

AUTUMN/16



Autumn 2016 Newsletter

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From the Chief Executive

It seems such a short time ago that I was wishing you a happy start to the new year and here we are already in Autumn.

Our priorities for the next few months continue to be our investment in our new database TCM, ensuring services are delivered much more smoothly to all customers with the back end processes such as rostering, invoicing and payroll becoming increasingly efficient. I thank you for your patience through this process. There have been many changes in procedures but the end result will be a holistic customer focused approach in line with the Customer Service Charter.

FROM THE CE (CONTINUED)

Other strategic and operational priorities include:

- Transitioning customers to the National Disability Insurance Scheme (NDIS);
- Preparing for the Community Assistance Support Program (previously HACC Under 65s) for those people ineligible for NDIS;
- Continuing with the Commonwealth Home Care Program (previously HACC Over 65s);
- Planning for the Commonwealth Home Support Program (previously ACAR home care) which is shifting to a consumer-driven market from February 2016; and
- Growing our fee-for-service customer base.

These are just some of the significant external drivers

changing our services landscape which we will be systematically working through, particularly as they impact on how best we can continue to deliver and enhance our services.

The Board and Executive are meeting in mid-April to review the Strategic Plan 2015 - 18 and consider progress against our current business plan. We are also planning for the next financial year and determining our footprint in NSW as the NDIS continues to roll out across Australia. This is fundamentally important in ensuring good governance of our organisation - an organisation that will be able to withstand and successfully achieve to become a social business well adept at working within the changing world within the disability and aged care sectors.

The next few months will also see me travelling interstate quite regularly to attend a number of conferences and meetings. I am particularly looking forward to travelling to Perth for an NDS Board meeting as it provides a valuable opportunity to contribute to development of strategic policy as the NDIS continues to roll-out across Australia.

On that last note, if you are yet to transition to the NDIS, I strongly encourage you to contact the National Disability Insurance Agency (NDIA) or speak to one of our Customer Relations Team members who will be happy to assist you.

CHERYL POLLARD
Chief Executive

As a thank you to all our loyal customers, we are giving each and every one of you a chance to win a cruise ship holiday for two people in August.

More information is available on the attached flyer.



OUR PEOPLE

Kendell Smith

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 people like Kendell who prove time and again that being engaged and reliable builds trust and connection, making for a great experience for all.

Kendell recently graduated from university and is soon to take up a nursing position in the paediatric ward of the Canberra Hospital which she attributes largely to her experience with DUO's young customers.

Kendell started working for DUO in 2013 while still a nursing student, taking on the more complex cases in our children's programs, including personal care, PEG feeding, medication management and respite and support.

While she developed relationships with all her families, one child in particular touched her deeply in many ways.

"Throughout 2015, I was given the opportunity to care for a beautiful 9 year old girl named Jen. It was a privilege to share in her wonderful life, and her amazing family opened up their home to welcome me in. Jen has now sadly passed away, but continues to live on in the memories and lives of all the people who knew her."

Kendell is about to celebrate her 22nd birthday at the end of March and instead of gifts from family and friends, she's asked that donations be made to Bear Cottage Children's Hospice in Jen's memory as she and her family loved spending time there.

You can view Kendell's fundraising page here: birthday.gofundraise.com.au/page/KendellSmith



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



Greater choice and control for people with disabilities is key to delivering person-centred care. The importance of the relationship between carers and consumers in service delivery and support has never been more important.

At the 7th Annual National Disability Summit in March, **Renée Heaton** and **Cathy Clifford** (pictured) were asked to share why getting the right person to provide supports is so important and what getting that relationship right can result in.

Renée is, among many other things, a person living with disability since infancy. She faces the challenges and opportunities that a life with disability presents in ever creative and positive ways. Renée has a career in the Australian Public Service (APS) as a Workforce Planner, and in this capacity she has led the development of Disability Action Plans in a number of APS agencies. She is also a member of the DUO Customer Feedback Forum and has provided valuable insight and strategies for implementation to increase the effectiveness of our service delivery.

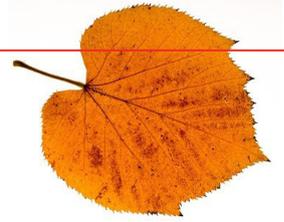
“The expectations and preferences consumers have for the skills and qualities of their carers will be different for each individual but for me, I expect that they arrive on my doorstep with some idea about who I am and what support I require. They should also come with an attitude of ‘I am here to assist you live your life your way’ and be open to doing things differently to how they might do it for themselves. Most importantly, I expect to be treated as a mature adult and be respected for the way I choose to live my life.”

I expect the support worker to show a willingness to learn and build on our relationship. Come ready to know more about me and treat that information appropriately, but also ready to let me get to know you.”

