



Partnered  
Since 2019



# LAAS NEWS

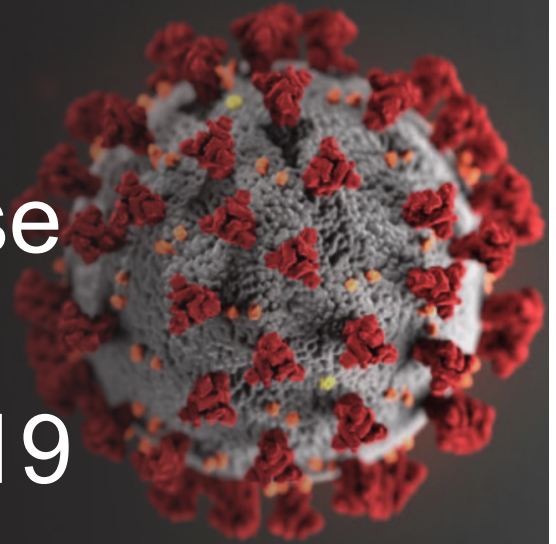
April 2020

## LAAS Bi-Monthly Newsletter • April edition 2020

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## Our Response To COVID-19



### Safety measures for Coronavirus

**D**uring March, the coronavirus outbreak known as COVID-19 was declared a global and national pandemic. With this announcement, we have implemented new measures to ensure the health and wellbeing of our Clients, employees and stakeholders during these uncertain times.

Please head to page 3 to read about how we have responded to the pandemic.

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# OFFICE & BOARD NEWS

## Chairperson's Message



It has been an eventful couple of months since our new Board was formed.

We have diligently prepared for the NDIS audit which is now completed. A mammoth effort, so well done to our team.

The new Board is scheduling a series of training sessions on governance and workshops so we can work as effectively and professionally as possible within the guidelines provided to us.

The COVID-19 pandemic has seen the Management and Operations teams of LAAS and Enhanced Lifestyles collaboratively working at a fast pace to provide the best possible support and care for those we serve.

I'd like to congratulate the team on their swift actions in implementing the strategies put in place to follow all recommendations and guidelines from the Department of SA Health and Federal Government.

I'd like to assure our LAAS community that we are doing everything possible to keep clients and support workers safe.

It has been a mammoth effort to re-structure how the service is delivered. This includes new staff rosters, training for safe practices and initiating new ways to support life skill programs.

Social distancing sounds simple enough to follow but it is incredibly hard to endure emotionally, especially when we can no longer plan our next visit to our loved family members who are under the care of others.

Equally, our family members have difficulty understanding why so many of our usual activities and visits to favourite places are no longer happening and those that they hold most dear are no longer calling.

Those words 'we are all in this together' could never more true. Stay safe, keep well and stay strong.

Pam Davis  
Chairperson of LAAS.

