

SUMMER/16



Summer 2015/16 Newsletter

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FROM THE CHIEF EXECUTIVE

Greetings and a warm welcome to 2016, a brand new year for all of us in many ways.

The last twelve months has been tumultuous for the community services sector undergoing the most significant period of change since the 1980s, but through all the challenges, we've also been gratified by the improvements and opportunities for many of our customers.

- The National Disability Insurance Scheme (NDIS) is already changing lives with the full scheme starting from 1 July.

Many of DUO's customers are still to transition into the NDIS and I'd like to strongly encourage you to get in contact with a National Disability Insurance Agency (NDIA) planner if you haven't done so already. Alternatively, speak to one of our Customer Relations Team members so they can assist you.

FROM THE CE (CONTINUED)

- The My Aged Care reforms are being phased in simultaneously and the intent behind it is similar in that it aims to make it easier for older people, their families and carers to access information and services for their needs.

If you are 65 years and over or are caring for a loved one aged 65 and over, call 1800 200 422 to speak to one of the consultants or visit www.myagedcare.gov.au

While parts of this transformation across the services landscape may be somewhat chaotic, we are always here to assist you. Most importantly, the certainty is by the end of the process, we will all be in a better place than we were at the beginning.

On a slightly different note, as diversity and inclusion issues appear in the news more and more often,

I wanted to take a moment to remind you how committed I am — and how committed our organisation is — to DUO's core values.

At DUO, we strive to respect all people, communities, and cultures. We are committed to diversity.

As an organisation, we are strengthened by the variety of skills, religions, languages, races, sexual orientations, ages, abilities, genders, educations and life experiences that each one of us brings to the table.

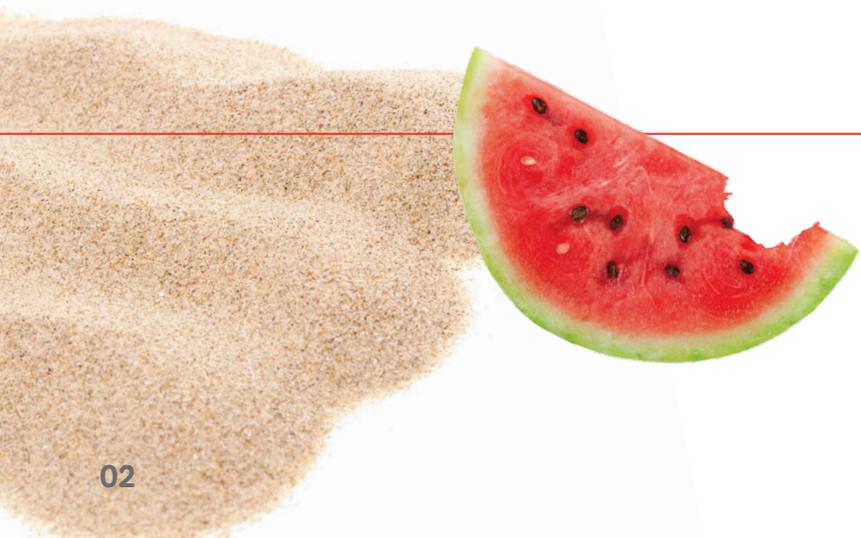
This was particularly evident in the composition of participants at workshops and events held throughout the last few months, proving that the diversity of the DUO team is what makes our organisation successful at achieving our vision. Being inclusive, respecting differences, and finding common ground help us accomplish our goals.

We are all part of an organisation that is making a big and very positive difference in our community.

In 2016, we look forward to growth, increased efficiencies and performance measurement. While there is much further to go, I believe we have now come a long way and are more than up for the challenge.

All the best for now.

CHERYL POLLARD
Chief Executive



OUR PEOPLE

Jacques Demarais

In this, and future editions of our Newsletter, an exceptional team member will tell you their story.

At DUO, we only employ the Best of Breed to support our customers.

And it's workers like Jacques who prove time and time again that being reliable and hard-working builds trust and connection, making for a great experience for all.

Now it seems like there's not enough of Jacques to go around – we've received numerous requests from customers for Jacques to be their regular worker.

This is his story:

“Six years ago, I was studying for a Diploma of Community Services at the Canberra Institute of Technology when I came across a job advertisement on the campus notice board for Home Help Service (now DUO).

I applied and was accepted, juggling study with work, and I've been at DUO ever since.

I'm confident in the job that I do, and I feel empowered by DUO to do my best to provide for the often changing needs of the people I support. I've met many people from different walks of life with varying needs, cultures and backgrounds.

Some customers have challenging behaviours, but helping to manage them has only been a good learning experience for me.

My way with people may also be influenced by 12 years experience as a Primary School teacher. My customers are often surprised to learn that I am Mauritian as there aren't many Mauritians in Canberra.”

