



Support for
Independent Living



NEWSLETTER AUTUMN 2015

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From the Chief Executive

Welcome to another Autumn in Canberra. Like many of you, this is one of my favourite times of the year with the beauty and colour of the changing season.

You may also notice some important changes happening within DUO over the next few months as a result of key messages from our strategic planning. These changes are another step in ensuring DUO continues to move forward successfully into the dynamic and changing fee-for-service environment in the coming years.

Our five strategic areas will be based on:

- Our Customer Focus
- Our People & Culture
- Our Governance
- Our Growth & Viability
- Our Brand & Communications

DUO is committed to delivering the best possible service to you – our customers – by providing a reliable, consistent and high quality service. We do this through translating our core values of respect, fairness and responsiveness into real terms: we are positive, accountable and supportive to each other and to you.

Additionally, we've worked hard to develop a customer service process whereby we communicate through a number of channels, and ensure we have a quick response time to queries and requests for services. This process is particularly crucial in light of DUO's growing and active promotion through expos, exhibitions and advertising campaigns.

From the Chief Executive (cont)

To further support this new direction, DUO has restructured the organisation to better fit with the need to improve the customer experience, focusing on aligning the three separate service delivery areas. What does this mean? As of early April, we've amalgamated the Children and Youth Services and Personal Care and Community Services teams to provide a streamlined and coordinated approach. This will now come under the umbrella of Personal & Community Services, while Home and Garden Services will remain under the umbrella of Home Services.

There will also be an increased emphasis on business development; identifying and actioning opportunities for the provision of new and existing services, as well as strategic alliances and partnerships, in a fee for service market, all while ensuring DUO has the capability to efficiently deliver effective, high quality and innovative services that meet the needs of our community.

I'm pleased to announce that the Results Based Accountability (RBA) survey has now been launched. Over the next 12 months, we'll be contacting each and every one of you to complete a short 5 minute survey on what services you already use, if you're satisfied and what we can do to improve your experience.

DUO continues to have a strong presence at all expos and exhibitions, and I hope you find the time to attend one. We send out advance notice of upcoming expos as they are a good free resource for the latest information and an opportunity to talk to the service providers directly.

As you can imagine there is an enormous amount of work going on behind the scenes. We have come a long way on our journey of transformation, albeit we have some way still to go. But if we can do it together it will be a much more fulfilling and rewarding outcome as we work together as one.



CHERYL POLLARD
Chief Executive

Customer Feedback Opportunities

As part of DUO's commitment to continuous quality improvement, we're always pleased to receive feedback on what we're doing right and what we can be doing better.

Our first Customer Feedback Forum (CFF) meeting was held in February and are scheduled quarterly. CFF members are drawn from current customers and provide direct feedback to DUO on current and future service delivery issues and opportunities. If you have questions or feedback, please contact your Coordinator, Executive Manager - Services or Chief Executive.

Alternatively, contact the ACT Human Rights Commission (www.hrc.act.gov.au); ACT Health Directorate (www.health.act.gov.au); ACT Community Services (www.dchs.act.gov.au) or Department of Health and Ageing (www.health.gov.au)

Art work in progress...

The Black Mountain School students have been creating a beautiful wall mosaic feature in the courtyard walkway at our office. It's nearing completion and we'll be celebrating its completion with a small launch in June.





SUPPORT WORKERS AREA

The Support Workers Advisory Group is an opportunity for you to have an input into DUO's current and future directions, particularly relating to service delivery, policies and procedures, and employment relations. Meetings will be held every 3 months.

Contact Mili Dukic on 6287 2870 for more information or to register your interest in becoming a member.

WWVP

In addition to the annual Australian Federal Police check, all DUO personnel have undergone a Working With Vulnerable People (WWVP) background check, and we are required to carry our cards on us at all times. Not having this on our person can attract a \$100 on the spot fine and is reportable to the Office of Regulatory Services for additional fines for DUO.

Please remember to carry your card and be ready to show it, especially when visiting a customer's home for the first time.

Online Inductions

The Online Induction Tool for all staff is being rolled out organisation wide in the next few months, reducing time and cost. The trial begins with new employees and existing staff will also be required to complete the online induction in the near future.

There are 7 modules in total, including: Welcome and Introduction; Standards and Quality; Work Health and Safety; Workplace Behaviours and Expectations; Service Delivery and Practice; Individual Support; and Medication Support.

The modules are all based on our policy and procedures and best practice standards, and run in conjunction with competency training and onsite manual handling training at Tandem House.

The online induction can be done on any computer, laptop, tablet, or smartphone – all that's needed is sound and an internet connection. We will also be making computer stations available in the office for those people who do not have access to a computer.

We will trial this new process for the next few months and review any issues or changes if they occur.

Have you checked out what's happening on the National Disability Practitioners website lately?

The NDP network provides ongoing professional resources and opportunities in the sector. All DUO personnel can access the NDP network as members. Contact Barbra Wilson on 6287 2870 or visit www.ndp.org.au

Services Update

From having attended a number of various conferences, expos and exhibitions around Canberra in the past few months, one of the overwhelming messages I'm receiving not just from people I've met but also from current DUO customers, is that there are still more questions than answers about the National Disability Insurance Scheme (NDIS) and the upcoming Consumer Directed Care (CDC) reforms.

What is the NDIS?

The NDIS was rolled out in the ACT on 1 July 2014. In its first 6 months, almost 500 plans were approved. These plans are helping people to arrange their accommodation, be independent, participate more in social activities and their community, look after their health, continue their education and undertake supported employment.

More people in the ACT than in any other place in Australia are choosing to self-manage their NDIS plan. If you would prefer someone to help you manage your plan, DUO can assist. DUO has already successfully helped a number of customers to transition into their NDIS plans, working closely with them and their carer and family members, as well as the NDIA planners and other providers.