### Board Representatives

#### 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

### LAAS Team

#### General Manager

Jeremy Mills

#### Chief Operations Officer

Sue Crispe

#### Corporate Services Manager

Megan Walker

#### Quality & Compliance Officer

Sophie Wiese

#### Administration & Human Resources Officer

Kelly Leigh

#### Administration Officer

Samara Freeman

#### Seniors

Day Options: Marie Lyons

Arndt St: Tily Gregory

21st Sims Parade: Kaye Howes

Kokoda St: Leah Cunnah

Edwards St: Sue Crispe

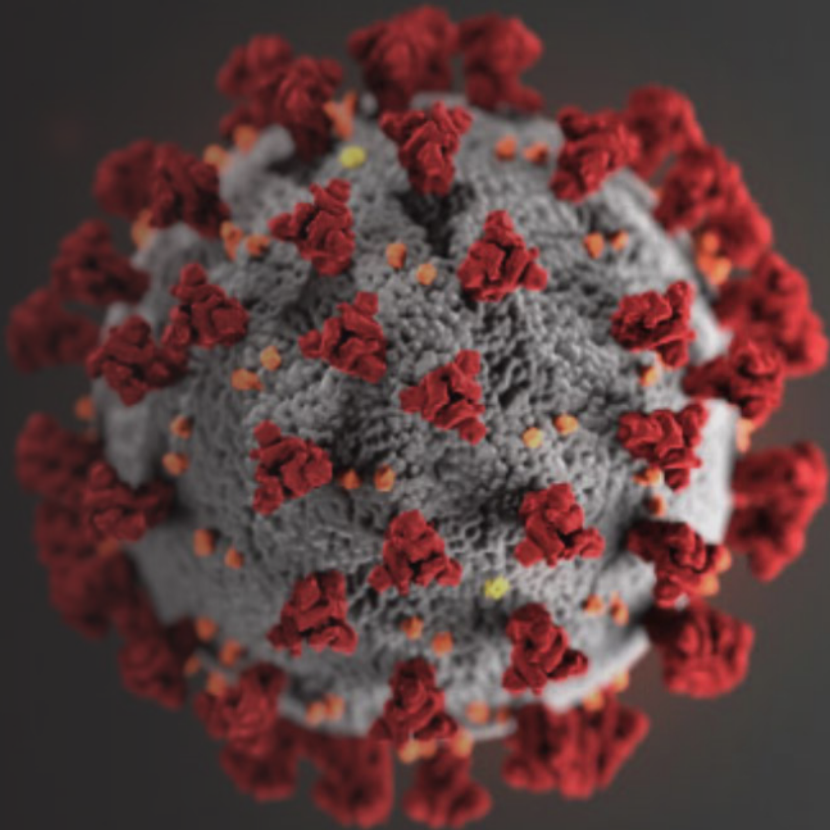
Kaesler St: Leah Cunnah

Schick St: Leah Cunnah

Lexia St: Sue Crispe

Mary Starr Dr: Sue Crispe

# COVID-19 Update



The last few months have been unprecedented, not just throughout Australia and the world, but also for organisations such as LAAS. We are tasked with not only keeping operations running smoothly but also ensuring that clients and staff are protected from the ongoing risks surrounding the COVID-19 pandemic.

LAAS has put several measures in place to lower the risks of the virus being transmitted to our vulnerable clients and currently;

- Staff are designated access to two accommodation sites only
- Staff have been advised to self-isolate when not at work
- LAAS Day Options service has been put on hold until government restrictions regarding group socialisation have been lifted.
- LAAS clients are self-isolating in their homes as per government guidelines and are not attending community gatherings or shopping centres where the risk of community transmission is high. LAAS clients are still able to get out and go for drives or exercise activities in open areas, so long as social distancing rules are practiced.

Staff need to wash hands, use hand sanitisers and check their temperature when arriving on shift. They are also to fill in a health self-assessment form upon arrival. All visitors are required to phone in advance and make an appointment before coming.

Understandably, this is a difficult time for families and friends who perhaps aren't able to visit their relatives/loved ones.

It is our number one priority to ensure that LAAS clients and staff remain healthy and safe during this time and we sincerely appreciate that everyone is respecting the guidelines that have been put in place.

If you have any concerns about LAAS and COVID-19 please call the office on 0499 907 675 or email via [admin@laas.com.au](mailto:admin@laas.com.au) and we will assist you.

# OFFICE & BOARD NEWS

## NDIS Plan Reviews

As we all undertake social isolation in response to the Coronavirus (COVID-19), our organisations have been working hard to adapt their business models so that they can still provide essential services but also limit the risk of spreading the virus.

In the disability sector, the NDIA is by far the biggest organisation that many participants will be interacting with. The NDIA has put comprehensive changes in place to protect all participants.



One of the biggest changes is the way NDIA is conducting plan reviews. Below is a list of what has changed and how it has changed.

- For participants with plans that are due to end and haven't been contacted yet the NDIA will contact you or your nominee by phone to undertake the plan review.
- If your plan is due to end soon, the NDIA will contact you by phone to undertake your plan review.
- As part of this plan review process, we will discuss with you the option of having a plan in place for up to 24 months.
- To ensure NDIS plans don't reach their end date, on the day your plan is due to expire it will be automatically be extended by 12 months.
- If your plan is due to expire soon, you do not need to do anything – all plans will be automatically extended by 12 months.
- Your extended plan will have the same core and capacity building budget funding (excluding capital) as your current plan.
- If your current plan is not a 12 month plan, your extended plan will be calculated on a pro-rata basis.

