



Rewarding Achievement



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A Message from The Chief Executive



Mark Kulinski, Chief Executive

Hi all,

Welcome to our 2018 Winter Newsletter!

I find these newsletters to be a great opportunity to look back on our clients, employees and the organisations achievements over the previous 3-month period.

I believe this is important, taking 10 minutes to look at the outcomes of our hard work and to celebrate together the achievements of our clients and staff. It is through this reflection and celebration that we can remain energised and enthusiastic for the future — knowing that our efforts will bear fruit and that we will have an opportunity to look back briefly and say to each other 'well done'.

In keeping with the theme of recognising and celebrating achievement, I am excited to take this opportunity to announce that we are looking to launch a formal 'rewards and recognition program' in the second half of this year. This program will look to reward the outstanding achievements of both our clients and staff that are occurring across the organisation every day.

I personally am very excited about this initiative and there will be more details to come later in the year.

Talking about successes and rewarding outstanding achievements reminds me of a significant event which took place during the period on the Gold Coast — the Commonwealth Games.

This year's Commonwealth Games were the largest major sporting event to integrate both para and non para-sports — continuing the push for the full inclusion of people with disability in our community.

This was a wonderful event which highlighted some of the great achievements of our athletes with disability, demonstrating to the world that their disability was not a barrier to them achieving their

goals and contributing to our communities.

As you will see throughout this newsletter, like the athletes at the Commonwealth Games, our clients, employees and the organisation have also achieved some fantastic outcomes during the period.

Clients in the Adelaide Hills have been supported to attend a mainstream education program on how to write a resume and prepare for the workforce. Shaun in the Murraylands has been working hard to overcome a debilitating illness — securing meaningful employment and taking up his beloved game of Golf once again. And we as an organisation have been able to appoint committed, professional and skilled Intake Officers in each of our service regions to support new and existing clients as best we can to make the most of the NDIS and our services.

These are just a few examples of how our clients, employees and the organisation are achieving great outcomes everyday.

I want to thank our clients and families for the trust they place in us to deliver their services and thank our employees for the commitment they show everyday in supporting our clients to achieve their goals and live their best life possible.

Thank you all for your support of Community Living Australia and I look forward to seeing what we can achieve together in the rest of 2018 and beyond.

Best wishes,



Mark Kulinski

Your NDIS Update: Helping you transition to the NDIS



Jeffrey and Warren enjoying a day out at the beach in Robe

Community Living Australia is continuing its commitment to support all clients and families to successfully transition into the National Disability Insurance Scheme (NDIS).

As you may be aware, the rollout of the NDIS is continuing across all regions of South Australia. The transition is expected to be completed by the end of this year.

However, the transition has not come without its problems and delays. Due to the scale of the NDIS and the number of people entering the scheme, plan development and plan reviews for some have been delayed.

For people that have not transitioned to the NDIS, the South Australian State Government has committed to continuing to provide funding for services for their existing clients until they join the NDIS.

What this means is that your services will continue exactly as they have been until you receive your NDIS plan.

It is important to note that once you receive your NDIS Plan, please contact Community Living Australia immediately as your services may be disrupted.

Community Living Australia will continue to provide you with support to successfully transition to the NDIS. If you have any questions or concerns, please don't hesitate to contact a member of our team.

Welcoming New Board Member Edwina Starck



*Edwina Starck, Director on the Board of
Community Living Australia*



*Community Living Australia Board meeting in
June 2018*

"I am thrilled to be joining Community Living Australia at this exciting time for the sector particularly as the NDIS is rolling out." Edwina Starck.

Community Living Australia is pleased to welcome new board member Edwina Starck. Edwina brings a wealth of knowledge and experience as a lawyer and is currently legal counsel with a well-known winemaker.

"I am thrilled to be joining Community Living Australia at this exciting time for the sector particularly as the NDIS is rolling out.

I am looking forward to making a positive contribution to the team and ensuring Community Living Australia continues to deliver high quality services for clients and families," she said.

