remain casual may do so however will not receive a permanent roster and will be covering personal leave and annual leave as well as filling any other shifts which are available. Casual staff are not guaranteed hours or set shifts and will not have a set roster.

If you would like to become a permanent part time employee, please contact Meg Walker on 8584 6569. Permanent part time employees will receive new contracts with their minimum hours outlined.

Team Building

We will be holding team building activities for the different teams within LAAS. Day options held their team building session on the 3rd August. A team building session for Accommodation Services is to be held in late September, further details will be provided shortly.

Team building activities are a great way to get to know your fellow employees and build team skills to effectively work collaboratively together. We want to continue to build upon the culture of LAAS to instil high levels of trust, commitment and positivity within our workforce which will ultimately improve service provision within the organisation.

Qualifications

Samara is currently cross-checking all qualification of employees at LAAS. This information will influence the training and support provided as well as ensure that all employees have up-to-date certifications to complete their work.

Please be aware that Samara will call you to confirm your qualifications in the coming weeks. Please ensure that you provide Samara with accurate information to assist with this process and return her call if you happen to miss it.

Thank you in advance for your cooperation with this matter.

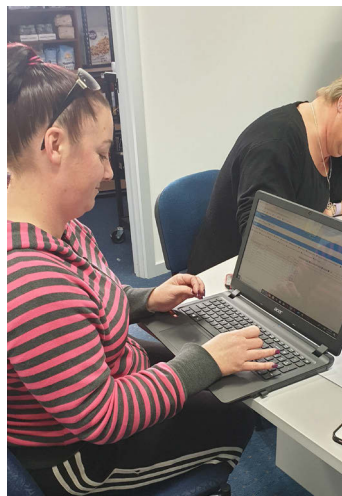
CIMS: Client Management for the future

Over the past 6 months we have been implementing a new client management system at LAAS called CIMS. CIMS will enable LAAS to keep client records in a safe, secure manner, digitise information for easy access and reporting capabilities as well as hosting a centralised rostering system which will sync with the payroll and billing system to enable automation in these areas.

Other key features include:

- Progress notes – daily notes regarding client's wellbeing, plus other key observations about the client. Operations and support workers can add and access notes about clients at any time from their mobile ensuring everyone is aware of any changes to client's wellbeing and read high level observations as they happen.
- Client profiles and support needs – key information about the client's ongoing support needs including when and how assistance is required. These can be updated as the client's needs change and ensure staff have the information on hand at all times to provide the best support possible.
- Client goals – recording and reporting capabilities to ensure NDIS goals are met and able to be reported on during planning meetings.

- Risk Profiles – information about risks to staff and clients including triggers as well as proactive strategies and reactive strategies to reduce the risk occurring.



- Incident reporting – comprehensive reporting system to log incidents, complete investigations and run statistics on how often events are occurring and identify trends. Incident reporting is more efficient and quicker, allowing key personnel to be alerted to incidents as soon as the incident report is lodged. Trends will feed into risk management strategies to reduce risks within both accommodation services and day options to both staff and clients.

- Rostering – centralised rostering system where staff can accept or decline their shifts to enable accurate rostering of staff. This information then is used for payroll which eliminates paper timesheets which cuts down administration.

To support the use of CIMS, each residence as well as day options has a laptop to use. All houses and day options have been issued with smart phones to ensure that CIMS is able to be used and accessed whilst in the community and there is no

QUALITY AND TRAINING NEWS

CIMS (continued) Training Calendar

delay in creating progress notes.

Feedback has overall been very positive about using this new system due to the advantages of having all information centrally located and easily accessible.

As with all new systems, this has taken time to rollout so we thank everyone for their patience during this period. We will continue to provide training and support to everyone who uses the system as we proceed with rolling out new features including the ability to clock in and off using CIMS. The log and off feature is GPS tracked and allows staff to log in and off at the start and end of shifts. Any discrepancies between the times of logging in and off and rostered times will then need to be approved by the Chief Operations Manager, Sue Crispe.

LAAS is pleased to announce the launch of our new training calendar. The calendar allows all staff to view the dates of up to date training and register for training by emailing training@laas.com.au

LAAS is committed to upskilling all support staff in line with NDIS requirements. LAAS values staff's professional development to ensure the safety of clients and staff and are extremely fortunate to have a highly skilled disability trainer within the organisation. The training calendar has been developed utilising information gathered from recent staff and feedback surveys. Training is imperative from an organisation level to ensure staff remain highly skilled and LAAS remains compliant under the NDIS.

Training is available for four days at the end of each month allowing staff to coordinate their training according to their work and family commitments.

Restrictive Practices at LAAS

All employees at LAAS have attended a number of information and training sessions around the use of restrictive practices. One of the biggest changes within the implementation of the NDIS Quality and Safeguard Commission is around the use of restrictive practices and the reporting on the use of unrestrictive practices.

To ensure that LAAS were complying with the new changes to legislation, there has been a heavy investment made to ensure that staff understand what a restrictive practice is and when they can and cannot be used.

LAAS is working closely with clients and families to ensure that clients are supported by having a Positive Behaviour Support Plan put in place and that staff are trained in its implementation. As more practitioners who specialise in this area are located in Adelaide, this has taken time to facilitate however this is a major priority for the organisation. We are committed to supporting all clients, families and staff with these changes and keeping them informed as changes take place. We thank you for your understand and cooperation during this time.

Family engagement sessions

A family engagement session was held at the Loxton Hotel in recently for our Supported Independent Living clients and their families. The session gave Sue and Meg the opportunity to meet with families and provide updates on participants NDIS plans as well as information about changes within the organisation.

Family engagement sessions will be held regularly and all participants and families are encouraged to attend. Sessions will be held every 6 weeks.

The next sessions will be held on Tuesday 8th October at the LAAS Head Office 39 East Terrace, Loxton.

The sessions will be split as follows:

SIL Engagement Session

Time: 10.30am - 12.30pm

Meet with Sue and Meg to discuss SIL planning, recent changes within the houses, new policies and procedures in place, CIMS as well as a general update about the organisation

Day Options Engagement Session

Time: 1pm - 2pm

Meet with Sue, Meg and Day Options Team Leader Marie Lyons! A calendar of events for the next 3 months will be discussed as well as other important information about changes within Day Options. Following the session, please join us for afternoon tea at Day Options where families and clients can meet up and tour the building and see some of the exciting new changes happening!

Support Worker of the Month

Please join us in congratulating Sarah Stanley for being awarded the inaugural Support Worker of the Month Award!

Sarah was awarded because of her commitment and dedication not only to her clients but also to the organisation. Sarah has volunteered her time on multiple occasions the past few months to assist with tidying up Day Options, assisting with the garage sale and setting up the shop.

Sarah has gone above and beyond and not only have the staff commented on her commitment, but she her efforts have also been recognised by the management team including Jeremy, Meg and Sue.

Sarah will receive a \$200 voucher to recognise her achievement as well as a certificate of achievement.

Congratulations Sarah!