4. LAAS Bi-Monthly Newsletter

## PPE Equipment

LAAS has a small supply of personal protective equipment, including gloves and hand sanitisers. If LAAS employees are running low on these supplies please contact us and we will do our best to assist. During these times we must practise good hand hygiene to mitigate the risk of spreading germs and to best protect the health of our Clients.

## NDIS Audit

On March 16th, LAAS and Enhanced Lifestyles underwent an NDIS Audit. This was a large undertaking for all involved, going through every aspect of our service and ensuring that we have the correct measures in place to meet the highest standards.

The auditors who attended our accommodation sites passed on their compliments regarding the level of care our clients receive from staff and on the cleanliness of LAAS homes. Everyone should be proud of their efforts surrounding the preparations for the audit and also for their high levels of ongoing support to clients. You're all doing a fantastic job! Please head to page 14 for more information about the audit.



# Newly Developed LAAS Website



Our landline is currently down due to  
Please call our backup mobile number  
HOME ABOUT US SERVICES THI



We are excited to announce that our newly developed website is operational. Check it out now! The new website includes more interactivity and functionality as well as in-depth detail for the Accommodation and Day Options services we provide. We encourage all Clients, families and staff to visit our newly developed website.

We have included some information on the right-hand side on three of our pages that you might find useful. This is an exciting time for LAAS with the new development of our website. We are looking forward to it assisting with the growth of the organisation in the Riverland region.

We appreciate everyone's patience whilst the website was being developed as it was a lengthy process! The website has its own in-built portal in which Clients, families and staff can access resources. More information about this will be provided in the coming weeks.

## Key Information



### Feedback page

The Laas Feedback Page includes a form in which individuals can provide feedback to the organisation. Feedback can remain anonymous and could be a compliment, complaint, comment or a suggestion.



### Accommodation & Day Options pages

On these pages includes information about how we provide Accommodation & Day Options Services to our Clients and the different supports that are included.



### News page

To keep up to date on all the latest LAAS news please visit our news page. Our newsletter and other publications will also be there for you to view as well. Updates on the disability sector are also included.



[www.laas.com.au](http://www.laas.com.au)

Please feel free to read through the new LAAS website [www.laas.com.au](http://www.laas.com.au)  
Any feedback would be gladly appreciated!

# OFFICE & BOARD NEWS

## SIL Update & Client Goals

LAAS has been hard at work securing two new accommodation sites for new clients that have recently joined our service. Locations in Waikerie and Berri were both opened in March and new clients have been settling in well and taking the time to get to know their staff and new surroundings.

Also in March, management and senior support staff finalised individual client goals, through speaking with clients directly and also with their families/close networks and key support staff to develop personal goals that are not only attainable, but also in line with their individual interests. These individual client goals are available to be viewed and tracked by each client's key support staff through our CIMS online recording system.

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## Head Office Phone lines

We are still experiencing phone line issues at Head Office. The NBN has been made aware of the issue, however, due to COVID-19 there is no confirmed date when the issue will be resolved. In the meantime, please call 0499 907 675 with any enquiries.



## New Additions to LAAS Staff



LIFESTYLE ASSISTANCE AND ACCOMMODATION SERVICE

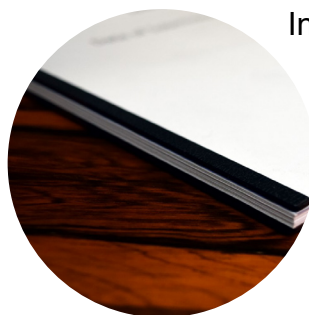
LAAS has recently employed a number of new support staff across the service. We would like to extend a warm welcome to Johanna Van Niekerk, Emily Redman, Emma Thomas, Jonty Godara, Maryanne McClelland, Larissa Halupka, Zeena Lawrie-Corboy, Tayha Fear, Dakota Newman, Nicole Mueller, Nicole Dolan and Willow Wiese.

We would also like to welcome Kelly Leigh to the office. She will be working in an admin/HR role.

LAAS would like to pass on well wishes to Neil Trewin who retired in March, and thank him for his dedicated service throughout the years. He will be missed by both clients and staff. We would also like to farewell Deklan Schroeder and Josh Philpott and wish them well in their future endeavours.

