



NETWORX

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Message from the Minister for Disability, the Honorable Jennifer Rankine

Self-Managed Funding



Self-managed funding approaches have been recognised nationally and internationally as one means by which people with disabilities can have more choice and control over their support and care services.

This alternative model gives people with disabilities control of funding that has been allocated for their support needs by enabling the individual to choose how, where and when they receive the support they need.

This is why the Rann Government has been supportive of self-managed funding for more than 18 months and much work has been undertaken to prepare the way forward. We believe that any changes to support arrangements must be well considered to ensure these essential services are not disrupted. A phased and planned approach is essential.

On 28th October 2009, I opened registrations of interest for clients of Disability SA in receipt of disability support services to take part in the first phase.

The first phase will enable 50 people to transfer their existing funding allocations to a self-managed funding arrangement for an initial period of 12 months. As this first phase progresses, detailed consideration will need to be given to a range of policy and service development issues.

Key stakeholders have been invited to contribute to these considerations through a Consultative Committee. The first phase of self-managed funding is about learning through action.

An evaluation will be conducted as phase one progresses.

The insights of participants and service providers will inform the development of a future self-management system for South Australia.

The Rann Government is proud to be driving this new way forward for the delivery of disability services in South Australia, and it follows on from our many achievements in the disability sector. We are now providing services to more than 4000 new people and spending an extra \$100 million each year.

In closing, we understand that self-managed funding won't be for everyone so Disability SA will maintain its services for those who prefer not to participate.

Registrations closed on 26th November 2009

For more information, visit : www.sa.gov.au/disability

For more information telephone 1300 786 117.



Brian's Banter

Welcome to Our Christmas Edition of Network

As you can see by my photograph, I've grown a moustache to take part in the Movember fundraising program to raise funds for prostate cancer research. Staff at CSI contributed the takings from our casual Friday fund. In October I took part in the Flinders Medical Foundation Vietnam Cycling Challenge. I'm proud to report that I completed the challenge and collectively we made just under \$40,000. The funds go towards paying for a three year scholarship for a young PHD student to work with the Flinders Research Team.

Riding a mountain bike through Vietnam was a very interesting and rewarding experience. I've written an article about the ride which is published in the SA Bicycle Institute Newsletter. I'm happy to send anyone a copy if requested. However, I am looking forward to taking the Mo off at the end of November!



National Disability Insurance Scheme

This morning I heard the Prime Minister announce the Government's move to establish a national disability insurance scheme. Mr Rudd said "the goal of the scheme will be the lifetime care of the disabled, relieving pressure from families and charities..." The productivity Commission has been asked to report back by July 2011, following its enquiry into a National Disability Scheme.

In my opinion this would have to be the most significant reform introduced to the Australian disability community. A national disability Insurance scheme is a civilised and respectful administrative process. It moves the emphasis away from people feeling like they have to beg for resources, the old welfare model, to one of entitlement and citizenship. If this initiative does come to pass, and I am a little cautious, it will almost certainly improve peoples quality of life and afford them the dignity they deserve.

Self-Managed Funding Trial

Most of you will have read the Ministers announcement of a Self Managed Funding (SMF) trial in South Australia. I have been a champion of SMF for many years and would encourage you to check it out. One of CSI's core values is empowerment which fits with the philosophy that underpins SMF. SMF enables people to have more control and choice over their lives. I'm happy to answer questions or discuss SMF with anyone who is interested.

Client Advisory Group (CAG)

I'm looking for expressions of interest from anyone who wants to join a CSI CAG. The CAG would advise the Board of Directors, and me, about support services, future directions, policy development and suggestions about improving the quality of our services to clients. CAG members can also take part in selection interviews for staff. If you are interested please contact me to discuss.

Regional Visits

I recently completed a series of visits to country regions including Whyalla, Port Augusta, Port Lincoln, Port Pirie, Murray Bridge, Kingston and Mount Barker.

I met with clients, support workers, funders and service coordinators. It was a pleasure to meet with so many people who have an association with CSI. Attracting and keeping support workers in country areas, is a real issue.

We are embarking on a regional recruitment drive to increase the number of support workers. If you know of anyone that might be interested in registering with CSI, in the country or metropolitan areas please ask them to contact me. We also plan to appoint team leaders, particularly in Country areas, to provide better support to clients and support workers. The first Team Leader, Barry Rossiter, has already started in Port Augusta.

