



**COMMUNITY
SUPPORT INC.**

*Incorporating
SA In Home Care*



NETWORKX

www.csisa.org.au

CSI supports and empowers Consumers and their families.

CSI NEWSLETTER 27 | VOLUME 1 NETWORKX | AUTUMN 2009

A Word from the Minister for Disability

In February last year, the Rann Government announced that work was underway to provide opportunities for people with disabilities who are keen to take up the option of individualised funding.

Also known as self-managed funding, this model operates with some success in the United Kingdom and is often the topic of much debate.

As we know, the disability sector is complex and we care for a wide range of people with a myriad of needs. We are always looking for opportunities to provide better care and allow people more options and choice in the services they receive.

Since becoming Minister for Disability in July, I have worked very closely with senior Departmental officials looking at the next steps in delivering the individualised funding option.

Disability SA is finalising plans for trials to start this year. This exercise will be very important as it will allow clients, carers and departmental officials to better understand the processes, requirements and potential benefits.

From my discussions, it is clear that many people and their carers are still going to want some administrative support so it is also important to recognise that individualised funding won't suit everyone. Earlier this year, I met with Simon Duffy to discuss the InControl operations in the UK. It was very interesting to note that despite the decade-long operation of Simon's group, it is still very much early days in terms of the implementation of individualised funding. Nonetheless, the State Government will continue to work very hard on furthering our plans and I look forward to updating you very soon.

*Hon. Jennifer Rankine
Minister for Disability*



Brian's Banter

Dear Consumers, Carers and Colleagues,

Welcome to the autumn edition of NETWORKX. NETWORKX was the name chosen for our newsletter. Thank you to all who sent in suggestions. There were some interesting names put forward. I hope you will agree that NETWORKX is a good name for our newsletter and I think it has a nice resonance.

I received many questions from our last newsletter about self-managed funding. I am therefore grateful to the Minister for Disability, the Hon. Jennifer Rankine for her positive response to your enquiries. CSI currently provides a self-managed funding service to a small number of private Consumers.

It has been a very busy time at, what many people are now calling, the new CSI. CSI has undergone its biggest change since the organisation's inception in 1991. We have a new strategic plan, we've "almost" completed a whole organisational restructure and we have a more streamlined Operations unit, which combines the activities of CSI and SA In Home Care. We have a greater emphasis on customer service and have made significant quality improvements. I'd like to take this opportunity to introduce Lisa Chua, CSI's resident RN. We appointed Lisa to support our Personal support staff and to comply with the Disability SA's Health Policy guidelines. Other quality improvements include an improved recruitment process with a higher skills entry focus, a comprehensive training program and a traineeship program to assist Personal Support Workers/ Contractors to gain their Certificates III and IV in Disability services.

One thing that remains the same however, is CSI's determination to provide a quality service at a fair price. This underscores our Not For Profit Status and enables CSI to maximise our outputs and provide support to many consumers throughout Metropolitan and Rural South Australia.

The new CSI's Vision "Support and Empower Consumers and their Families" provides an insight into the change of direction that CSI has undertaken over the past 12 months. Organisational change must be underpinned by a philosophy.

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The new Vision Statement is based on our desire to do more than provide services to Consumers, we want to support Consumers and their families to maximise their right to receive a service that is responsive to their individual circumstances and, where practicable, empower Consumers to have more control over their lives. To this end we will soon be running a series of person centred planning workshops to assist consumers and their families to review their current, and plan their future, supports.

Some Interesting Statistics

Did you know that CSI provides support to over 2,200 Consumers, employs 190 Personal Support staff and has over 1,600 registered self-employed Contractors? We process 50,000 invoices a year and provided 320,000 hrs of support last year. This makes CSI one of the largest disability services in South Australia.

Information is Power

This edition of NETWORKX is packed with information I hope you will find interesting, including an invitation to attend a one day seminar about self managed funding, organised by In Control Australia. The seminar is on 5 June at Julia Farr Association (JFA) 104 Greenhill Road. (See page 4)

There is also a survey being undertaken, by staff at JFA, into difficulties experienced by people with a disability in accessing their GP. I urge anyone who wants to take part in the survey to fill in and mail the questionnaire (pages 5-6) You might win a draw for a \$30.00 grocery basket.