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## Business Continuity Plan



In partnership with Enhanced Lifestyles, we have developed a Business Continuity Plan to ensure business and services continue to operate during the COVID-19 period. The plan includes all aspects of a Clients service and measures LAAS and Enhanced Lifestyles has implemented during these unprecedented times. As the situation changes on a daily basis, we will keep you updated, once firm decisions are made. We have developed a business version of the plan as well as an easy english version. Please refer to the LAAS website if you would like to read the Business Continuity Plan. Any feedback you provide will be much appreciated.

# Feedback Via Our Website



**L**AAS values all feedback and complaints as they drive the cycle of continuous improvement and allow the organisation to continue to improve its service model.

A feedback tool we have introduced is through our newly developed website.

## How Can you provide feedback via our website?

Visit our website [www.laas.com.au](http://www.laas.com.au) and navigate to the feedback page. Look under the 'contact' heading in the menu and click on the feedback page. Fill in this feedback form

## What kind of feedback can i provide on the LAAS website?

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



## Did you know?

In accordance with the NDIS Complaints, Management and Resolution Rules 2018, individuals must have the option of remaining anonymous when submitting feedback. LAAS ensures that feedback can be submitted in this manner. We will endeavour to respond to your feedback in a timely and fair manner throughout the feedback process.

## What happens when I submit the feedback form on the website?

Once you submit the feedback form, it is sent to our team at Head Office for processing.

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

## If I provide a complaint and are not happy about the outcome, what can I do?

The feedback will be escalated to senior management, including the Chief Operations Officer and General Manager. If you are still not satisfied with the outcome, it will be escalated to the Chairperson of the Board.

NDIS participants also have the option of providing feedback and complaints to the NDIS Quality & Safeguards Commission.



During these unprecedented times, social isolation can prove to be challenging. It's important that LAAS Clients continue to learn new skills whilst also having fun along the way! Check out a list of activities to stop boredom setting in.

### 1 Cognitive Card & board games

Card games and board games are a great activity to do indoors. Not only do Clients have a one time playing the game with one another, but also increasing their cognitive abilities.

### 2 Sensory/Creativity Sensory painting

Sensory painting involves a variety of colours, textures and smells to really bring out the creative side in Clients in a unique way

### 3 Health & Wellbeing Sensory painting

Although it's important to keep yourself busy indoors with various activities, don't forget to keep working on your health. Simply going for

a walk around the block or around your neighbourhood will improve your cardiovascular system.

### 4 Dexterity Spray bottles

An easy way to improve dexterity is to use spray bottles. Clients can go round the garden and inside the house spraying plants and also surfaces to practice good hygiene.

### 5 Cognitive Memory games

A few fun games to improve memory are magic cup, picture bingo and what's missing. They're easy to set up and aren't over complicated. The games can be adapted however you like







6

## Creativity Drawing

Drawing can be a fun way of getting in touch with your creative side. You can draw anything that comes to mind, whether it be a favourite tv character, food or place!

7

## Health & Wellbeing Cooking

During social isolation now is the perfect time to brush up on your cooking skills and add to your recipe list! There's plenty of websites and magazines which you can find delicious and healthy foods to cook.

8

## Dexterity Card & board games

Another fun way to improve dexterity is to create different shapes using playdough. Mix and match different colours to bring to life your imagination

9

## Cognitive Puzzles and crosswords

Puzzles are a perfect way to pass the time whilst also improving memory! Sit down with a friend and work on a puzzle for an hour and see how much you can get done. Crosswords and find-a-words are also a fun time. You can use one's from the internet or create your own!



# ACCOMMODATION & DAY OPTIONS NEWS



Easter 2020 may well go down in history as one of the most unusual Easter periods experienced in Australia. However, LAAS clients and staff made the most of their Easter in isolation by creating decorations with clients and enjoying an Easter lunch. Each accommodation site was provided with an Easter food pack supplied by the Country Bakehouse. This pack contained many yummy meals, hot cross buns and other treats.

Management also sent out a call to staff for some friendly competition over Easter to see which accommodation site could put on the most creative Easter experience for clients. Due to the amazing efforts from each house, a standout winner could not be determined – so each house has been rewarded for their efforts by being offered the opportunity to purchase an item/activity to provide a benefit for their home.