Board Chairman Bill Rowe says Edwina's experience and commitment to the disability sector will add

significant value to the organisation.

"I am delighted to welcome Edwina to our Board and have every confidence she will add great value to our organisation moving forward," he said.

With Mark Kulinski our Chief Executive saying "Edwina's appointment to the Board highlights the organisation's commitment to recruiting well qualified, capable people for the important role of steering and guiding the organisation.

I am very pleased to welcome Edwina to our organisation and know that she will provide outstanding knowledge, insight and contribution to the Board going forward."

Meet your Intake Officers

Community Living Australia has recently taken the step of employing designated Intake Officers in each of our service regions.

Our Intake Officers play an important role in helping new and existing clients access our services under the NDIS.

They are the first point of contact for people looking to access our services and can support people with everything from understanding their NDIS plan, filling out paperwork and putting their plan into action!

We have already received wonderful feedback from clients and families about how friendly, knowledgeable and proactive the team are.

To find out more about our Regional Intake Officers, have a read of their short profiles below.



Karee Watson: Murraylands

Karee is the first point of contact for clients in the Murraylands, helping them with everything related to putting their NDIS plan into action.

Karee brings significant experience to the role, having worked as a Team Leader and Senior Team Leader for a number of years with Community Living Australia and Community Lifestyles. Karee is passionate about supporting people to navigate the NDIS and understand what it means for them and she is committed to helping clients get the most they can out of both the NDIS and our services. You can contact Karee on 08 8532 0804 or by emailing her at karee.watson@cloust.com.au

Karen Sparkes: Fleurieu, SM and KI

Our local Intake Officer in the Fleurieu, Southern Metro, & Kangaroo Island regions, Karen understands how important it is for our clients NDIS plan's to meet their needs and support them in achieving their goals.

Karen understands how complex the NDIS and our clients plans can be and how difficult many people are finding it to understand and put their plan into action. Knowing this, Karen is more than happy to work with clients in understanding their plan, to help them with navigating the NDIS and to ensure they get the services they need. Karen can be contacted on 08 8536 5863 or by emailing her at karen.sparkes@cloust.com.au





Ricki playing the guitar at the music program in the Adelaide Hills



Kyle (left) and Jack (right) at the Road Safety Centre in Adelaide



Philippa Murray: Hills, Strath, Riverland

Philippa Murray is our Intake Officer in the Adelaide Hills, Strathalbyn, & Riverland Regions. Philippa brings a wealth of client services knowledge to the role, understanding what makes a good service and what qualities people are looking for in a service provider.

With a warm and welcoming personality, Philippa is the ideal person to help clients and families understand their NDIS plans and how Community Living Australia can work with them to provide services that meet their individual needs. For more information you can contact Philippa on 08 8536 5873 or by emailing her at phillipa.murray@cloust.com.au

Laura Hann: South East

A local to the South East, Laura knows how to get the most out of our clients NDIS plans working with them to utilise their funding in the best way possible so that they can live a connected life in the South East community and achieve their goals.

Coming to us having previously worked as a Case Coordinator, Laura has a great understanding of NDIS funding and also possesses a wide range of experience having worked across aged care, mental health and allied health services. Laura always goes above and beyond, working to ensure the best outcomes for our clients. Laura can be contacted on 08 8725 9057 or by sending an email to her at laura.hann@cloust.com.au





Artists and visitors at the 2017 Community Living Australia SALA Art Exhibition Opening

2018 SALA Exhibition

Community Living Australia is once again hosting our art exhibition during the South Australian Living Arts Festival (SALA) this August.

SALA is an annual state-wide festival of visual art that promotes and celebrates the many talented visual artists in SA. We are very proud as an organisation to be providing artists with disability with a platform to also take part in this fantastic festival and to utilise their creativity in expressing their inner worlds.

We are proud to have artists exhibiting from across many regions of South Australia including Adelaide, the Adelaide Hills, Murraylands, Riverland, Fleurieu and Kangaroo Island and the South East.