The University of Sydney is running a survey to find out what it costs to raise a child with an intellectual disability. If the study can find evidence of costs, it will be useful in advocating and lobbying government for more resources for people with intellectual disabilities and their families. If you are interested in participating in the study please contact the research assistant by email shorstead@med.usyd.edu.au or telephone (02) 9351 0884.

There is important information for Contractors and Personal Support staff (Employed Support Workers) about the new Enterprise Bargaining Arrangements (EBAs) and improvements in our quality standards that may mean that some Contractors and Personal Support staff (Employed Support Workers) will need to upgrade their skills. The good news is that we can help you do this through the training partnership we have with the South Australian Learning Centre.

CSI Gym Program

CSI has entered into a trial gym program with the Port Adelaide Athletic Club. The Gym program is scheduled to operate, exclusively for CSI consumers and their carers, on May 19th and will offer a training program every Friday from 10:45am to 11:45am. The cost to consumers is \$4.00. CSI will pay for a personal trainer to assist consumers. The Gym is disability friendly. If you are interested call Greg or June at Port Adelaide Athletic Club, Langham Place on 8240 1747.

Board of Directors

Also in this edition we have presented a profile of some of our Board members. You may not be aware that the CSI constitution stipulates that 4 of the 9 Directors must be a Consumer or a carer of a Consumer.

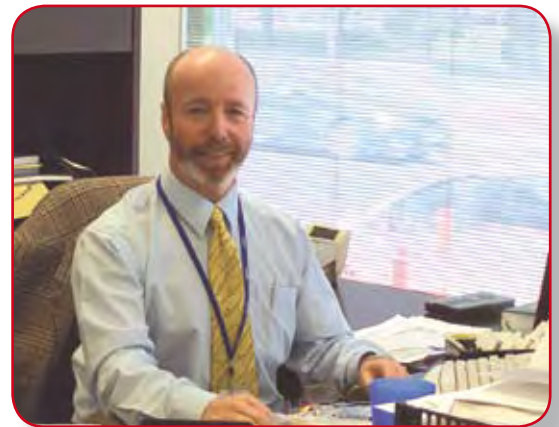
Consumers on our Board ensure that we maintain a strong focus on customer service. If you are interested in nominating to become a Board member, please send me an expression of interest, or call me to discuss.

Finally, a very special feature is a profile on a CSI-VIP. Doug, a Labrador puppy, came to CSI with his trainer Cari O'Connor. Cari is a qualified RSB Guide dog trainer and a CSI staff member. Doug joined the CSI team as part of his guide dog training program. He soon became a very popular member of staff and soon usurped me as the official figurehead of the organisation. I'm pleased to report that Doug passed all his tests, although it was touch and go as the CSI staff spoiled him with too many pats and titbits. Doug's photograph hangs in the CSI Reception foyer.

I hope you enjoy NETWORKX. This is your Newsletter. Your contributions are always welcome. Therefore any articles, information, suggestions or anything that you think would be of interest, please send to me for inclusion in the next edition.

Take care,

Brian Gillan
Chief Executive



Service Excellence Award (Quality Assurance)

Community Support Incorporated is proud to have recently been awarded the Certificate Level of Service Excellence.

Certificate Level means delivery of services in accordance with sound management principles and legal requirements that align with their strategic priorities.

Congratulations to all the team who worked hard to achieve the accreditation.

CSI will receive the Service Excellence Certificate at the award ceremony in July.

CSI Board of Directors

Introducing the CSI Board of Directors:



Back: Noel Guerin, Ben Ielasi, Nick Baldock, Annette Crawford, Ross Sands, Tony Gibbons
Front: Valerie Pate, Phillip Beddall (Absent: Helen Smith)

Chairman	Ross Sands (Dip Arch, Grad Dip. T.P., FRAIA, JP) Consumer Director, appointed to the Board 1999
Deputy Chairman & Chairman of the Audit Committee	Phillip Beddall (Assoc Dip. Journalism) Consumer Director, appointed to the Board 1996
Director & Chairman of the Finance Committee	Ben Ielasi (Chartered Accountant & Director of Perks) Appointed to the Board 2005
Director	Nick Baldock (Solicitor) Appointed 2008
Director	Annette Crawford (Marketing) Appointed 2005
Director	Noel Guerin (Managing director of USC Administrative Services Pty Ltd and USC International Pty Ltd. Founding Chief Executive of University Senior College at Adelaide University and Eynesbury College.) Appointed 2006
Director	Valerie Pate Consumer Director, Founding member 1991
Director	Helen Smith Consumer Director, appointed to the Board 1998
Director	Tony Gibbons (LL.B. M.Ed. Ph.D. Adjunct Senior Lecturer, UniSA) Appointed 2008