Jacques is passionate about his work and his future in the community sector in partnership with DUO.



Customer Feedback

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.

If you have questions or feedback, please contact your Coordinator, Executive Manager - Services or Chief Executive.

Alternatively, contact the ACT Human Rights Commission. ACT Health Directorate, ACT Community Services or Department of Health and Ageing.

OUR CULTURE

A few of our memorable moments in the past twelve months 

Sweatworking®



Black Mountain School Mural



Operation Christmas Child at Tandem House



Christmas Celebrations



Exciting New Program

Life Skills

In response to growing demand through the NDIS, DUO has developed a new Life Skills program which will be up and running early this year.

The program helps people with disability to identify their goals and aspirations and implement them into plans which focus on the development of life skills, social participation, training and employment.

This person-centred approach will include: in-home domestic skills (for example food preparation, cleaning, laundry), basic home maintenance, use of community facilities (banking, grocery shopping, transport) and sustainable living (safety, health care).

If you would like to know more, contact **Helga White** (Executive Manager – Services) on **6287 2870**.



Do you need a reliable linen service?

Life can be busy enough for most people without having to face the added burden of endless laundry. If you're caring for a loved one with continence management issues, have you thought about trying our linen home delivery service?

One of our friendly team members will come to you and provide clean bed linen, including sheets and pillowcases, bath towels and absorbent bed and chair pads.

Call and speak to Tracy Dargue on 6287 2870 to find out how we can help you.

SUPPORT WORKERS AREA

Our 2015 Reorientation workshops which ran from 23 November to 4 December was the most successful one to date with almost 400 staff attending.

It was particularly pleasing that not only were we able to make the most of these sessions by actively participating and interacting, we also had the chance to reconnect with colleagues in the office and out in the field.

Thank you to all who made this year's Reorientation such a success.



NDP

Did you know that DUO provides all staff with membership to the National Disability Practitioners network, free of charge?

By checking the NDP website, you have access to ongoing professional and personal resources and opportunities in the sector. All current and new DUO personnel are members to support their development in their work.

As a member, you are also entitled to a range of benefits including discounted movie tickets, car hire, travel and accommodation and more so don't forget to take advantage now.

Please contact HR on 6287 2870 or recruitment@duo.org.au to activate your membership.

Interested in furthering your qualifications?

An information session will be held on Thursday 28 January at CIT Woden for studies in Disability, Aged Care, Home and Community, Community Services and Case Management.

Please contact CIT Human Services on 6205 1375 for room and time.

Years of Service



The 2015 Annual General Meeting was held on Wednesday 18 November, and it was both an opportunity and a celebration of what we recognise is our best and most important resource – our people.

We thank the ongoing efforts of our Chair and board members for their leadership and guidance. And we especially acknowledge and thank a number of long service staff for their dedication and commitment:

5 Years

Susy Avromov
Suzanne Combridge
David Crawford
Monica Da Silveira Mesquita
Jacques Demarais
Faye Fortaleza
Beth Gunningham
Lisa Kay
Bruce Keltie
Kelly Knight
Ellen Mckinnon
Marie Nirta
Lorraine Savage
Fiona Westlake

10 Years

Andrew Bryant
Helen Crombie
Catherine Edgerley
Neil Laragy
Vickie Megee
Christine Taylor
Raymond Trembearth
Kaylene Christie

15 Years

Judith Cattermole
Ryan King
Christine Lynam
Cheryl Pollard
Cara-Mia Price
Marja Rouse
Anne Susans
Therese Thompson

20 Years

Susan Latter



Hand & Foot Massage

The Hand and Foot Massage service introduced a few months ago has proven popular with customers who receive it as a complement to their personal care service. Many people say that their wellbeing and relaxation have improved while their carers can monitor skin integrity and circulation.

To meet increased demand, more of our Personal Care workers have now received the training so if you would like to try this service, please contact Marie-Anne Robinson (Manager – Personal & Community Services) on 6287 2870.

OUR COMMUNITY

Spruce Up Day at Tandem House

In a small community like Canberra, the good will and generosity of supporters help to ensure our organisation is able to continue providing vital community services.

Tandem House (located in Westwood Farm Kambah) provides a wide range of after school and school holiday activities for children and young people with disability. There's also a growing group of Over 65s who gather every Tuesday to catch up, have morning tea, or enjoy the tranquillity and fresh air around the farm.

The house and surrounds required some minor repair work along with a general clean up so that it continues to offer a comfortable environment for those that make use of it.

We can now enjoy freshly painted walls and furniture along with a replanted veggie patch, thanks to the volunteers from QBE Insurance Australia and Capital Insurance Brokers.