## Clients have been enjoying spending time tending to the Accommodation and Day Options veggie gardens

**M**aintaining an active lifestyle is a goal for many LAAS clients. Therefore, this activity is one that all clients can be actively be involved.

Each house has a dedicated area for their veggie gardens and the clients enjoy working in the gardens in numerous ways. Some clients prefer planting and tending to the growing plants, whereas others enjoy the daily watering or the outing to buy supplies.

At the start of each season, we look at a list of plants that will grow in that season. Our summer crops are finished, and we will soon be planting our winter crops. The winter veggies will include cauliflower, broccoli, beans, lettuce and peas. Ideally, each house will select what they grow, and veggies will differ from house to house. This allows the house to not only grow their veggies but to also share with others. This year clients may choose to grow a smaller number of a larger range of veggies rather than share due to current restrictions.

It is the responsibility of the staff to assist the clients to make, establish and grow their gardens. Staff are encouraged to meet with clients and assist them to plan their gardens. Many of our staff have fabulous green thumbs and have worked hard to improve the gardens over the years.

When planning seasonal veggie gardens some of the questions staff can ask include, “Where would they like to plant the veggie garden?”, “What should we try and grow this season?” and “What meals can we cook from the veggies that we grow?” Previously, this would be followed by a trip to the shops to buy everything that was needed. This year we might have to look at other arrangements and get everything we need delivered.

There are many benefits from gardening. Gardening has shown to reduce stress, increase vitamin D intake by getting out in the sunshine, increase hand strength and encourage the use of vegetables to maintain a healthy diet. We look forward to showing everyone the winter crops in future editions of the newsletter.



# PEOPLE & CULTURE NEWS

## Employee of the month



**C**ongratulations to Sophie Wiese, who has been selected as LAAS employee of the month for March after being nominated by a member of our support staff. Sophie's primary role within the organisation is that of Quality and Compliance Officer, however, the additional tasks she undertakes also include rostering, staff training/induction and assisting in direct client care by filling support shifts across the service when required.

Her dedication to the success and continuous improvement of LAAS is evident at all times and we would like to congratulate her and pass on this recognition to Sophie in appreciation of all her hard work.

## Isolation from a furry perspective

Home, Work and Shopping the dog is loving it. Extra walks, extra food (scraps) cause the humans are eating at home, most of all extra attention the humans are home they're not going anywhere. The cat is getting attention too, push in for another pat and that extra bacon is mine. Where's your collar and lead the dog can't grab them quick enough let's go for a walk the Dog never says NO. It's just my humans no visiting humans. Jumping excitedly yes the humans are putting their shoes on another walk. Food again more meat scraps yum the dog never says No. Even if the humans aren't happy about Work, Home, shopping, the dog appears to be enjoying the extra time the humans are home.

Written by Kaye - LAAS Support Worker

## Stay Connected during COVID-19

The outbreak of the coronavirus COVID-19 has impacted people in varying ways on an international scale. It is understandable that during times like this, people may be feeling afraid, worried, anxious and overwhelmed by the constantly changing alerts and media coverage regarding the spread of the virus. If there is someone you think might struggle through social isolation, it is important to reach out to them and let them know you care. Call them to check on their welfare, send an email, or leave a note under their door. Don't underestimate the power you have to offer hope to another person.

## Life during isolation

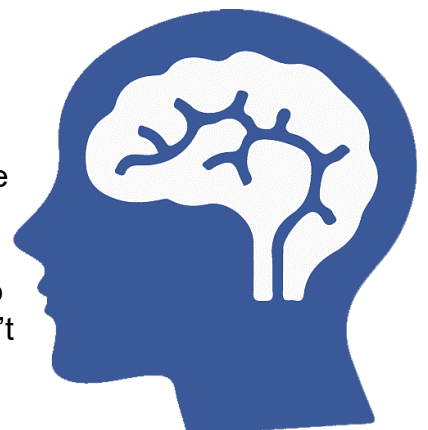


### what is it like being self-isolated for 14 days?

cleaner. My puppies love having me home, but I am not sure what they are going to do when I can go back to work. I didn't realise how lonely it can be as I haven't been anywhere, not even shopping. I miss people as not being able to see family or have them visit has been tough. I have to admit that I was not happy about being isolated but totally understand why. I could not live with myself if I had been away and one of our lovely clients/staff got sick because of me.