This year, we have made the exhibition open to anybody living with disability in South Australia — not just to clients of Community Living Australia.

Last year's exhibition at the Bridgewater Mill displayed more than 50 art pieces by over 20

artists. All artwork for sale was sold and it was an amazing experience for our artists.

This year we have close to 60 artists registered and could have close to 200 art pieces on display!

In only its second year, the exhibition has grown substantially to become one of the largest exhibitions of art by artists living with disability in the state, and it is our aim to grow this substantially over the coming years.

To display this substantial amount of work, the exhibition will be held at the Adelaide Convention Centre on the 'Skyway'.

Artists have the option to auction off their works with full proceeds from any sale going to the artist.

The exhibition will open on Wednesday the 15th of August and will remain open to the public until Wednesday the 12th of September.

Come along and check it out!



Entrant and Artist Sandra celebrating with family and friends at Community Living Australia's 2017 Exhibition



Entrant and Artist Ann at Community Living Australia's 2017 SALA Exhibition

New Leadership in the South East

Community Living Australia has experienced substantial growth within our teams this year and our South East in particular has acquired many new faces to ensure we provide the highest quality of services possible and create value for our clients.

The team is made up of dedicated professionals with extensive disability service knowledge, local knowledge and utmost commitment to providing excellent client care.



Sue Stuart

Many people probably already know Sue from her role as Regional Manager for the Adelaide Hills, Strathalbyn and Riverland region. Due to her can-do ability and unwavering commitment to clients and families, Sue has also taken the South East under her wing.

Sue is committed to providing quality services and developing services needed to meet client needs saying “we are striving to create a team culture that leads to real, ongoing positive outcomes for our clients.”

Sue Norton

Sue joined Community Living Australia in March as the South East Regional Coordinator. She has extensive experience in the disability sector having worked in many roles including service coordinator, quality coordinator and support worker.

Her last role as Placement Facilitator and Lecturer at TAFE SA saw her deliver training directly related to the disability sector.

Sue is highly focused on staff mentoring and development and doing the best she can for clients.



Taylah Plate-McPartlan

Taylah also joined the team in March to oversee Mt Gambier Day Options, In-Home Support and Social Support.

Growing up in Mt Gambier, she undertook studies in disability after moving to Western Australia where she initially worked as a support worker, then support supervisor.

She relocated back to Mt Gambier this year and looks forward to continuing her work within the sector.

Passionate, approachable and a strong advocate for clients, Taylah is already proving popular with clients.

New Leadership in the South East (Cont.)



Leanne Grosser

Leanne brings with her an extensive six years' of experience as a Senior Support Worker, leading a team that supported teens with intellectual disabilities.

Leanne has a strong client focus and believes that staff need to be supported and engaged to provide the best service possible to clients.

