



LIFE CHOICE NEWSLETTER

Just for Life Choice Employees

NDIS PRACTICE REVIEW SESSIONS MEANS WE ARE AHEAD OF THE CHANGES

NDIS practice reviews play a vital role in continuously improving the quality of support we provide to people with disabilities. These reviews help us reflect on our practices, identify areas for growth, and ensure we're aligned with best-practice standards and participant outcomes.

By regularly evaluating how we deliver services, we can strengthen our responsiveness, enhance safety, and promote greater inclusion and empowerment. Ultimately, these reviews are about learning, evolving, and making sure every participant receives the highest standard of care and respect they deserve.

**Join
US!**

Next Sessions:

Jul 21st 12-2pm HB Office

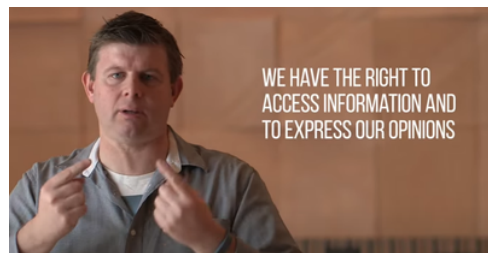
Aug 12th 12-2pm MB Office



Rights Under the UN Convention on the Rights of Persons with Disability (UNCRPD)

<https://youtu.be/PgQnLXazdSg?si=X106dPNPNzUX8ZIE>

by Miss Sam
RECOMMENDED



HOT TOPICS IN THIS ISSUE:

THE OFFICE CHANGES

LIFE CHOICE INITIATIVES

MANAGERS MUSINGS

NAIDOC WEEK NEWS

SAVE THE DATE

30TH ANNIVERSARY & ANNUAL CHRISTMAS PARTY

DECEMBER 4TH 3PM-7PM
75 LENNOX ST, MARYBOROUGH

JOIN US TO CELEBRATE OUR 30TH ANNIVERSARY AND CHRISTMAS CELEBRATION

90^S THEMED DRESS UP PARTY



THE OFFICE CHANGES

Embracing Our Next Chapter: A Message from the CEO

Change is never just about bricks and mortar—it's about growth, opportunity, and the future we're building together. Moving to one building marks an exciting milestone for our organisation. It's a chance to reimagine how we work, collaborate, and connect.

With fresh spaces designed to support innovation, wellbeing, and inclusivity, this move reflects our commitment to evolving alongside the needs of our team and the people we serve.

In saying that, Life Choice's most important work is done in community, in peoples' home, parks, gyms, Doctors offices and all over our region. Office space is a small small part of who we are, and let's not lose sight of where our most powerful work is done 24 hours a day, 7 days a week.

We know change can feel uncertain, but it's also where possibility lives. Every transition brings a chance to refresh our routines, spark new ideas, and strengthen our culture. This new environment will empower us to work smarter, support each other better, and continue delivering exceptional outcomes. It's not about the address—it's about the people.

So let's embrace this moment with optimism and curiosity. Together, we'll turn this move into a launchpad for even greater impact. I'm proud of what we've built so far, and even more excited about what's ahead. Let's make this next chapter our best one yet.

Bringing our team together under one roof is a strategic step toward deeper collaboration and stronger culture. When we share the same space, we share ideas more freely, build relationships more naturally, and solve challenges more effectively. It just makes sense. This move isn't just about logistics—it's about unlocking our full potential as a united, empowered team. Together, in one space, we'll be even better equipped to deliver on our mission and shape a future we're all proud to be part of.

Jessica Lane CEO



FAST FACTS

- We are not renewing lease at Hershel Court
- We will be moved out by or before Jan 2026
- We are working on a purpose built, specialty building, this is a long term project
- Office based workers who work out of both offices will only work out of Maryborough for a while
- Maryborough office is getting a refresh and facelift
- There will be an outdoor area and a greater focus on accessibility
- There will still be lots of support provided in and for Hervey Bay community
- Events will continue across both regions
- Most staff will not experience any difference
- Participants who spend a lot of time at Hervey Bay office will each have an individual plan with the leaders of the service



Let the good times roll

Life Choice is proud to sponsor Fraser Coasters Wheelchair Basketball for their Hervey Bay initiative!

