

SPRING/15



Spring 2015 Newsletter

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FROM THE CE

Another beautiful Spring has arrived in Canberra and there is much happening within DUO and the external environment in which we work.

The National Disability Insurance Scheme (NDIS) is continuing to be rolled out across the ACT community and many of our customers now have plans in which they are receiving additional levels of funding and more individualised supports thus creating positive outcomes for people with disability and their families.

From 1 July 2016 the NDIS will rollout into Southern NSW, including Goulburn and Queanbeyan. DUO is keen to have a footprint in this area and is actively working on exploring growth initiatives that are flexible and adaptive with a view to achieving growth.

Please be aware that all customers under the age of 65 will need to apply to transition to the NDIS and your Coordinator can help facilitate this original contact with the National Disability Insurance Agency (NDIA).

FROM THE CE (CONTINUED)

Please don't be alarmed if you are not eligible for the NDIS. ACT Health is currently evaluating future service options for customers who fall outside the NDIS to ensure continuity of support. Once we know more, we'll share this information with you.

DUO has created a Customer Relations Team to support pre-planning, plan management, coordination and other support and this is working well in allowing customers to access services across our suite of service offerings. I'd like to encourage you to speak with one of our team members to find out more particularly if you haven't as yet met with an NDIS Planner - it will make your transition easier.

As expected, the aged care reforms are not only allowing greater support for our over 65 customers but are

also creating its own set of challenges, most particularly access with the portal and referrals. We are continuing to work pro-actively with the Regional Assessment Teams to address issues as they arise. In the meantime if you, or someone you care for, need more hours of service please contact our Customer Relations Team as we can start service delivery and deal with the administrative details later, at least until the Department of Social Services improve access.

You may have noticed some of our recent advertising in the Canberra Weekly magazine, at the cinemas, or been invited to become a Facebook friend. We've been placing considerable emphasis on promoting our services to gain visibility in the marketplace, with the view to enabling existing and

future customers to choose us as their preferred provider, whether it is through the NDIS, Consumer Directed Care (CDC) or as fee-for-service. This activity is intended to assist DUO to remain a viable and growing business now and into the future.

I am always available to speak with you and encourage both positive feedback as well as constructive criticism.

All the best for now.

CHERYL POLLARD
Chief Executive



The end of the year is fast approaching!

To assist us in planning for uninterrupted services during the Christmas and New Year period, please let us know by the end of October if you will require your regular ongoing (or even additional) services so we can ensure all customers are supported during this busy time.

Call to speak to your coordinator on 6287 2870 or email support@duo.org.au

OUR PEOPLE, OUR CULTURE

In the last few weeks, office staff have participated in Customer Service training,

an extremely valuable exercise and one that went to the core of the fundamental reforms being experienced moving into the NDIS & CDC. Early in 2016, we will be rolling out an abridged version of the Customer Service training to our support workers as part of re-orientation.

Next month sees the start of the first monthly Support Worker Advisory Gatherings (in place of the more formal Support Worker Advisory Group). The purpose of these gatherings is to discuss what's working well, what isn't working so well, how we can do things differently to improve service delivery and any other matters of interest. Each month, 12 different support workers will be invited to attend these lunches with the CE and over time, we will have the opportunity to connect, engage and learn directly from our frontline staff.

New Faces

Anthony Bond
Business Analyst

Erin Burke
Coordinator
– Children & Young
People Services

Gerri Davis
Coordinator
– Home Services

Laura English
Coordinator
– Children & Young
People Services

Jackie Gallagher
Manager
– Children & Young
People Services

Lyn Holt
Customer Relations
Officer

Lynne Mulcahy
Coordinator
– Personal Care &
Community Services

Dinah Pollard
Marketing/Service
Support Officer

Jessica Skillen
Coordinator
– Personal Care &
Community Services

Stephen Schmidt
Chief Finance Officer

Beth Thomas
Innovation Project
Officer

Mahatma Gandhi



*A customer is the most important
visitor on our premises.*

*He is not dependent on us.
We are dependent on him.*

*He is not an interruption in our work.
He is the purpose of it.*

*He is not an outsider in our business.
He is part of it.*

*We are not doing him a favour by serving him.
He is doing us a favour by giving us an
opportunity to do so.*

Save the Date:

**DUO AGM
4.30pm Wed
18 Nov 2015**

SUPPORT WORKERS AREA

Healthy & happy employees are vital to the success of our business.

