



Monthly Newsletter

March 2019

Reminders

| | |
|--|------------------------|
| APM All Abilities Beach Day | 5 April |
| Bay Break Multisport Festival | 6 & 7 April |
| Health Services Expo | 9 May |
| Ability Ball | 29 June |

Inside This Issue

I will be adding this in once pages are correct and there is no changes to the order of pages.

CEO

Message from Evan



NDIS.....is it what we expected?

Well the NDIS has certainly delivered in its first 8 months. As you know we spent over 3 years planning for the NDIS and preparing for its implementation. It is everything we prepared for and more.....

We expected to see some increases in the funding that people have been allocated, however what we have seen for most people is extraordinary. The great thing though is that not only are people getting the funding they need, but it is also in the right areas. People are now getting support when they didn't have it before. They are being supported in their homes, in the community, in groups, Speech Therapy, Physiotherapy, Occupational Therapy, etc. It is such a pleasure to see more people being supported to access their community at all times on all days.

We have been pleased to welcome many new people to Life Choice over the last 8 months. We have welcomed many new participants and staff who all add to the diversity of Life Choice. We have also seen some people choose to go to other service providers and staff who have done the same. We have seen some staff go out and set up their own business as a sole trader. All of these opportunities exist because people have more choice and control under the NDIS which is a very good thing.

For Life Choice, and every other service provider the workload to manage the implementation and growth under the NDIS has been enormous. There is a lot of administrative work to be done in this new system. We have to do things differently to how we used to do them and this has added to the workload. Fortunately though we spent a lot of time and effort ensuring our systems and processes were good to go when the NDIS started in July. We acknowledge they are not perfect but we continue to strive to get it all right.

As we have been saying for a long time, the NDIS is a time of change. It is a time of continual change. The NDIS itself changes, people we support choose change, the modern day workplace has changed and people don't stay as long in the one place. This is something we need to adjust to and accept. At times it is difficult but it is how things will be moving forward. The important thing to remember is to focus on what is in your control, not what isn't in your control.

We are still excited about the NDIS and what it brings. We continue to work hard to ensure we deliver what we say. We hope that it has been beneficial to you.

Deputy CEO

Message from Holly

Update on Technology

Hi Everyone, I wanted to take this opportunity to give you an update on the software we use at Life Choice, which is CTARS but also the rostering software we will be rolling out over the next 2 months, Easy Employer.

We have been extremely fortunate to have had CTARS for almost 2 years now, which has saved over 15,000 pieces of paper! It also means that all information is 100% live and at an employee's fingertips! Over the next month or so we will be implementing the ability for Participants to sign off at the end of each shift, primarily on the goal statements! This is extremely exciting, providing opportunity for everyone to acknowledge that a shift has been completed each time.

Behind the scenes the Rosters and Finance Team have been working towards implementing some new roster software called Easy Employer.

This software has a number of advantages including

- An App for employees providing access to
 - o login and see their live roster
 - o see messages or alerts on the App
 - o apply for, and/or see live leave balances
 - o change their availability to work shifts
 - o to log shifts start and finish times
- Participants to sync their roster to an online calendar such as Outlook or Gmail which is live data
- For the roster team, significant advantages around filling vacant shifts, award interpretation and automating some processes, such as leave requests
- It has the ability to “talk” with CTARS and our finance system

We are thrilled to have this new software implemented into Life Choice, we know it will bring significant advantages not only for the participants we support but also all employees – Plus imagine how many more pieces of paper we will save!



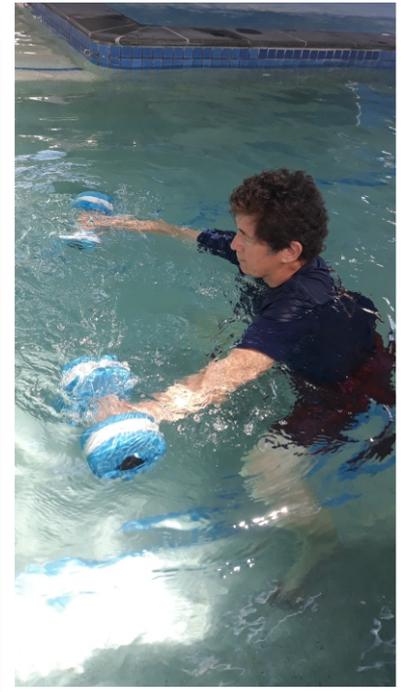
Service Delivery

Service Agreement Process

A behind the scenes look at our Service Agreement process.