Fraser Coasters provides safe, enjoyable and unified team sport that is community based, multi-cultural and actively fosters the participation of any individual or group, at all levels of ability, to provide social and representative pathways across the game of wheelchair basketball.

If you or someone you know is looking for a sporting, social outlet, contact them via email secretaryfrasercoasters@gmail.com

LIFE CHOICE - MANAGER MUSINGS

CONGRATULATIONS TO THE SUPPORT COORDINATION TEAM FOR YOUR CONTINUED ADAPTABILITY AND DEDICATION IN THE EVER-EVOLVING NDIS LANDSCAPE.

RECENT PLAN CHANGES, INCLUDING THE INTRODUCTION OF FUNDING PERIODS, HAVE CERTAINLY ADDED COMPLEXITY TO OUR WORK.

DESPITE THIS, EACH OF OUR AMAZING SUPPORT COORDINATORS HAVE SHOWN A WILLINGNESS TO ENGAGE IN THOUGHTFUL DISCUSSIONS AND ADAPT THEIR DAY-TO-DAY PRACTICES TO MEET THESE NEW CHALLENGES. THEIR OPENNESS, FLEXIBILITY, AND COMMITMENT TO SUPPORTING PEOPLE WITH DISABILITIES DO NOT GO UNNOTICED. THANK YOU TO THE TEAM FOR YOUR ONGOING EFFORTS AND RESILIENCE.



Miss Zane - Support Coordination Team Leader



Allied Health Team Shout Out

I want to give a huge shout out to our incredible Allied Health team for their hard work, adaptability, and teamwork while I was away on placement over the past 10 weeks. Our space is always evolving, and each of you continues to overcome challenges and embrace change with positivity and dedication. It's not always easy navigating the complexities of our roles and the needs of our participants, but your commitment and care never go unnoticed. I genuinely wouldn't want to work alongside any other team. I also want to recognise the preparation and collaboration that has gone into organising our very first Sensory Day. I'm so excited to see how our young participants engage and enjoy this experience. Thank you all for coming together to create such a meaningful and inclusive opportunity, especially in an area that can feel like uncharted territory. Your willingness to step up and support each other in delivering the best for our participants is what makes this team so strong.

Keep up the amazing work – I'm proud to be part of this journey with you all. ♥

Miss Julia - Allied Health Team Leader



Employee of the Month - June 2025

Deb Axelby

Why "Employee of the Month" Matters 🌟

Our "Employee of the Month" program is more than just a title—it's a celebration of the heart and soul of our workplace. It's a way to spotlight the everyday heroes who go above and beyond, inspire their teammates, and embody our values through their actions. By recognising individual contributions, we're not only boosting morale and motivation, but also reinforcing a culture of appreciation, excellence, and teamwork. Every nomination is a reminder that what we do matters—and that each person's effort helps shape the positive, supportive environment we're proud to be part of.



LIFE CHOICE - MANAGER MUSINGS



**Mr Tony -
Finance & Admin Leader**

HAPPY NEW FINANCIAL YEAR FROM THE TEAM. THE YEAR-END PROCESSES ARE IN FULL SWING. IMPORTANTLY THE SINGLE TOUCH PAYROLL REPORT TO THE ATO HAS BEEN DONE, YOU SHOULD BE ABLE TO START YOUR TAX RETURNS IN RELATION TO EMPLOYMENT EARNINGS IF LIFE CHOICE IS YOUR SOLE WORKPLACE.

THE NEW PRICE GUIDE HAS BEEN LOADED INTO TRACCS, THE BILLING CROSSOVER HAS GONE SMOOTHLY, IT'S ALWAYS A TIME-CONSUMING PROCESS TO CHECK AND DOUBLE CHECK, BUT SAM AND SERENA HAVE DEDICATED THEMSELVES TO AN ACCURATE TRANSITION OF DATA. THE FIRST PAYROLL OF THE YEAR HAS BEEN PROCESSED, WE NOW WORK ON GETTING THE NEW SCHADS AWARD PAY TABLES INTO MYOB FOR THE NEXT PAYROLL WHICH WILL HIT YOUR BANK ACCOUNTS ON 23 JULY.