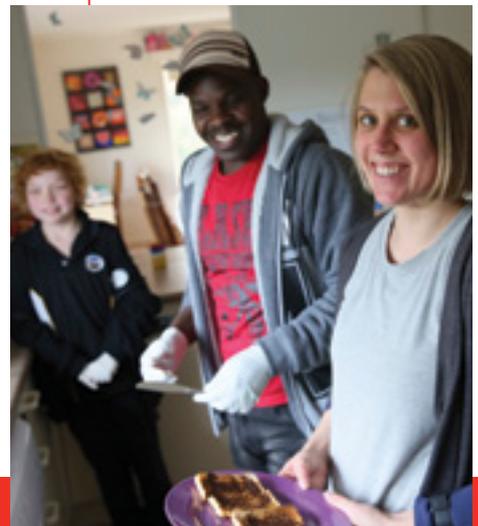
Are you aware that as part of the DUO team, you have access to the **DUO Employee Assistance Program** (a professional and confidential counselling service for employees, provided free of charge)?

The EAP is provided by an independent company called Insight Health, and they are qualified and experienced professionals including registered and intern psychologists as well as counsellors.

Our EAP offers short-term, solution focused counselling. The counselling discussion is informal, friendly and focused on your needs.

Both telephone and face-to-face counselling sessions are available.

**Make that call now:
1300 850 325**



Upcoming Training for Support Workers

14 October	MS Training
16 October	Hand and Foot Massage
26 October	Hand and Foot Massage
16 - 27 November	Re-Orientation

Do you have additional availability over the Christmas and New Year period?

During this busy time, our customers rely on us more than ever. If you can help, let us know and we can give you extra hours. Call and talk to your coordinator as soon as possible so we can make sure everyone is supported.

Are you interested in skilling up to provide personal care?

To keep up with demand we need more support workers to be able to provide personal care. Call 6287 2870 and talk to HR if you have availability and are keen to learn new skills.

COOPER & WILL

“My son Cooper is an awesome kid who started high school this year knowing no one at all. He is autistic with intellectual delays. I enrolled him in a school outside our area partly to escape classmates who were bullying him but even so high school is starting to get tough.

A few weeks ago, after a stressful day, I came home to find Cooper playing NRL Monopoly with his support worker Will as they do most weeks. Cooper’s math skills are still on the low side, and he couldn’t do some of the basic maths involved in the game.

I sat in the next room listening to Will patiently talk Cooper through the adding and subtracting. I worried daily about Coopers delays but in Will, he has someone in his life who is calm and caring and a good role model.

Will has a natural gift with kids like Cooper. When I went to thank Will for his understanding, he simply said ‘Cooper’s not really himself today. He probably just had a rough day at school.’

Cooper has had trained teachers who couldn’t (or wouldn’t) see that in him. I feel grateful and much more optimistic that others are starting to.”

- Jodie

“Cooper is an absolute joy to be around and working with him is often one of the highlights of my week. It’s hugely rewarding and encouraging to see Cooper grow and know that I can be such a positive influence in his life.”

- Will



Would you prefer to receive the newsletter electronically?

Send an email to support@duo.org.au

Comments, Compliments and Complaints

All questions or feedback can be directed to your Coordinator, Executive Manager - Services or Chief Executive.

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

WHAT'S HAPPENING AT TANDEM HOUSE?



DUO's Tandem House is an inclusive place for children and young people living with disability, their families and their carers.

Providing after school care, holiday care, overnight or weekend short breaks and other social and leisure activities, Tandem House is located in Westwood Farm in Kambah and gives everyone the chance to have short breaks from everyday life.