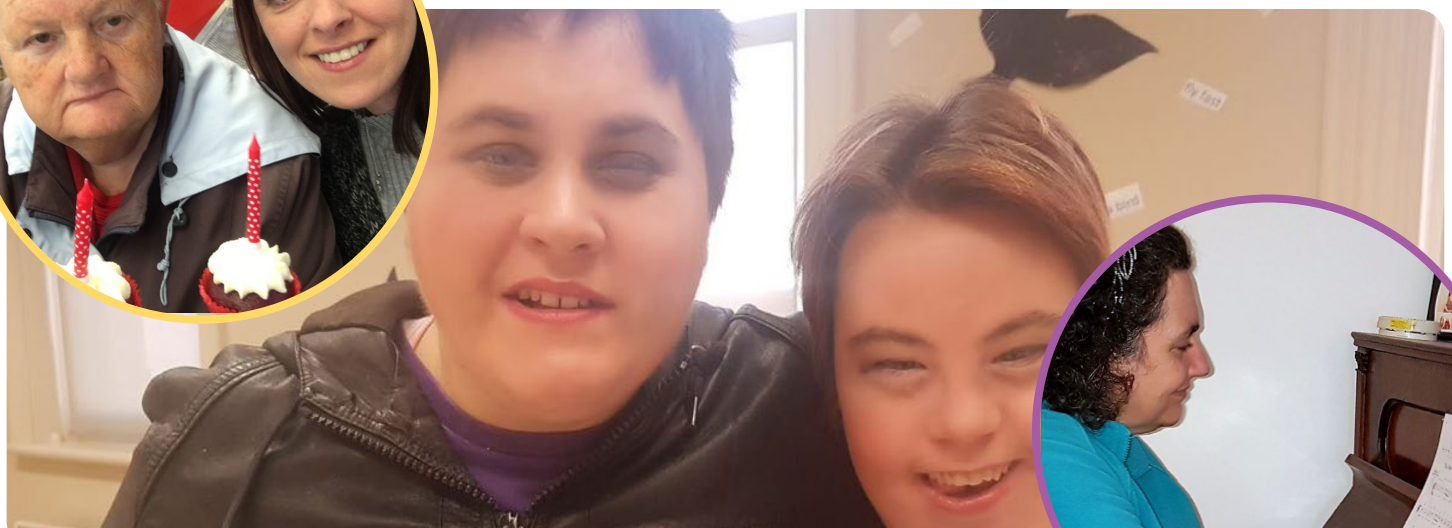
She commenced with Community Living Australia in April and oversees a number of accommodation services.

With the addition of our new team members to the client services management team, our South East team is highly skilled, passionate and committed to providing services that meet our clients' needs in the local community.

Joining existing team members Cynthia Gerritsen the Regional Support Officer, Nadine Long one of our Team Leaders and Laura Hann the Intake Officer as well as our group of amazing support workers, we warmly welcome them and we look forward to benefitting from the skills, experience and passion that they bring to the region.



Dawn (left) and Melissa (right) enjoying a cup cake to celebrate Dawn's 60th Birthday



Kayte (left) and Kristy (right) from the South East enjoying a beauty session — Don't they look smashing!



Andy from Southern Metro playing the Piano



Kyle at the Ridgehaven Road and Safety Cycle Centre in Adelaide

Road Safety Cycle Program

In April, a group of our young clients from the Murraylands enjoyed a trip to the Ridgehaven Road and Safety Cycle Centre in Adelaide.

This was courtesy of Mobilong Rotary Club who sponsored the session and assisted with organising transport through Link SA (who provided a generous discount).

The centre's miniature road network gave the children valuable experience in a safe riding environment while learning essential road safety skills and gaining a healthy boost to their self-confidence. It was also a lot of fun.

Staff and volunteers at the centre were amazing and very supportive. The gang had a fantastic experience and each received a certificate of completion at the end.

It's great to see so many community organisations working together to support children with disability to achieve their best!

We sincerely thank the Mobilong Rotary Club, Link SA and Ridgehaven Road and Safety Cycle Centre for making this great program possible.



Kyle practicing his riding and safety skills at the Road Safety Cycle Program



Jack getting some support using the mini-road system at the Road Safety Cycle Program



The guys at Hills Day Options enjoying the Djembe Drums and banging out a beat in the music program

Changes to Restrictive Practices

The legislation around the use of restrictive practices in service provision has changed!

What is a restrictive practice?

A restrictive practice is a practice, device or action that removes another person's freedom or interferes with another person's ability to make a decision.

There are various types of restrictive practices such as:

- Mechanical Restraint
- Physical restraint
- Seclusion
- Chemical Restraint
- Detention
- Environmental Restraint
- Exclusion
- Aversive Restraint or Intervention
- Psycho-social Restraint
- Prone Physical Restraint
- Supine Physical Restraint

What are the changes?

Community Living Australia is committed and required to, where possible, reduce or eliminate the use of restrictive practices in service provision.