Some of our customers have raised concerns that if they are deemed ineligible for the NDIS, their current HACC services with DUO will cease. Along with the NDIA, the ACT Government is still in its learning and building stage during this NDIS trial and whilst the future of HACC is being redesigned in the long term, DUO will continue providing services.

What is CDC?

Consumer Directed Care will be introduced in the ACT on 1 July 2015. CDC gives older people and their carers a greater say and more control over the design and delivery of community care and respite services provided to them.

The Department of Social Services has advised that funding for a range of Commonwealth Home Support programmes will be extended for another two years from 1 July 2015 to 1 July 2017. This development is good news and means that DUO will be able to continue its programs.

The Home Services team currently has some capacity for Over 65's in Domestic Assistance and in Major Cleans, please call if you have a need for an increase in your current service or a need for a one off bigger cleaning job to be done.

DUO has many ways to support you now and in the future, and we can help make the shift to the NDIS and CDC easier for you. We are always here to support you and I am also available to meet or talk with you on 6287 2870.

HELGA WHITE
Executive Manager – Services

We are all about



IN OUR COMMUNITY...

Sam's story

16 year old Sam enjoys nothing more than ridding clothes of stubborn stains, having done the laundry for his family of six for the past few years.

There are all sorts of reasons Sam enjoys washing including: the sound of water swishing, the minutes ticking down as the washing machine completes its final cycle and hanging up the clothes feeling he's enclosed in a tent...

He's turned this positive aspect of being on the autism spectrum into establishing his very own micro-business, Donkey Wash. It was a natural progression to harness his passion in the laundry and was helped along by Social Enterprises ACT, Disability ACT and DUO Services.

Now Sam launders uniforms for Branch Out Cafe, the YMCA RAID Basketball program and tea towels for several ACT Government offices. He also does one-off washes for whoever asks.

Donkey Wash further provides Sam with opportunities to meet a wide range of people, reinforcing his social skills and sense of achievement. It provides a focus for him, particularly on the weekends when he is not at school.

Sam has assumed the responsibility for pick-up and drop-off as well as doing the laundry. He is working towards being involved in Donkey Wash administration which is further developing his English and Math skills.



Sam's aspirations are to hold a stable job and, as he says, "To work just like my sisters and brother". He may expand his business when he completes school. He really likes the look of Orange Sky Laundry, a mobile laundry service for homeless people in Brisbane.

For more information about Donkey Wash and its services, contact Kate Agyemang (Sam's Mum) on 0409 444 527 or visit donkeywash.com.au



DUO would love to hear more of your stories. If you would like to share your story with our community, contact Catherine Savage on 6287 2870

Coral's Queensland Holiday



I am very grateful to DUO and **bankmecu** for giving me the opportunity to take a long overdue holiday.

Travelling from Canberra via bus, train and then plane, my daughter Alison and I finally arrived at the Gold Coast which seemed unusually quiet. That was when we found out that a Category 3 cyclone was heading for Queensland. It was already raining and windy by this time, Cyclone Marsha was well on its way.

I had an opportunity to catch up with my sister in law in Palm Beach before heading to Brisbane for a couple of days. As soon as we arrived, we purchased umbrellas but were still soaked within minutes. We were travelling light and had to purchase some new clothes to cope in that weather.

My friend Cathy, who I hadn't seen for a long time, picked us up and brought us to a nice restaurant. She thought we were crazy to travel in this weather but we had planned this trip months' in advance.

Monday was my birthday and we had planned to go to a nice restaurant to celebrate but Cyclone Marsha had now reached its peak and all waterfront areas were closed off. Unfortunately, I had to cancel a number of other plans due to the extreme weather (such as a visit to the Sunshine Coast and seeing some of the Gold Coast theme parks and attractions). Marsha was now officially a Category 5 cyclone, and we were both only able to leave once they reopened the airport on Thursday.

That was my Queensland experience – wet one day, wetter the next.

Every day I was in Queensland, it rained. It was also my first experience of cyclonic conditions and not one I'll soon forget. Despite this, I still had a great time and was very happy to catch up with friends and relatives I haven't seen for a very long time.

Thank you DUO and **bankmecu** once again for giving me this opportunity. Maybe, I'll get to visit Queensland again one day with better weather conditions.

Coral Kelly



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OUT AND ABOUT...

Understanding the financial impacts of aged care



Aged care is an area of serious consideration for many families and it's important to get it right. And to seek specialist financial advice before making any big financial decisions.

Our aged care seminar will help you:

- > understand your options (moving into an aged care facility or remaining within the home)
- > make a budget that includes your daily care fees and accommodation costs
- > understand the means testing for both your aged pension and aged care fees
- > understand the impact on your age pension and Centrelink/DVA benefits
- > determine if you need to sell the family home or retain and rent it
- > understand how it will affect your estate plan.

Seminar details

Thursday 30 April 2015

Start time 3.00pm

Venue is The Blaxland Centre, 25 Blaxland Crescent, Griffith

RSVP Friday 24 April 2015

To reserve your seat, call Angela Tsotsos at Bridges Canberra on 02 6247 4111 or email canberra@bridges.com.au

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Part of the IOOF group



Save the Dates

There are many free fun and informative events around Canberra in the upcoming months, and we'll continue to send out updates:

Saturday 2 May

M16 Griffith Street Party,
Blaxland Centre

Wednesday 6 May

Razzamatazz Comedy Show,
Queanbeyan Bicentennial Hall

Thursday 21 May

Control & Choice Expo,
Exhibition Park in Canberra

Thursday 2 July

Magic Mania show,
Hellenic Club Woden

Wednesday 29 July

Planning Future Pathways Expo,
Exhibition Park in Canberra



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