We have worked hard over the last few years to develop processes that ensure quality and efficiency, but mostly to provide a seamless and positive experience for the people who choose supports and therapies from us. Our focus is entirely on the participants we support, whilst also ensuring the way we operate behind the scenes is in line with doing business under the NDIS.

Below is an overview of how new participants commence receiving supports and therapy with Life Choice using their NDIS funding. As well as the behind the scenes work that takes place to make sure we can provide the best quality service.



| New Participant | Behind the Scenes |
|--------------------------|--|
| Makes an initial enquiry | At this point we aim to get to know you, your goals, interests and support needs. We gather basic information and answer any initial questions you may have. If you are satisfied that we may be able to assist you, we then make an appointment to discuss everything in more detail. |
| Attends a meeting | We call this a service agreement meeting. Your goals and support needs will be discussed in more detail and a quote for supports from Life Choice can be provided. We will provide you with a copy of our Participant Handbook and a bunch of information about Life Choice. If you choose supports from Life Choice we can complete a Service Agreement and Consent Form to allow us to progress. The next steps will also be explained to you, including a possible timeline to when supports could commence. |
| Supports commence | Once a service agreement is completed, behind the scenes a bunch of things are put in place in order for your supports to be in line with your requirements. We plan for the best quality support, rather than rushing and being reactive. To ensure we can match your supports as best we can, it could take up to 3 weeks for your supports to commence. In this time we match you with suitable staff, link our systems with your NDIS plan and update our staff rosters. All of this ensures your experience with Life Choice is a positive one, and we are supporting you to achieve your goals as best we can for the duration of the Service Agreement. |
| Ongoing | Participant Support Linkers checks in regularly to make sure everything is going well. Support staff log their shifts in our system and track how we are progressing in supporting you to achieve your goals. |

Participant Advisory Committee

Membership Vacancy



The Life Choice Participant Advisory Committee (PAC) has a membership of participants who meet monthly to represent the ideas, views and suggestions of the wider group of people supported by Life Choice. Each month the Board of Directors are provided a report from the Chair of the PAC.

In each office of Life Choice, the PAC has suggestion boxes. If you have any ideas, suggestions or comments, please drop it into one of these boxes and it will be discussed at the next PAC meeting. Ideally the PAC are seeking suggestions or questions that people may want discussed by the committee, such as other Groups, things to be considered, ideas for events, things that would help others.

Currently the PAC are looking for new members, so if you are interested in contributing to the direction of Life Choice and offering your opinion on things that matter to you, then good news! The Life Choice PAC describe themselves as the voice for people who are supported by Life Choice, who discuss ideas for events, the NDIS and being involved with the upcoming decisions that are happening. The PAC have a set of guidelines they have established to ensure everyone has a say in what is happening plus they have made some new friendships too! If you are interested, please contact Holly to find out more.

Person of Interest

Megan

Persons Name:

How long have you been with Life Choice?

Where were you born?

Do you have a nickname?

What is your favourite holiday spot?

What is the best movie you have ever seen?

Who is your favourite Cartoon Character?

Name three people you would like to invite for dinner:

What do you enjoy on a rainy day?

What was your favourite food when you were a child?

What is your favourite food now?

Megan Copeland

Since 29 January 2019

South Africa

Meg

Hamilton Island

Love Actually

Winnie the Pooh

J.K. Rowling, Richard Branson & Emily Blunt

Snuggling with my family and watching a movie with popcorn and hot chocolate

Ice-cream and chocolate

Ice-cream and chocolate



Speech Pathology

The Life Choice Allied Health Team consists of; Claire Pratt (Reception) Simone Zerk (Allied Health Support Linker), Michelle Portelli (Occupational Therapist), Sarah Leonzon (Physiotherapist), Megan Copeland (Speech Pathologist) and Bek Wallace (Speech Pathologist).

All team members are able to assist individuals from childhood to adulthood to reach their full potential in a range of different areas. I am going to go into more detail about the role of a Speech Pathologist.

A Speech Pathologist is a professional with special knowledge about communication difficulties. A Speech Pathologist is also able to assist individuals who experience difficulties swallowing food or drink. Communication difficulties may include; difficulties with producing speech sounds, language, voice, swallowing and fluency (stuttering) difficulties.