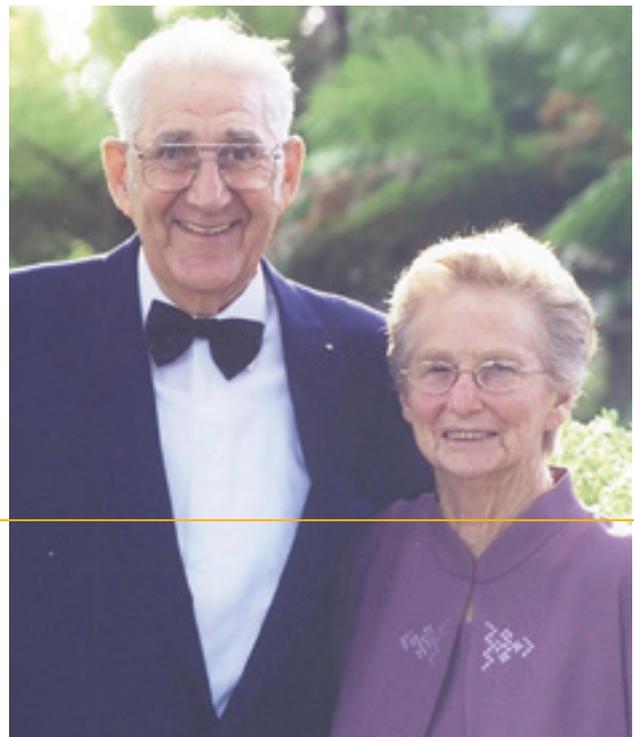
Operation Christmas Child

The After School Care, Living Skills and School Holiday programs at Tandem House are participating in Operation Christmas Child this year. This is a project collecting small Christmas gifts suitable for all children aged up to 14 years. The gifts are sorted into gender and age groups by the participants attending Tandem House programs and packaged into decorated shoeboxes.

The shoebox gifts are then delivered to countries around the world that have been affected by war, disaster and famine and distributed to the children on Christmas Day!

A Kambah couple who has brought joy to the lives of hundreds of disadvantaged children across the Capital every year for the last 30 years by making wooden toys - is looking to help others overseas.

***Beryl and John Fillery OAM** have joined forces with Tandem House to send their toys to needy kids at Christmas in other countries.*



More information on Operation Christmas Child can be found at samaritanspurse.org

Over 65 and Looking For Something Fun To Do?

Every Tuesday, a small group gather at Tandem House to enjoy morning tea and a light lunch while socialising and indulging in a few rounds of group games.

Monopoly, Scrabble, Bingo and various other card games and activities also seem to bring out the fun and competitive spirit.

Some of the group enjoy a leisurely walk around the property; occasionally taking carrots out to the horses or just savouring the peace and tranquillity of the farm land around them.

The group is multi-cultural which makes sharing food ideas and recipes a joy. Maria Marin, who recently joined the group, is Spanish and was welcomed into the fold by being cooked and served with a Spanish omelette. In return, Maria crocheted beautifully coloured scarfs for everyone.

In the past few weeks, the group have visited Floriade and the National Arboretum with outings to the Bredbo Pancake Shop and Cockington Green also in the works.

Julie, who coordinates the group activities, often provides information regarding community activities, transport and anything relevant to this age group. If you would like to know more or are interested in joining the group, please contact Julie or Catherine on 6287 2870

Thank you to **Flexible Bus Service** and **South Side Community Services** for providing DUO customers with free transport.



Do you have Facebook?
[facebook.com/duoservicesaus](https://www.facebook.com/duoservicesaus)



Health, fitness and fun at the YMCA!

YMCA Canberra specialises in helping older adults and people with disability reach their health and fitness goals.

Gym Membership

At the YMCA Chifley Health and Fitness Centre you'll be part of a friendly, supportive community. The "PrYme Movers" membership is great value for older adults and people with disability. It includes access to the gym, a range of classes and the qualified instructors will tailor an exercise program to your individual needs and goals.

Nick's Story

Nick had a stroke which effected his balance, movement and independence. Using his NDIS funding, he has worked hard with a YMCA exercise physiologist, Sam, and personal trainer, Cam.

After the stroke, Nick was unable to control his left hand. It stopped him doing everyday tasks, because he couldn't hold onto things. With Sam's help, Nick can control his hand again, which gives him more independence. Now he can get his own breakfast, peel a banana, and take the bins out, even when they're heavy; Nick's wife Narelle is pretty happy about that!

With Cam's coaching, Nick can run again! Nick had been a keen runner and after the

stroke set himself the goal of being able to run continuously for 1km. Nick has smashed his goal! He can now run 2.5km continuously, even up and down hills.

The more physical progress Nick makes, the happier and more confident he gets.

YMCA Canberra is proud to be an NDIS Registered Provider

Call 6287 2870 and talk to your Coordinator, or one of our Customer Relations Officers if you have health and well-being goals you would like to incorporate into your NDIS Plan.



Sweatworking® for DUO!

Run by **Bradley Allen Love Lawyers**, Sweatworking® is the physical challenge networking event of the year and all funds raised will go to DUO!

Organisations from all around Canberra will be competing in teams of four in a circuit of 10 fitness stations.

Spectators welcome! Please come to the AIS Outdoor Synthetic Field at 6pm, Thursday 22 October 2015.