There is now new recording, reporting, approval and review requirements that we will undertake before and when using restrictive practices in our provision of services.

These changes are required by government. Community Living Australia and all of its employees are required by law to strictly follow these requirements at all times when providing services.

What is Community Living Australia doing?

A letter is being sent to all clients, families and employees of Community Living Australia along with a Restrictive Practices Information Booklet. This letter and booklet explain the different types of restrictive practices, why these changes have occurred, what the requirements are and how these affect us and our service provision.



Chelsea (left) and Sandra (right) taking Sandra's cute little furbaby for a morning stroll



Rachel working on an artwork that depicts a strong personal message for Rachel of the effect that litter has on our environment and wildlife



Zach (left) and Amechai (right) after finishing a 'spin class' at the local gym - feel the burn!



Kym from the South East enjoying some good weather getting out in nature for some hiking

The letter and booklet also clearly outlines our organisational processes that have been put in place in response to the changes in legislation as well as the views of the organisation in regards to the use of restrictive practices.

Please read this letter and the booklet to familiarise yourself with restrictive practices, the changes and what they mean for us as a service provider.

Community Living Australia remains committed to reducing or where possible eliminating the use of any type of restrictive practice in our delivery of services to people with disability. As such we are:

- Focussing on training and educating our employees.
- Conducting a review and creating a register of all restrictive practices in use across the organisation
- Implementing a committee with the task of looking at and reviewing this register working to reduce the use of restrictive practices across the organisation

- Appointing a Restrictive Practices Compliance Officer to support Team Leaders and Regional Managers to ensure that when a Restrictive Practice is used the correct framework has been followed

We believe it is our role to support clients to develop their level of independence and their ability to live a life of their choosing and making.

Want more information?

If you have any questions or concerns regarding the changes, restrictive practices in general or the information booklet, or if you have not received an information booklet and would like a copy, please don't hesitate to contact Community Living Australia on 08 8536 5888 or via email to info@cloust.com.au.



Marty (left), Luke (centre) and Callan (right) having some laughs at lunch together

Commonwealth Games Para-sports Achievements



Kurt Fearnley crossing the line first to win Gold at the Gold Coast 2018 Commonwealth Games

The Gold Coast Commonwealth Games was an amazing success for Australia and our athletes.

But the greatest achievement for Australia was making this year's games the largest major sporting event to integrate para-sports, hosting up to 300 para-athletes and 38 medal events across seven sports.

Our Australian para-athletes made their mark at the games, winning 13 gold, 14 silver and 15 bronze, a total of 42 medals and approximately 20% of all medals won by Australian athletes at the games.

Kurt Fearnley—wheelchair racer and one of Australia's greatest para-sports athletes—in a passionate address, called for Australians to embrace inclusion of people with disability.

Fearnley has now retired from track racing but as a parting gift, won gold in the men's wheelchair marathon having dominated the race.

Fearnley's amazing achievements are a reminder that having a disability does not mean you can't achieve your goals, no matter how high.

While there were many great stories, another one that stands out is of swimmer Timothy Disken who, diagnosed with cerebral palsy, went from being in a coma and undergoing emergency brain surgery to winning the 100m freestyle and breaststroke within six months!

The remarkable performance of our para-athletes has sent a powerful message that the focus should always be on people's abilities rather than their disability.



Timothy Disken taking out Gold just six months after undergoing brain surgery



A group of our Aussie Para-athletes at the 2018 Commonwealth Games on the Gold Coast

Murraylands Biggest Morning Tea



Guests gathered at the biggest morning tea taking in the important messages about cancer and cancer prevention

On May 29th, Community Living Australia held its annual Biggest Morning Tea at Day Options in Murray Bridge, raising funds to support the SA Cancer Council's important work.

Despite threats of rain, the event was once again well attended by over 100 staff, clients & families, and other local community partners.

Our Day Options clients did a fantastic job in catering for the event that was certainly popular with attendees.