Language difficulties may include; receptive (understanding of language), expressive (use of language), or pragmatic language difficulties (social aspects of language, e.g. the use of eye-contact). Communication difficulties may occur as a result of; developmental delays, learning disabilities, intellectual disabilities, brain injuries, stroke, dementia, Cerebral Palsy, hearing difficulties, as well as any other conditions that may affect speech and language.

Speech Pathologists are able to provide assessment and therapy/intervention based on evidence-based practice to address each individual's specific areas of difficulty/concern. We may make use of Augmentative and Alternative Communication Devices (AAC) for individuals unable to communicate effectively verbally. Speech Pathology intervention for children may include; helping a child with expressive language difficulties (use of language) to communicate effectively with those in his daily life, helping a child with receptive language difficulties (understanding of language) to understand messages from their teacher and peers, improving a child's speech sound production, feeding intervention with babies with a cleft palate, therapy techniques for a child who stutters to improve communication skills, as well as assisting children who present with difficulties learning to read.

Speech Pathology intervention for adults may include; providing assistive devices and/or communication strategies to individuals experiencing severe difficulties with verbal communication, working with an individual after a stroke to swallow food and liquids safely, assisting an individual to communicate with significant others after a traumatic brain injury or stroke, or assisting a teacher/ singer with strategies to avoid losing their voice on a regular basis. If you think that you or someone you know may benefit from Speech Pathology services, or if you would like more information about Speech Pathology, please get in contact with us.



Work

Health and Safety

Home Security



House break and enters are one of the most common crimes. In many instances house break-ins are crimes of opportunity with entry gained through an open or unlocked door or window.

Good home security is as simple as the following three basic steps:

1. Make it as difficult as possible for an offender to gain entry i.e. install and use key operated locks on doors and windows, don't place keys under door mats or in obvious places.
2. Make it as difficult as possible for an offender to exit with your property i.e. use the key-operated locks on doors and windows, make sure alarms are functioning.
3. Make it as difficult as possible for an offender to want to steal your property i.e. engrave or microdot all items of value.

You can greatly reduce the risk of becoming a victim of a burglary by implementing measures to improve the security of your home. These measures are simple and don't necessarily need to cost a lot of money. For example:

- Get to know your neighbours. Keep an eye on each other's homes. Observant neighbours can reduce prowling, loitering and burglary by reporting suspicious people or vehicles to police.
- Join your local Neighbourhood Watch group.
- Even when you are at home, be aware of your home security and ensure doors and windows are secured, particularly in areas that are unoccupied.
- Before you hire a professional house cleaner or gardener, check all references thoroughly.
- Secure your home when you leave by locking all doors and windows. Many burglars simply enter through an unlocked door or window. Remove keys from internal doors and windows when you are not at home.
- If you have a faulty alarm that frequently goes off, get it fixed immediately and tell your neighbours that it's been repaired. Many people ignore an alarm that goes off regularly.
- Ask for credentials from all salespersons who request entry to your home. If you're doubtful, check with the person's office before letting him or her in.
- Give your home the "lived in" look when you're out by leaving a light on and the radio playing. Timing devices are effective for this. When you are not at home, adjust the ringing volume down on your telephone so it is not obvious the home is unoccupied.
- Keep cash, keys and valuables out of sight and out of easy reach.
- Don't leave notes on the door as they suggest that no one is home.
- Don't leave a house key under the door mat or a pot plant, in the letterbox or in other obvious places.
- Ensure your house/unit number is clearly visible so it can be located quickly in an emergency.
- Mark valuable property using the Property Identification System (contact your local station for more information on the property identification system).
- Know which doors and windows you can use as an exit in an emergency so you can leave quickly and safely. In an emergency always ring triple zero (000). Use the speed dial of your telephone to record other important numbers.

If you do hear an intruder in the home, dial triple zero (000) at the earliest opportunity, leave the house immediately and go to a neighbour or somewhere safe to contact and wait for police.

If you come home and find your home broken into, report it to police and do not touch anything. Forensic evidence can easily be destroyed and it is important for police to see your home exactly as it was left to obtain evidence.

For further information, please contact your local Police Station or visit www.police.qld.gov.au

Stay Safe

General News

Preparing for your Plan Review



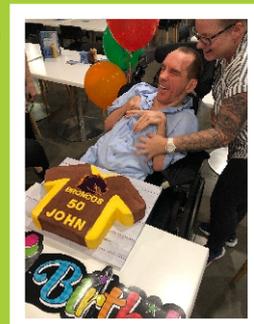
For most participants we are getting close to plan reviews. When is it due? The National Disability Insurance Agency (NDIA) will contact participants six weeks before their plan ends to discuss a review. When you hear from them, or if you are getting close to the end of your plan and haven't heard from them, let your Participant Support Linker know.