I Hope everyone is taking care  
Let's beat this thing.

Written by Beki - LAAS Support Worker



## New Accommodation In Waikerie & Berri

**L**AAS has opened two new houses, one house in Waikerie and one in Berri. We are also on the process of recruiting staff for these houses. As you can well appreciate, there is so much to do - so again please bear with us during this time. If you are interested in working at either Waikerie or Berri, please contact Sue Crispe on sue.crispe@laas.com.au  
If you require further information in terms of client care at either Waikerie or Berri, please email Sue.



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## Strategies to cope during COVID-19

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### Manage your exposure to media coverage

This can increase feelings of fear and anxiety. Be mindful of sources of information and ensure you are accessing good quality and accurate information. We have provided some links below.

### Follow a “calm yet cautious” approach

Do your best to remain calm and be mindful not to contribute to the widespread panic that can hinder efforts to positively manage the outbreak. Ensure you are following directives issued by the government, medical advice and observe good hygiene habits.

### Show compassion and kindness to one another

These times of fear, isolation (both physical and social) and uncertainty are when it is most important that we strengthen our sense of community by connecting with and supporting each other. Remind ourselves that we can manage this much better together in solidarity, and that COVID-19 doesn't discriminate – it can affect anyone regardless of age, gender, nationality or ethnicity.

### Manage your wellbeing

By maintaining routines where possible, connect with family and friends (even if not in person). Stay physically active, eat nutritious foods and seek additional support by contacting Lifeline or further professional support as required.

# QUALITY & SERVICES NEWS

## NDIS Practice Standards - Quality and Framework Audit

In the week of March 16th, LAAS and Enhanced Lifestyles undertook their first audit on the NDIS practice standards – the Quality and Safeguarding Framework. The standards they focused on were rights and responsibilities, service provision, medication and incident management as well as the use, implementation and documentation of restrictive practices.



Two auditors visited the Riverland and observed the services that are provided to clients through LAAS and EL. They were invited to three SIL locations in Berri and Loxton and the Day Options Centre for LAAS. Both auditors were very impressed with the cleanliness of the homes, the knowledge of staff and care of the clients and to see how happy the clients were. After their Riverland visit, the auditors returned to Adelaide and spent the remainder of the week looking at policies and procedures and ensured that organisational documentation met all the required standards.

There has been an immense amount of work put in by all staff to ensure LAAS is providing the best service possible to our clients. A couple of issues were identified around restrictive practices and LAAS have already created an action plan and implemented strategies to rectify these concerns. The auditors gave a positive outcome and they had many compliments for the staff they met and to the service LAAS provides.

## Training

LAAS is limiting face-to-face contact during inductions and staff training, utilising different formats of online services. There are trials available for staff and clients to access zoom, webinars and skype and online documents for signing through laptops, desktops or smartphones. Due to COVID-19 and many restrictions being implemented by the government to ensure the safety of everyone, LAAS thought it would be beneficial for all staff to complete online training focusing on COVID-19, infection and infection control. All staff have completed the mandatory training and now have an understanding on ways to protect the clients that LAAS supports and, of course, themselves.

## Useful Resources

Growing Space has developed several useful resources to assist individuals in the disability sector during COVID-19. These are:

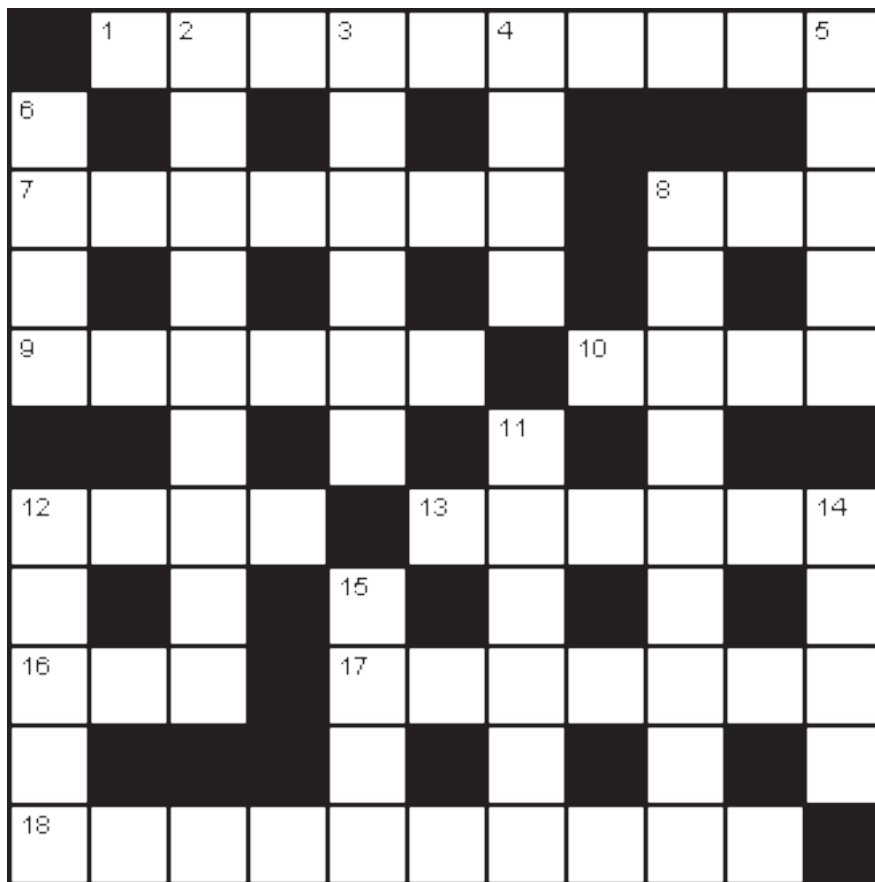
- COVID-19 Webinar for Participants and Families – practical strategies and ideas
- 'Can I Buy It?' – FOUR Big Questions during COVID-19 for NDIS participants
- COVID-19 Easy English Resources
- Staying Safer in a Wheelchair
- Top 31 Ways To Use Support Workers while Avoiding COVID-19
- A STOP Sign for Your Door
- Emergency Contacts List
- COVID-10 Webinar for Support Coordinators – practical strategies and ideas

**You can view these here**

<https://www.thegrowingspace.com.au/covid19>

# CLIENT NEWS

## Crossword



### Across

1. Inverse (5)
7. Curt (7)
8. Crib (3)
9. Sentinel (6)
10. Hinge joint (4)
12. Remedy (4)
13. Cask (6)
16. Mythical bird (3)
17. Fishing boat (7)
18. Duty (10)

### Down


2. Bizzare (9)
3. Disregard (6)
4. Wealthy (4)
5. Nimble (5)
6. Arithmetical operation (4)
8. lowest female singing voice (9)
11. Empty (6)
12. Freight (5)
14. Entice (4)
15. Male deer (5)

**Solution on back page**

### Head Office

 39 East Terrace, Loxton SA 5333


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### Day Options

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[facebook.com/Laas](https://www.facebook.com/Laas)

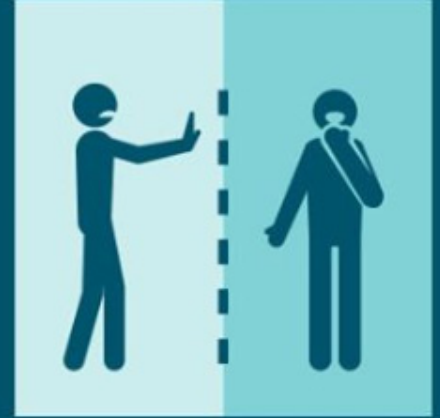
# PROTECT YOURSELF & THOSE AROUND YOU



STAY AT HOME IF YOU'RE UNWELL



AVOID TOUCHING YOUR FACE, NOSE AND MOUTH



STAY 1.5 METRES AWAY FROM PEOPLE WHO ARE COUGHING OR SNEEZING



COVER COUGHS AND SNEEZES



WASH HANDS REGULARLY

## Crossword Solution

### Across

1. Reciprocal
7. Laconic
8. Cot
9. Sentry
10. Knee
12. Cure
13. Barrell
16. Roc
17. Trawler
18. Obligation

### Down

2. Eccentric
3. Ignore
4. Rich
5. Lithe
6. Plus
8. Contralto
11. Vacant
12. Lithe
14. Lure
15. Stag