Karin Barry, Community Living Australia's Director of Business Services who attended on behalf of Chief Executive Mark Kulinski, said the organisation is proud to support the Cancer Council and its work in the community.

"Community Living Australia has a proud history of supporting the Cancer Council in its important work of research and finding a cure.

Hosting an annual Biggest Morning Tea enables us to show that support in a practical way", she said.

Community Living Australia Murraylands Regional Manager Molly Baulch said it was great to see such high attendance for the event.

"It really is great to see such high attendance at this year's event as it shows our ongoing commitment to seeing cancer no longer part of our community", she said.

Thank you to everyone who attended on the day and for making it another incredibly successful event this year.

"Community Living Australia has a proud history of supporting the Cancer Council in its important work of research and finding a cure." Mark Kulinski, Chief Executive.

Students Volunteer in the Murraylands

Recently, Year 10 students from Unity College, Murray Bridge, volunteered at our Day options services at "The Cottage".

The students attended over a 5-week period supporting clients in building positive connections and developing their skills.

It was a positive experience for all involved with the students learning more about disability awareness, coaching and skill building. Overall, the students enjoyed the experience of meeting new people and seeing the positive impact they could make in the lives of clients.

Unity College teacher, Benjamin Gallasch expressed his gratitude to Community Living Australia clients and staff for welcoming the students and looks forward to an ongoing partnership between the school and Community Living Australia.

Alys Green the Volunteer Coordinator at Community Living Australia explained how "the opportunity for students to volunteer in our organisation is so important both for our clients, the students and the community."

"This experience provides the students with the opportunity to engage with people with disability, helping to break down some of the stereotypes, negative perceptions and barriers that sometimes exist whilst broadening our clients' connections in their community."
Alys Green, Volunteer Coordinator.

Importantly, this experience also shows the students the many benefits of working in the disability sector and to consider disability services as a future and rewarding career path.

We thank Unity College and the students for partnering with us and look forward to further volunteering ventures with local schools and businesses in our regions.

If you or anyone you know might be interested in volunteering, please contact Alys Green, Volunteer Coordinator on 08 8536 5835 or via email to people@claut.com.au.



Students from Unity College and Support Worker Alik at Day Options in Murray Bridge

Hills Resume Writing Program

Setting clients up for success in securing meaningful employment

In February and March George, Sophie, Kimmy and Lyndon attended a 6-week course called "Let's get that job". The course was run by The Hut Community Centre in Aldgate.

We were excited at the opportunity to support our clients to attend an adult community education course. The course was open to anyone in the community.

Participants in the course defined their career goals, wrote resumes and worked on their interview skills (including

determining appropriate clothing for interviews). On completing the course, participants achieved 2 units from the Certificate 1 Foundation Skills Training Package.

Getting that first job for many of us is often difficult in today's highly competitive employment market, particularly if you're living with disability.

Community Living Australia's Adelaide Hills Regional Manager Sue Stuart, said the program highlights Community Living Australia's commitment to partnering with other organisations in the community to achieve great outcomes for clients.

"So many of our clients' goals include getting a job. It was wonderful to see the progress made, confidence built and fun had by the participants," said Sue.

Many of the participants are now being supported to make further plans on how to land their dream job.

CrossFit Renmark Donation

Recently, CrossFit Studios Renmark held a fundraiser in Renmark to support the important work of Community Living Australia in the Riverland region.

Community Living Australia's Riverland Regional Co-ordinator, Bindi Thompson expressed her sincere appreciation to CrossFit for the donation and said it would be used to grow and further improve services in the Riverland.

"We will be using the funding to further improve our services in the Riverland and to support our clients to achieve their goals," she said.

CrossFit Manager Dally Evans said he was proud to support a local community focused organisation in the region.

"I am really thrilled that we are able to support Community Living Australia with a \$600 cheque as we wanted to support an organisation making a positive difference in our community.

I would like to thank Community Living Australia for their commitment to our community and improving the lives of people with disabilities," he said.