Depending on your preference, you can do your plan review in person or over the phone. You are also welcome to bring along a family member, a support worker, linker or another person to support you. Your plan review is an opportunity to reflect on your last 12 months and what you have achieved.

Information you need for your plan review meeting

You may need to provide assessments or reports from some of your service providers for your plan review meeting. This is to show how your supports and services are helping you achieve your goals.

These reports can also make recommendations for supports and services you might need in the future. Your Early Childhood Early Intervention (ECEI) Coordinator, Local Area Coordinator (LAC) or the National Disability Insurance Agency (NDIA) will discuss this with you.

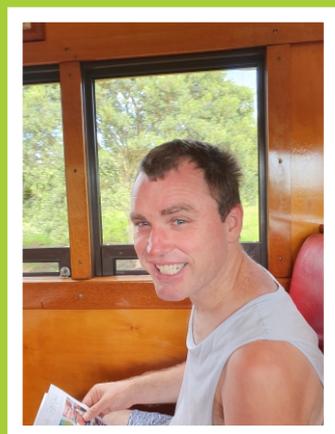


Tips for preparing for your plan review

In the lead up to your plan review think about:

- What worked well in your plan?
- What didn't work well?
- Have you achieved your goals or made progress towards achieving them?
- Which goals you need to continue to work on and which goals you need to change?
- Who can help you achieve your goals?
- Will you need NDIS support in the future?
- Would you like to change how all or some of your plan funding is managed?

You do not need to pick new goals at each plan review but your plan, supports and services should be helping you make progress, achieve new things and eventually, achieve your long-term goals.



What to expect in your plan review meeting.

Things to discuss include:

- What worked well in your plan?
- What goals did you achieve?
- What didn't work as well?
- Is there any change in your circumstances?
- What questions do you have about how your plan is managed?
- Would you like to change how you manage your funding?
- What are your new goals for your next plan?

If you have any questions or would like assistance to prepare for your plan review contact your Participant Support Linker.

General News

Support Coordination

Some participants may have Support Coordination as part of their NDIS plan. Support Coordination is “A capacity building support to implement all supports in a participant's plan, including informal, mainstream, community and funded supports” – NDIA.

Support Coordination can help you to implement your plan, research and find services and supports in your region, connect you with those services and broker on your behalf.

Not to be confused with Plan Management which is a very different service.

For Participants with an allocation of Support Coordination in their NDIS plans, this is charged at an hourly rate. Below we have listed what some of the things support coordination can include.

Support Coordinators can:

- Assist to find services or providers
- Schedule and book in assessments
- Plan out your budget
- Oversee your service agreements
- Help you organise plan reviews
- Talk with your plan manager to allocate funds



What does the NDIS say Support Coordination can include:

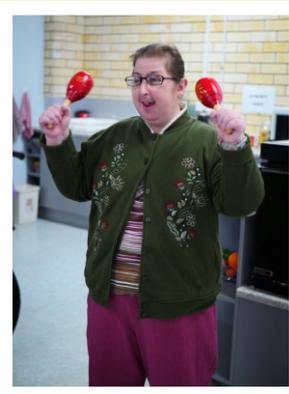
- Assistance to strengthen participant's abilities to connect to and coordinate informal, mainstream, community and funded supports in a complex service delivery environment.
- Includes resolving points of crisis, developing capacity and resilience in a participant's network and coordinating supports from a range of sources.
- Build the capacity of the participant to achieve greater independence to self-direct services and supports to the greatest extent possible.
- Provide the NDIA with reports on outcomes and success indicators within the agreed reporting frequency



Support coordinators don't pay your invoices, but assist you to find suitable supports.

General News

Have you visited lately



The Hive in Maryborough and The Hub in Hervey Bay are the heartbeat of Life Choice. Everyday something new and exciting and is happening and more and more people are using the space. What do people do? Lots of things... catch up with friends, have a cuppa, play games, use computers, eat lunch or just relax on the couch and bean bags. Recently we had group of participants from Maryborough visit The Hub in Hervey Bay for the first time, which was great. Everyone is invited and welcome to visit the offices and use The Hive and The Hub

at anytime, no need to make an appointment, just drop in during the office opening hours.