Making Paperwork Easier

Thank you to the many support workers who asked if we could make our paperwork easier. I assure you that this is one of my top priorities for the new year. CSI processes around 50,000 invoices each year as well as thousands of contracts. It is essential that we find ways of reducing the paperwork. I'm talking to IT people and am seriously thinking about trialling a teleclock system. Teleclock registers, through using a pin number keyed into the clients telephone



Brian with mountain bike in Vietnam, October 2009





Brian's Banter

(at no cost to the client) when the worker clocks on and when they leave. This may negate the use of a signed timesheet. The contact hours are automatically registered via the telephone. We are also trying to cut down on the volume of paperwork involved in registering someone as a self-employed contractor. We are considering an on-line system to fast track the process. Any ideas or suggestions on how to streamline our processes are welcome.

Training for Self Employed Contract Workers

The final details for a level 2 personal care worker are almost complete. We are working with our training partners at the South Australian Learning Centre to implement this exciting project. Level 2 personal care includes: showering, dressing, grooming, manual handling and first aid. Those who complete the training program for level 2 will be able to use the units as a foundation to go on to do level 3. The majority of Requests for Service we get from our major funder, Disability SA, are for level 2 personal care. Therefore if support workers want to increase their skills and maximise their hours then they should enrol in this training program. Support workers without level two will soon only be offered domestic or social support type work. Please contact me.

New CSI Chairman

I am pleased to welcome Phillip Beddall as the new CSI Chairman. Some of you may know Phillip from his association with RPH radio. Phillip is an active champion for the disability community and is a member of the national alliance for young people in nursing home project as well as Chairman of Disability Advocacy and Complaints Service. Phillip also wants to encourage people to apply to take part in stage 1 of the Self Managed Funding pilot. Phillip sees

the trial as an exciting opportunity and asked me to let you know that CSI are happy to assist clients in what ever way we can to make the trial a success. Phillip wishes all clients, carers, and support staff a very happy Christmas and a safe New Year.

Board Vacancy

CSI has a vacancy on the Board for a consumer or carer. Board meetings are held monthly and a small attendance fee is paid. Please contact me if you want to find out more about becoming a board member.

Christmas Greeting

2009 has been an exciting and very busy year for CSI. I'd like to take this opportunity to thank the many clients and carers who we were privileged to serve. A great big thank you to all of our workers who, every day, provide an invaluable service that makes a difference to peoples lives. You are the unsung heroes.

I'd like to wish you all a very happy and safe Christmas and an even happier New Year. I look forward to working with you in 2010.

Brian Gillan

CSI Chief Executive.



Phillip Beddall, Chairman of the
CSI Board of Directors



MyTime

supporting parents of
children with disabilities

MyTime groups provide facilitated peer support for mums, dads, grandparents and anyone caring for children with a disability, developmental delay or chronic medical condition. Socialise and share ideas and information with others who understand the rewards and intensity of caring for a child with special needs.

Chat online with other MyTime carers!

- Are you a MyTime member and want to catch up?
- Do you want to meet other MyTime people around Australia?
- Or would you just like to find out more about MyTime before you join a group?

AMyTimeForum is now available online on the Raising Children Network (RCN). Connect with other MyTime families. Share your experiences and information online with others who understand the rewards and intensity of caring for a child with special needs.

All are welcome, members and non-members alike.

Warm regards,
MyTime Team

Parenting Research Centre
Level 5, 232 Victoria Parade
East Melbourne VIC 3002

T: 1800 889 997

F: (03) 8660 3599

E: mytime@parentingrc.org.au

W: www.mytime.net.au



Service Excellence Awards Presentation

As mentioned in a previous edition of Network, we were pleased to be advised earlier this year, that CSI was successful in achieving the Certificate level of the Service Excellence Awards. The Service Excellence Program is a joint initiative of the Department for Families and Communities and the Department of Health.

The Service Excellence Program provides organisations with an opportunity to maintain high standards and achieve better outcomes. It is a continuous improvement process which looks at all facets of our organisation.



As we were successful in achieving Certificate Level, CSI was invited to the Recognition Ceremony held at the SA Art Gallery on 8th July, 2009. At the Ceremony, the Hon. Jennifer Rankine, Minister for Disability presented CSI Chairman, Ross Sands with the Certificate and CSI staff person, Kathy Swan with the award for Service Excellence Star.