We want to provide our sincerest thanks to CrossFit Studios Renmark for their support, it is greatly appreciated and will contribute to making a positive difference in the lives of our clients.

*"I would like to thank Community Living Australia for their commitment to our community and improving the lives of people with disabilities."
Dally Evans, Manager CrossFit Renmark.*

New NDIS Quality and Safeguards Framework

The National Disability Insurance Scheme (NDIS) is implementing a new quality and safeguarding framework to help empower and support NDIS participants to exercise choice and control, while ensuring appropriate safeguards are in place and establishes expectations for providers and their staff to deliver high quality services.

Safeguarding people with disability from abuse, harm and neglect is every disability service provider's responsibility and must be an important part of everyday practice.

Safeguards include natural safeguards like personal relationships and community connections, and formal safeguards like service standards, regulations and quality assurance systems for service providers and the people they employ.

Transition to the NDIS Quality and Safeguards Commission

From 1 July 2018, the NDIS Quality and Safeguards Commission (NDIS Commission) began to assume oversight of quality and safeguards in a phased approach.

The NDIS Commission will begin to regulate and register providers operating in:

- NSW and SA from 1 July 2018
- ACT, NT, QLD, TAS and VIC from 1 July 2019
- WA from 1 July 2020.

What is the NDIS Quality and Safeguards Commission?

The NDIS Quality and Safeguards Commission is a new independent agency established to improve the quality and safety of NDIS supports and services.

They will regulate the NDIS market, provide national consistency, promote safety and quality services, resolve problems and identify areas for improvement.

They will work with NDIS participants, service providers, workers and the community to introduce a new nationally consistent approach so participants can access services and supports that promote choice, control and dignity.

New NDIS Code of Conduct

NDIS Quality and Safeguard Commission have released their new NDIS Code of Conduct outlining 7 minimum standards that Community Living Australia and all workers (employees, volunteers and contract employees) must meet.

The NDIS Code of Conduct helps providers and workers respect and uphold your right to safe and quality supports and services.

Under the NDIS Code of Conduct, providers and workers must:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct.

Anyone can raise a complaint with the NDIS Quality and Safeguards Commission about providers or workers who breach the NDIS Code of Conduct.

For more information

For more information about the NDIS Quality and Safeguards Commission visit the website: <https://www.ndiscommission.gov.au>.

Shaun proves injury is no barrier to what you can achieve



Shaun working at Edwards Crash Repairs giving that car the best detailing it has ever had!

At Community Living Australia, we are strongly committed to supporting our clients to achieve their goals, working with them to face and overcome any challenges or obstacles along the way.

For 34-year-old Shaun, this means using persistence and determination to make a valuable contribution to his community.

In 2016, life changed greatly for Shaun when he suffered an illness which severely affected his strength and coordination.

This had a significant effect on Shaun and the quality of his life, taking away levels of his independence and preventing him from engaging in many of the usual activities that he enjoyed. Initially, Shaun couldn't drive or participate in playing golf — a great passion and skill of his.

Despite this, Shaun has made excellent progress recently that is a true testament to his character and determination.

Following the illness and as part of Shaun's recovery, he had a personal goal and set the next challenge for himself of finding a job so that he could get more involved and give back to his community and once again increase his level of independence.

We were proud to be able to assist Shaun with this process, helping him with writing his resume and any paperwork during the job seeking process and accessing his community and supports.

Recently, Shaun secured work as a car detailer with Edwards Crash Repairs.



Shaun with his team at the 2017 CLA Foundation Golf Day

Shaun is relishing in the role and importantly, has also returned to playing his beloved game of golf, competing in a team at the CLA Foundation annual charity golf day in September last year as well as some local events.

He averages some exceptional scores on the golf course but due to living a full and busy life — especially with his new role — he has had to put this somewhat on hold for now.

Well done Shaun on your outstanding achievements, keep up the great work.



Shaun making a putt at the Murray Bridge Golf Course



Community Living Australia

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