Life Choice TV and Radio



Have you heard Life Choice on the radio or seen us on TV? Recently we designed and composed a new Life Choice Jingle, specifically with our organisational values in mind. On Tuesday 12th February, you may have started to hear us on the radio (MixFM and TripleM).

From mid March, we started on TV!! Advertising continues to be an important component of

operating under NDIS. It is important that NDIS participants in our community understand that they have a choice. Our advertising aim is for Life Choice to be a familiar brand that people associate with achievement, happiness, choices and NDIS.

The use of a jingle is a common tool in advertising for people to subconsciously remember something. If you havnt heard the Jingle or seen our TV commercial, you can check out both on our facebook page. We also have a new range of brochures that outline our services. Broken into Age Groups, you can check them out next time you are in the office.



General News

A big job for The Shed



A long term project of The Shed, was well worth the effort once photos of the final product were brought in by the happy customer. The biggest project to come out of The Shed so far! A complete new Kitchen!

The project was first discussed in 2016. Then in early in 2017 Lifestyle Support Worker Tom Zwanink did some magic on his computer to produce a plan and from then The Shed got cracking. First by stripping

down mower pallets, to get the 3x2inch timber, then machining up that timber to biscuit join together for the bench tops.

Participants built all the cabinets out of 16mm hard wood ply and all the pine timber was burnt using gas burners, cleaned, sanded and then coated in three coats of polyurethane. Mini orb was recessed into the surrounding timber to add strength to the doors and draw fronts. Over the 12 months all Participants of The Shed contributed to project in some way and are super proud of the finished product.



For The Shed Coordinator, Peter, the skill and personal development of all of the Participants is a much greater reward. Skills in communication, attention to detail, concentration and time management are just some of the life skills Participants are developing.

Cooking Recipe **Quiche Muffins**

Ingredients

- Eggs
- Pastry Sheets
- Brown Onion
- Ham
- Mushrooms
- Shredded Cheese



Instructions

- Spray the muffin tin with spray oil, lightly.
- Cut pastry sheet into four, sit one pastry sheet in each muffin hole
- Cut brown onion, ham and mushroom into dices.
- Mix diced onion, ham and mushroom with eggs (one egg for every muffin)
- Put mixture in muffin tin holes, put shredded cheese on top
- Bake for 30 minutes at 180degrees or until golden.
- Serve warm with salad.



Governance and Management

Life Choice maintains accountability to participants and staff through the implementation and maintenance of sound governance and management systems. These systems reflect the size and structure of Life Choice and contribute to maximising outcomes for people using our services.