ANOTHER WAY TO MAXIMISE YOUR TAKE HOME PAY IS TO SALARY SACRIFICE A PORTION OF YOUR EARNINGS SO THEY ARE DEDUCTED BEFORE TAX AND USED FOR A NUMBER OF LIVING EXPENSES. HR CAN ADVISE ON REMSERV OPTIONS, WE'RE HOPING TO HAVE THEM BACK ON SITE IN SEPTEMBER SADLY, WITH OUR SHORT-TERM RELOCATION PLANS WE'VE HAD TO SAY A SAD GOODBYE TO TWO WELL LOVED TEAM MEMBERS IN JULY. JAMES EVANS BEGAN A YEAR AGO IN THE RECEPTION TEAM, BEFORE MIGRATING TO THE IT TEAM TO SUPPORT EDDIE. HE'LL BE MISSED, BUT WE LOOK FORWARD TO SEEING HIM COMPETE IN THE ALL ABILITIES FUTSAL NATIONALS LATER IN THE YEAR.

WE ALSO SAY A SAD GOODBYE TO CATHERINE LAND (CAT) OUR SMILING FACE ON RECEPTION, CURRENTLY SPORTING A NICE PURPLE CAST AFTER ANKLE SURGERY. CAT ALSO STARTED A YEAR AGO AND HAS REALLY GROWN INTO HER ROLE AND MADE MANY FRIENDS IN THE ORGANISATION. WE LOOK FORWARD TO THE NEXT CHAPTER FOR CAT WHO LEAVES US ON THE 18TH WITH A GREAT REPERTOIRE OF NEW SKILLS AND EXPERIENCE. WE KNOW WE WILL SEE HER AGAIN REAL SOON!

Firstly, a big thank you to everyone who has taken part in the recent challenge to share videos and photos of participants. It's been wonderful to see your enthusiasm and the great moments you're capturing. If you haven't yet had a chance to contribute, I'd love for you to get involved! Please feel free to continue sending through your photos and videos—bonus points if you include yourself in them too!

On another note, I'd like to remind everyone of the importance of completing all required documentation at the end of each shift. I understand that shift work can be busy, and there are often multiple reports to complete, but your documentation is vital. It provides the evidence needed to justify ongoing NDIS funding, and timely reporting is a key responsibility in your role. Please ensure this is done before you leave your shift, as delays in documentation are not acceptable and are being monitored more closely.

Another area that requires attention is the reporting of avoidable incidents—particularly around medication administration. Over the past month, we've seen a concerning number of incidents that could have been prevented, with incomplete medication documentation being the most common issue.

If you're unsure how to correctly complete medication signing sheets or need additional training or support, please don't hesitate to reach out. We're here to support your success and ensuring everyone is confident in this process is a top priority. It's essential that all support workers follow the Medication Management Policy and Procedure. Ongoing non-compliance will be followed up individually.

This is an area where we can and should see significant improvement, and I'm confident that, together, we can make that happen. Thank you again for your continued hard work and dedication, I absolutely love seeing what you are doing out there.

Miss Elisa - Service Delivery Team Leader



[Check us out on YouTube](#)



[Check us out on Tik Tok](#)



LIFE CHOICE - MANAGER MUSINGS

Thank you to everyone who completed the recent People at Work Survey.

Your feedback gives us a clear picture of what is working well — and where we need to focus more attention.

WHAT YOU TOLD US:

You feel supported and find meaning in your work.

Teams are generally supportive, and many of you find purpose in what you do — a strength we are proud of and committed to building on.

Emotional demand is high.

The mental and emotional load, especially in SIL and behaviour support roles, is significant.

We are strengthening wellbeing and debrief supports to ensure they are more consistent and accessible.

Need support now?

- Petra, Mental Health First Aider – 0458 074 211
- EAP Trauma Assist – 4194 5230

Respect matters.

While many challenges relate to participant behaviours, some concerns were raised about team interactions.

Respect and safety must flow both ways — across all teams and leadership levels.

At Life Choice, our TRICI values — Trust, Respect, Innovation, Community, Integrity — guide how we work and support each other.

We remain committed to eliminating bullying and strengthening positive, inclusive culture.