Congratulations, Kathy.



Service Excellence Certificate Level Standards:

1. Planning
2. Governance
3. Financial & Contract Management
4. People
5. Partnerships
6. Communication
7. Service Outcomes
8. Consumer Outcomes

Government of South Australia
Department for Families and Communities
Australians
a better
families



Service Excellence Principles

These principles form the foundation on which we build our systems and standards that ultimately lead to improved customer outcomes.

Customer focused - Reflecting our respect and understanding of our consumer's rights to dignity, confidentiality, information, effective communication and choice. Consumer satisfaction with services is measured and complaints and concerns addressed. Appropriate, safe and efficient services are provided ensuring a continuum of care.

Clear direction with accountability - Inspirational leadership with a strong governance structure. Desired outcomes are identified in providing the best possible services and their achievement measured.

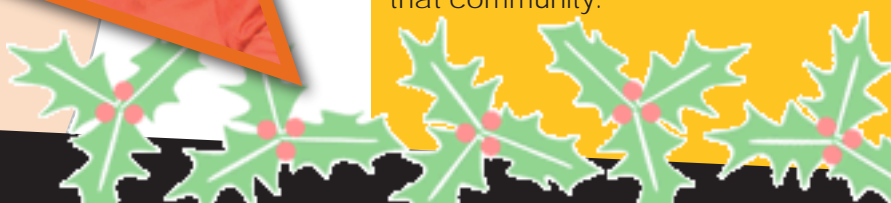
Continuous learning and innovation - Establishing quality systems and ensuring there are mechanisms that integrate continuous improvement can only add value for an organisation.

Valuing people and diversity - Tapping into people's commitment and capacity to learn at all levels of the organisation is essential. To provide a supportive flexible environment allows for people to reach their potential, whether it is staff, customers or partners.

Collaborative work practices - Understanding that strengthening and developing our relationships with our staff, customers, partners and other key stakeholders, provides many advantages in loyalty and pride in the organisation, customer satisfaction and assists to build a culture of innovation and trust.

Evidenced based decision making - Clear rationale, management of risk, analysis of the data and evaluation reports will assist to improve planning processes and services provided.

Social and ethical responsibility - Responding to the expectations of the community and adding value to that community.





Support Workers Section

What's In Your Contract?

We are currently renewing contracts that expire in December and would like to remind you to read your contract carefully and supply exactly the service and hours that are contracted. Funders may choose a different mix of service types and hours of service to the previous contract. Don't get caught out overworking a contract if the hours have been reduced. Be clear what it means when your contract refers to shared hours. This means you must share the hours with another contractor.

Our major funders – Disability SA now contracts three major service types from us. They are:

- 1. High Health needs Personal Care (Level 3 Personal Care).** This is care which requires the contractor to be credentialed by a Registered Nurse to provide the service. It includes Bladder Care, Bowel Care, Peg Feeds, Medication Administration.
- 2. Other Personal Care (Level 2 Personal Care).** This is all other Personal Care and includes bathing, showering, shaving, grooming, foot care, feeding, dressing/undressing, transfers, medical needs, oral hygiene, applying lotions.
- 3. Domestic Assistance, Social Support and Respite.** This includes transporting clients, general cleaning and domestic duties, laundry, Respite which does not include Personal Care, Social activities, Meal preparation, simple house maintenance and gardening.

Each of these service types is funded at a different rate and requires a different set of knowledge and skills. We will not contract you to perform High Health Needs Personal Care if you do not have a Certificate III in Disability Studies.

If you have been asked by anyone to supply a different service type to that advised on your contract please contact Penny Williams at this office on 8112 8000.

Operations Team

Back Up Support and Communication

The Operations Team requests that support workers or consumers who will need back up support over the Christmas period please contact us as soon as possible, to give us time to arrange for someone to fill in for the required period.

Support workers, if you can't provide your scheduled support to the consumer, please contact the consumer in the first instance, to re-schedule. If this is not possible and the consumer requires back up, then please call us.

If you have previously advised us that you have enough work and requested your status to be changed to Full, please be aware that you must let us know if this changes and you wish to be offered work. If you do not inform us, then your name will not appear on the database as being available for work.