Everyday Learning Opportunities

| | | | | | |
|----------------------------|------------------|----------------|----------------|-------------------------------------|-------------------|
| Money | Monday | 9:00am | 12:00pm | FREE | Hervey Bay |
| Art Adventure | Monday | 1:15pm | 4:15pm | \$5 | Hervey Bay |
| Fitness for Fun | Monday | 9:00am | 12:00pm | FREE | Maryborough |
| Photography | Monday | 12:00pm | 3:00pm | \$5 | Maryborough |
| <i>Public Transport</i> | <i>Monday</i> | <i>9:30am</i> | <i>2:30pm</i> | <i>FREE</i> | <i>Hervey Bay</i> |
| Photography | Tuesday | 11:00am | 3:00pm | \$5 | Hervey Bay |
| Music | Tuesday | 9:30am | 12:30pm | FREE | Maryborough |
| Money | Tuesday | 12:30pm | 3:30pm | FREE | Maryborough |
| Words & Numbers | Tuesday | 9:30am | 12:30pm | FREE | Maryborough |
| <i>Music Café</i> | <i>Tuesday</i> | <i>10:00am</i> | <i>1:00pm</i> | <i>FREE</i> | <i>Hervey Bay</i> |
| Funky Craft Creations | Wednesday | 10:00am | 1:00pm | \$5 | Hervey Bay |
| Senior Citizens Cooking | Wednesday | 8:30am | 3:30pm | FREE | Hervey Bay |
| Cooking | Wednesday | 9:30am | 1:30pm | \$5 | Maryborough |
| Art Adventure | Wednesday | 1:15pm | 4:15pm | \$5 | Maryborough |
| Public Transport | Wednesday | 9:30am | 2:30pm | Cost of fare | Maryborough |
| Ten Pin Bowling | Wednesday | 12:30pm | 3:30pm | Cost of Entry + fuel | Maryborough |
| <i>Words & Numbers</i> | <i>Wednesday</i> | <i>9:30am</i> | <i>12:30pm</i> | <i>FREE</i> | <i>Hervey Bay</i> |
| <i>Market Day Cooking</i> | <i>Wednesday</i> | <i>9:30am</i> | <i>1:30pm</i> | <i>\$5</i> | <i>Hervey Bay</i> |
| <i>Ten Pin Bowling</i> | <i>Wednesday</i> | <i>1:00pm</i> | <i>4:00pm</i> | <i>Cost of Entry + fuel</i> | <i>Hervey Bay</i> |
| Colour Connection | Thursday | 1:00pm | 4:00pm | FREE | Hervey Bay |
| Market Day Cooking | Thursday | 9:00am | 1:00pm | \$5 | Maryborough |
| Funky Craft Creations | Thursday | 10:00am | 1:00pm | \$5 | Maryborough |
| Ladies Group | Thursday | 9:00am | 12:00pm | FREE | Maryborough |
| <i>Fitness for Fun</i> | <i>Thursday</i> | <i>10:00am</i> | <i>1:00pm</i> | <i>FREE</i> | <i>Hervey Bay</i> |
| <i>Ladies Group</i> | <i>Thursday</i> | <i>9:30am</i> | <i>12:30pm</i> | <i>Fuel Costs</i> | <i>Hervey Bay</i> |
| <i>Dinning for Two</i> | <i>Thursday</i> | <i>5:30pm</i> | <i>8:30pm</i> | <i>Cost of Meal + travel</i> | <i>Hervey Bay</i> |
| Gaming | Friday | 11:30am | 2:30pm | FREE | Hervey Bay |
| Dining Out | Friday | 6:00pm | 9:00pm | Cost of Meal | Hervey Bay |
| Boccia | Friday | 8:30am | 2:30pm | \$3 | Maryborough |
| SailAbility | Friday | 8:00am | 2:30pm | Fuel Costs | Tin Can Bay |
| Computers | Friday | 9:30am | 12:00pm | FREE | Maryborough |
| Dinning Out | Friday | 6:00pm | 9:00pm | Cost of Meal | Maryborough |
| <i>Computers</i> | <i>Friday</i> | <i>9:30am</i> | <i>11:30pm</i> | <i>FREE</i> | <i>Hervey Bay</i> |
| Dinner & Movies Boys | Saturday | 4:00pm | 9:00pm | Cost of Meal + travel | Maryborough |
| <i>Dinner & Movies</i> | <i>Saturday</i> | <i>6:00pm</i> | <i>10:00pm</i> | <i>Cost of Meal, Movie + travel</i> | <i>Hervey Bay</i> |

Birthdays February & March

| First Name | Initial | Date of Birth | First Name | Initial | Date of Birth | First Name | Initial | Date of Birth |
|-------------|---------|---------------|---------------|---------|---------------|------------|---------|---------------|
| Eileen | C | 02-Feb | Ross | J | 15-Feb | Jeff | S | 01-Mar |
| Katie-Maree | M | 03-Feb | Bruce | B | 18-Feb | Jackson | K | 04-Mar |
| Trevor | F | 04-Feb | Joshua | T | 19-Feb | Jennifer | S | 06-Mar |
| Ishmael | A | 06-Feb | Shawn | B | 20-Feb | Ken | P | 06-Mar |
| Nelda | T | 07-Feb | Timothy | S | 20-Feb | Darren | P | 12-Mar |
| Jeffery | H | 07-Feb | Benjamin | I | 20-Feb | John | S | 13-Mar |
| Faye | R | 09-Feb | Sonya | W | 22-Feb | Alison | N | 14-Mar |
| James | F | 09-Feb | Sophie-Louise | M | 22-Feb | Piper | J | 14-Mar |
| Emily | F | 10-Feb | Kiaralouise | W | 22-Feb | Bradley | S | 19-Mar |
| Janet | F | 10-Feb | Michael | F | 24-Feb | Gerard | B | 23-Mar |
| Murray | T | 11-Feb | Billynda | W | 24-Feb | Matthew | H | 26-Mar |
| Ross | P | 11-Feb | Raymond | J | 25-Feb | Nicholas | M | 28-Mar |
| Curtis | B | 11-Feb | Barry | H | 25-Feb | Kalyssa | P | 28-Mar |
| Mark | E | 13-Feb | Shannon | M | 26-Feb | Christine | M | 29-Mar |
| Kodie | C | 14-Feb | | | | Cory | B | 29-Mar |