WHAT HAPPENS NEXT:

Survey insights are shaping our 2025 Action Plan, supported by leadership and grounded in your input.

You will hear more at team meetings and receive regular updates as the work continues.

Feedback is always welcome — not just in surveys.

WANT MORE DETAIL?

The 2025 People at Work Survey Summary and Action Plan are now available on the Life Choice Staff Website. Use the search bar to locate it directly.

Transparency matters — so does your voice.

Miss Janice - Quality & Risk



COMING SOON: The Frontline Pulse Forum

A new space for frontline team members to:

- Share ideas
- Raise concerns
- Help shape improvements to service quality and staff support

More details coming soon but feel free to ask me more

janice.thompson@lifechoicewbb.org or
0473 344 233





NAIDOC WEEK NEWS



NAIDOC Week is a powerful opportunity for community organisations like Life Choice to honour and celebrate the rich history, culture, and achievements of Aboriginal and Torres Strait Islander peoples. Acknowledging this week demonstrates a genuine commitment to community engagement and respect for First Nations voices. It's a chance to listen, learn, and build stronger relationships with stakeholders who bring invaluable lived experience and cultural knowledge. By actively participating in NAIDOC Week, organisations show that they value inclusion, reconciliation, and the diverse perspectives that strengthen our communities.

Beyond celebration, NAIDOC Week encourages collaboration and reflection. It invites organisations to work alongside First Nations communities in meaningful ways—co-designing services, amplifying Indigenous leadership, and embedding cultural safety into everyday practice. Having these conversations and taking part in these events helps build trust, deepen understanding, and create spaces where everyone feels seen and respected. When we acknowledge NAIDOC Week, we're not just marking a date—we're investing in a future shaped by shared values, mutual respect, and genuine partnership.



'Buthu'

The artist Joel Barney created 'Buthu with mixed magenta' painting for Life Choice Hervey Bay, using acrylic paint on primed canvas.

"Buthu (Dolphin) is our Butchulla totem and sacred companion to our people. Buthu provided support for our community, living around the ocean.

I painted Buthu with a 'Spirit Orb / meeting place' to represent the support Life Choice provides to their clients in the community. I used a palette mixed from colours of the life choice logo".

Artist – Joel Barney 2021

Celebrate NAIDOC Week with these incredible First Nations screen stories
Life Choice Office Workers Team

2025 marks 50 years of honouring and elevating Indigenous and First Nations voices, culture and resilience.

These titles reflect this year's theme - The Next Generation: Strength, Vision & Legacy - by celebrating the achievements and legacy of First Nations storytellers, and the bright future ahead.



- Top End Wedding - Feature Film
- Our Medicine - Documentary Series
- Moonbird - Online Series
- Cleverman - TV Series
- Redfern Now - TV Series
- Radiance - Feature Film
- Skin in the Game - Documentary Film
- Samson & Delilah - Feature Film
- All My Friends are Racist - Online Series
- Barrumbi Kids - TV Series
- Spear - Feature Film
- Still We Rise - Documentary Film
- Finding Jedda - Short Film
- Eddie's Lil' Homies - Animated Series
- Grace Beside Me - TV Series
- "Powerful Owl" - TV Episode
- Warm Props - Online Series

COASTAL WALK

NAIDOC WEEK WALK & TALK

Join us for some exercise and fresh air
Two hour walk 3pm-5pm
Come in active wear ready for a walk

18th July
9am-11am departing Urangan Pier

Happy Birthday
JULY BIRTHDAY CREW





LIFE CHOICE INITIATIVES

DO YOU HAVE YOU LIFE CHOICE MERCH YET?



click here to get yours: <https://chattytees.com.au/lifechoice/>

Most of us have spare coats and jackets in the cupboard - instead of jammed in a cupboard, we know exactly where they need to be!

Drop them off to 75 Lennox St Maryborough and our community members just stop by and take what they need - perfect!

No one should be left cold this winter
Drop off yours today! ❄️



ARTWORK FOR SALE
invest in local talent

Pop in to pick up your collectable artwork

Every item is one-of-a-kind
Cash sales preferred

75 Lennox Street
Maryborough Reception

Local artist Lachlan will have his artwork displayed in reception from July 1st

BUY NOW

Lachlan and his support team recently asked if he could sell his artwork from our reception area!
Of course we said "YES!" and so from July 1st you will see his Artwork displayed in our reception area.
Cash sales only - pop into the Maryborough reception area to pick up your one-of-a-kind collectors piece by local artist Lachlan.