Finance News

Employed Support Workers

Timesheets will need to be received by no later than Monday 21st December 5pm. Payroll will be run at 9am on Tuesday 22nd December in order for monies to be in bank accounts by Thursday 24th December. Consequently, no timesheets received later than 5pm Monday, will be accepted in this payroll.

Given the tight timeframe of this payroll period, can all employees please make contact with the office and confirm that their timesheet has been received?

Suzy's Soapbox



Suzy here, Support Worker Database Administrator and editor of Network and the website.

I am currently in the process of updating our website, www.csisa.org.au.

I'd like to remind all support workers that I am the contact person if you :

- have changed address
- have changed phone numbers
- have changed your email address
- have changed your availability
- wish to change status (eg Active, Full, Hold, Deregistered)
- have updated your qualifications
- wish to make a newsletter contribution

Recruitment

CSI currently requires support workers in all suburbs of Adelaide, particularly qualified workers with Cert III, Manual Handling and Senior First Aid, who live in the southern metropolitan region.

If you are interested or know someone who would be interested in becoming a self-employed support worker, please contact Kathy or Michelle in the first instance on 8112 8000.

Support Worker Commendations

These Support Workers have recently been awarded certificates of appreciation for their willingness, reliability and dependability, and for giving our consumers 110%.

Victoria Mathers
Maria Nguyen
Tony Beatrice
Bernadette Szeszycki
John Wasiewicz
Ron McIlvar
Joy Van Den Berg

Well done!



A Message From the Trainer

'The only disability in life is having a bad attitude'

Hello again everyone!

It's Christine Fiedor, CSI'S trainer in Disability Certificates III and IV.

As I mentioned in the last newsletter I am extremely passionate about improving the quality of life of people with disabilities so I am really excited and pleased to announce that CSI in conjunction with The South Australian Learning Centre (MINDA Inc) has been successful in securing limited places for the training of Certificate III in Disability.

The other exciting thing is that The South Australian Learning Centre is pleased and proud to be able to offer the brand new training package(CHC30408)-one of the first registered training organisations to do so.

The training has been funded under the Productivity Places Program for the training of existing workers. The fantastic news is that self-employed contractors are eligible! And You only have to pay a contribution of 10% of the cost of the training-that's about \$270 for a certificate III. Very appealing even if you're not Scottish!!

This would also give level II training, as this was derived from the disability training package and still includes manual handling and first aid. As self-employed contractors you are required to keep your first aid certificate current anyway. It also means that for the same cost you get a whole qualification!

This training is not a traineeship and would not run as long so you wouldn't have to give up as much of your valuable time. We can look at things like recognition of prior learning if you meet the requirements.

For those of you in country areas it may be possible if we get the numbers to come to you to conduct the training. The South Australian Learning Centre has state of the art facilities and can offer things like e-learning and video conferencing--very hi-tech.

I still believe that if you are supporting vulnerable people such as people with disabilities you really need some sort of formal training to guide you so I see this as a golden opportunity not to be missed.

So, come on, be a part of this exciting venture. Gain your qualification, build on your skills and knowledge, and make new friends.

To register your interest contact Michelle at CSI on 8112 8000.



Trainer, Christine Fiedor (above) and below with Cert III Trainee graduates.

Cert III Trainee Graduation



Judy Bickmore presents Neville Randall with his Certificate III in Disability

Certificate III Trainees

For the past 12 months or so, CSI's first group of Certificate III Trainees have been coming into the office on a fortnightly basis for training with Christine Fiedor from the SA Learning Centre. We are pleased to announce that this group of trainees have now completed their training and received their parchments.

The first trainee to complete his assessments and receive his certificate, was Neville Randall. Congratulations to Neville and the rest of the group. We look forward to your continued association with CSI.





Community Heatwave Alert

Media Alert

State Emergency Service

For media enquiries telephone the SES Media Line on (08) 8211 6176
 For SES response in storms or floods telephone 132 500. If the matter is life threatening telephone 000
 For further information on the services provided by the SES go to www.ses.sa.gov.au

EXTREME HEAT WARNING

Thursday, 12 November 2009
 Note to TV and Radio:

The following information is an IMPORTANT COMMUNITY SAFETY WARNING and therefore we seek your valuable support for this to be read frequently, particularly during weather reports, until notification of any changes to this request.