Cathy began working in the community sector as a Support Worker in April 2011 with DUO, and has been with Renée since that time. She has also supported a wide variety of customers with respite, living skills, personal care and social support in the Adults Program. Cathy is also employed with Canberra Legacy in an administrative capacity, and is the mother of two beautiful girls, one of whom has been diagnosed with mild cognitive disabilities.

“Building a productive relationship between carers and clients isn’t always as easy as matching skills and expectations; there has to be consideration of the unique qualities that both the support worker and the client have, as personal values have a strong influence on the relationship.”

It’s also about attitude, approach, communication, giving and taking, problem solving and a myriad of other things. All of these things together is just a starting point as the relationship and life experience changes along the way and the success of the relationship may depend on how changing circumstances are managed.”



Our Governance

DUO is governed by a Board of 11 members, comprising of local leaders and representatives in the ACT community. The Board meets once a month to discuss strategic vision and direction.

“Although we are only 3 months into 2016, the hard work is continuing in order to ensure DUO can deliver on its Strategic Plan for the future.

The Board is very aware of the changing environment within which DUO operates and the challenges presented. Our goal is to continue to provide an expanding suite of services which are valued and relevant to our customer base, while ensuring that DUO continues to be a robust and vibrant organisation.

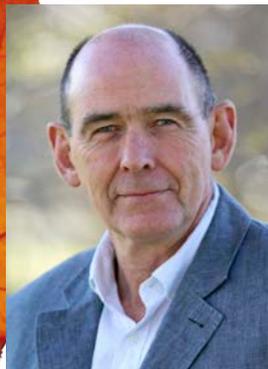
Central to this are people, both our customers and our staff. We strive for the most qualified and committed staff across the whole organisation to ensure a high quality of service to our customers. We’re also very keen to see awareness of the DUO brand and its services grow within the community, and for DUO to have greater connection with the ACT community as a whole.

We, as a Board, look forward to the opportunities that this year will bring and are confident DUO is well placed and well resourced to continue to be a respected, strong and effective organisation.”

PATRICK WHITE

DUO Chair

Patrick White has been a Board member for DUO since its inception and was elected to the role of Chair in 2014. He also serves on various national and local pharmacy advisory boards. Patrick has several business interests in Canberra and Queanbeyan, and has been a committed advocate for disability care through numerous projects in the community.



SUPPORT WORKERS AREA



Upcoming Training

Midaz Training
24 March

PEG Feeding
29 March

**Support Worker
Advisory Group**
17 May

Dementia Awareness
18 May

Behavioural Management training is currently being undertaken by Coordinators and will shortly be made available to support workers.

Behaviour Management

DUO recently commenced a partnership with SAL Consulting to assist us in developing and implementing positive behaviour support for our customers.

Clinical Consultant and Behaviour Support Practitioner, Evelyn Ireland, has been visiting DUO every fortnight to provide clinical support around behavioural issues and contributing factors. Follow up consultations will explore progress and barriers, strategies to overcome these challenges, and further recommendations.

We welcome Evelyn's knowledge and expertise as we work towards enhanced services for our customers and support for our frontline staff.



Welcome to a few New Faces around the office



Himashie Fernando
Service Support Officer



Louise Corp
Finance Officer



Ryan Gerstenberg
Administration Officer

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. 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.

To activate your membership, contact HR on 6287 2870 or recruitment@duo.org.au

Reminder About Hazard Reporting

It's been very positive to see a decrease in the number of incidents occurring lately. In large part, this is due to the uptake of good hazard reporting practices across DUO.

Most incidents are avoidable with good hazard reporting. A hazard is any situation, substance, activity, event or environment that could potentially cause an injury or illness.

Thank you for your continued vigilance; we rely on these reports for continuous improvement.

For any other WHS matters, please contact Kelly Knight (WHS Officer) on 6287 2870.

OUR COMMUNITY

Our new Life Skills program is already creating some great opportunities in our community.

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

This person-centred approach includes in-home domestic skills (such as food preparation and cleaning), basic home maintenance, use of community facilities (grocery shopping and transport) and sustainable living (safety and health care).

We are particularly excited to announce a new collaboration with the Hall Mens Shed, enabling young men with disability to undertake woodwork and carpentry, with a view to potential future employment options. Mens Shed volunteers are supporting the project's ongoing development through the provision of advice, encouragement and informal mentorship.

“Good health is based on many factors including feeling good about yourself, being productive and valuable to your community, connecting to friends and maintaining an active body and an active mind. Becoming a member of a Mens Shed gives a man that safe and busy environment where he can find many of these things in an atmosphere of old-fashioned mateship. And, importantly, there is no pressure. Men can just come and have a yarn and a cuppa if that is all they’re looking for.

Members of Mens Sheds come from all walks of life - the bond that unites them is that they are men with time on their hands and they would like something meaningful to do with that time.”

Australian Mens Shed Association