🎉 June Maintenance Job: Keepin' It Cool (and Warm!) ❄️🔥

Hey Maintenance Legends!

This month's mission should you choose to accept it is to give all the fans in our SIL properties a good clean! 🧼🌟

BUT WAIT, there's more!

Did you know most ceiling fans have a winter mode? 😲 Just flick the little switch on the fan body (yep, it's up there!) and the blades will spin clockwise, gently pushing warm air down instead of blowing it directly on you. Perfect for those chilly mornings!

🎯 To-Do:

- ✅ Clean all ceiling fans
- ✅ Switch fans to winter mode (clockwise!)
- ✅ Feel proud, you're keeping homes comfy AND energy efficient! 🌿

Let's keep the good vibes (and warm air) flowing! 💛
Thanks for everything you do! - Sarah

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STAFF WELLBEING

HERE ARE 10 WINTER WELLBEING TIPS TO HELP LIFE CHOICE TEAM AND FAMILIES TO STAY HEALTHY, HAPPY, AND ENERGISED DURING THE COLDER MONTHS:

1. **STAY ACTIVE – EVEN WHEN IT'S CHILLY, REGULAR MOVEMENT BOOSTS MOOD AND IMMUNITY. TRY INDOOR WORKOUTS, STRETCHING, OR BRISK WALKS DURING DAYLIGHT HOURS.**
2. **EAT NOURISHING FOODS – FUEL YOUR BODY WITH WARM, NUTRIENT-RICH MEALS LIKE SOUPS, STEWS, AND SEASONAL VEGGIES TO SUPPORT YOUR IMMUNE SYSTEM.**
3. **PRIORITISE SLEEP – SHORTER DAYS CAN DISRUPT ROUTINES. AIM FOR CONSISTENT SLEEP PATTERNS TO STAY REFRESHED AND FOCUSED.**
4. **STAY HYDRATED – IT'S EASY TO FORGET WATER IN WINTER, BUT HYDRATION IS JUST AS IMPORTANT NOW AS IN SUMMER.**
5. **SOAK UP THE SUN – GET OUTSIDE WHEN YOU CAN TO ABSORB NATURAL LIGHT AND BOOST YOUR VITAMIN D LEVELS AND MOOD.**
6. **LAYER UP COMFORTABLY – DRESS IN WARM, BREATHABLE LAYERS TO STAY COSY WITHOUT OVERHEATING, ESPECIALLY DURING COMMUTES OR SHIFT CHANGES.**
7. **TAKE MENTAL HEALTH BREAKS – MAKE TIME FOR MINDFULNESS, JOURNALING, OR SIMPLY STEPPING AWAY FROM SCREENS TO RECHARGE.**
8. **STAY CONNECTED – WINTER CAN FEEL ISOLATING. REACH OUT TO COLLEAGUES, FRIENDS, OR FAMILY FOR A CHAT OR COFFEE CATCH-UP.**
9. **KEEP UP WITH HEALTH CHECKS – DON'T SKIP FLU SHOTS OR ROUTINE APPOINTMENTS —PREVENTION IS KEY DURING COLD AND FLU SEASON.**
10. **BE KIND TO YOURSELF – IT'S OKAY TO SLOW DOWN. LISTEN TO YOUR BODY, REST WHEN NEEDED, AND CELEBRATE SMALL WINS.**

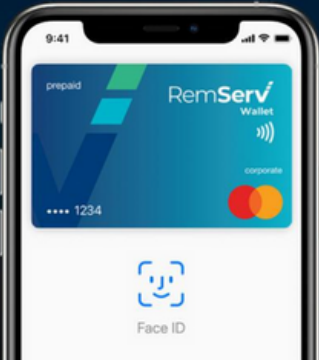
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Lisa, Customer, RemServ

"RemServ just did everything. They were so helpful, I thought yes, let's go for it! I don't have to worry about petrol, about the tyres need replacing, or that it's up for a service. All that's been taken out of my pay and I just love it."

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