The State Emergency Service is warning South Australians that the current hot weather is a risk to public safety.

Heat related illness can result in severe health issues and can even be fatal.

The public are urged to exercise care during the hot weather and to take the following precautions:

- Drink plenty of fluids but avoid alcoholic and caffeinated drinks.
- Make regular contact with elderly relatives, friends and neighbours, especially if they live alone to ensure they are keeping cool and drinking plenty of fluids.
- Keep homes cool by closing blinds and curtains during the day and making good use of fans or air conditioners (which are on the cool setting).
- Stay indoors. Open up homes at night if it cools down.
- Limit outdoor activities to mornings and evenings.
- When outdoors wear light loose fitting clothing, as well as a broad brimmed hat, sunglasses and sunscreen.
- Ensure babies and young children stay out of the sun and give babies extra fluids, dress them lightly and keep them where it is cool.

- People with ongoing mental health conditions or dementia should continue to take their medication, keep in touch with family or friends and seek medical help if you start to feel unwell.
- Never leave children or pets unattended in the car.
- Make use of air conditioned public facilities such as shopping centres, cinemas and libraries.
- Be aware of the symptoms of heat stress and if they develop take cool baths or showers and use cool packs or wet towels to cool down.
- Remember that cordless landline telephones do not work during power outages. Make sure you have alternative means of communication.
- Consider the safety of your pets and animals. Wet them down and ensure they have adequate shade and water.

Symptoms of heat stress include headaches, lethargy, nausea and vomiting. More severe symptoms can include weakness, confusion, and in extreme cases, collapse, loss of urine output and loss of sweating.

If you are feeling unwell, contact your local GP or telephone Healthdirect Australia on 1800 022 222.

For immediate medical attention telephone 000.

For more information on extreme heat visit www.ses.sa.gov.au



Corporate Services Team:

Country callers: If you are a country caller and would like a staff member to return your call, please leave a message with the **Receptionist**.

Please ask the Receptionist :

- For General Information about CSI
- For a pad of invoices to be mailed to you

Please ask for an **Accounts Payable Officer** (Finance):

- If you have submitted an invoice that has not been paid.
- To find out if your invoice has been received for payment.
- If the amount you received in your bank account differs from your own estimated amount.
- If you would like to change your bank details.
- If you have a query relating to either taxation, obtaining an ABN (Australian Business Number) or entering into a PAYG Voluntary Agreement with CSI.
- If you have a query regarding CSI Payment Summary
- To verify the number of hours remaining on your Service Agreement
- To check accumulation of hours on your Service Agreement

Please ask for a **Customer Service Officer** (Contracts):

- When enquiring if a new or continuation of a Service Agreement has been received and processed.
- You have a question about the hours / expenses / start and end dates of your Service Agreement.
- For your Consumer's Case Manager's phone number.

Operations & Service Development Team:

Please ask for the **Consumer Service Officer** for your area:
(North, West and East, South and Country, or Personal Care)

- If you have any issues or problems in respect of your Consumer or support you are providing.
- You require a back up worker.
- You would like to cancel a Service Agreement
- To confirm that you are accepting a Service Agreement
- If you have an enquiry about a new service

Existing Support Workers, please ask for the **Database Administrator**

- Personal details have changed [e.g., name, address, phone number, etc] and need updating.
- To update your availability for work and status, e.g., to Full or On Hold
- To update your paperwork (e.g., Police check, Driver's Licence, Motor vehicle registration, First Aid or other certificates)
- To obtain a Support Worker identification card
- If you wish to resign as a Support Worker

New Applicants for CSI, please ask for the **Recruitment Coordinator**

- If registering for the first time or re-registering as a Support Worker
- To register interest in attending an information session (if applying to become a CSI Approved Support Worker)

Please ask for the **Manager, Operations & Service Development**

- If you have a compliment or complaint

Please ask for the **IT Administrator** if you have any issues with the website or require forms.

CSI Staff Movements

Departures: Jody Sachs, Sam Kimber, Lisa Chua

Arrivals: Anne-Marie Sindely

Contributions

Contact CSI
145 South Terrace
ADELAIDE SA 5000

Christmas Office Hours

Over the Christmas and New Year period, CSI will be closed only on Public Holidays.



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