Profiles:

Valerie Pate, Consumer Director and founding member of the Board

CSI first began in 1991 and I have been with them since the very first meeting. For 7 of those years I held the position of Chairman. I have an adult son with dual disabilities, primarily a Brain Injury caused by a car accident in 1981, and I am his sole carer. Also I have a nephew with an Intellectual Disability, my father had Dementia and my sister has Alzheimer's, so I have been and am still involved with disabilities, or have been in one way or another for 40 years or more. It was several years after my son's accident that I became involved with CSI, and a few years later joined the Management Committee of Frank Quigley Homes for the Head Injured. With the knowledge and experience I have gained through my association with both, and many people from all walks of life that I have met, these experiences have been invaluable to me in learning and understanding the Disability Sector, People with Disabilities and their families.

Benjamin Ielasi

I have been on the board since August 2005 and have been the chairman of the finance committee for the majority of that time. I am a Chartered Accountant and am a Director of Perks Chartered Accountants, where I have worked since January 1998. Within my role, I head up the Medical & Health specialisation team at Perks who cater for the specific needs of clients in this area and profession. As part of this focus, I provide support to the students and graduates of the Adelaide University Medical School to assist them with their financial and taxation needs during and after their studies.

Tony Gibbons, LL.B. M.Ed. Ph.D., Adjunct Senior Lecturer UniSA

First year on the Board. My background is, on the one hand, teaching and then switched to training teachers and to teaching philosophy. After teaching philosophy for a number of years I did a law degree and practised as a barrister. My initial practice was in the area of crime and then I appeared as a barrister in refugee cases both here and overseas. I retired from the law in 2003 and have returned to philosophy where I am working in UniSA and writing. My latest book, 'Reflection, Science and the Virtues' came out in April 2009.

Noel Guerin, 2 years as a Director

Experience in education and business. Managing director of USC Administrative Services Pty Ltd and USC International Pty Ltd. Founding Chief Executive of University Senior College at Adelaide University and Eynesbury College.



With support and contributions from Leveda, Community Business Bureau, Life is for Living and the Julia Farr Association:

One day conference Self-directed funding in South Australia

Hear what is happening in Australia

Join the discussion on what can happen in South Australia

When: Friday 5 June 2009, 9.30am to 4.30pm

Where: Julia Farr Association, 104 Greenhill Road, Unley

Cost: \$40 per person, \$20 for concession holders, includes morning tea, lunch and afternoon tea

RSVP: Register by Wednesday 3 June 2009

(mail) PO Box 701, Unley BC 5061; (phone) 08 8373 8300; (fax) 08 8373 8373; (e) admin@incontrol.org.au

People living with disability, family members, supporters, service providers and policy makers all welcome.

Registration Form – Self-directed funding in South Australia

The total price includes GST.

Full Fees: \$40 per person

\$20 person with disability, family member, full time student

(if attendance is difficult because of cost, please contact us)

Name:

Organisation:

Mail Address:

Suburb: State: Postcode:

Phone: h: w:

Fax: Mobile:

Email:

Please specify any additional needs you have
e.g., Accessible Car Park, Personal Support, Special Diet :

Register by Wednesday 3rd June, 2009

(Mail) PO Box 701, Unley BC 5061; (Phone) 08 8373 8300; (Fax) 08 8373 8373; (e) admin@incontrol.org.au

Note: Places are limited. Registrations are not confirmed until payment has been received.



JFA SURVEY ABOUT THE EXPERIENCES AND VIEWS OF PEOPLE LIVING WITH DISABILITY ACCESSING PRIMARY HEALTHCARE

The Julia Farr Association is looking at ways that access to GPs can be improved for people living with disability. We invite you to give us feedback on your experiences and views on the ease of access and quality of service you receive from your GP (your local doctor) through completing this survey.

If you would like your details to be entered into a draw, where two winners will each receive a \$30 grocery voucher, please provide us with your contact details below.

Name:		Contact Details:	
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We ask that completed surveys be returned by no later than 1 June 2009.

1. I chose my local GP.

Yes No

2. It is easy to get into the building/reception area where my GP works.

Please circle relevant response.

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
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3. It is easy to get into the actual consulting room where my GP sees me.

Please circle relevant response.

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
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4. It is easy to get onto the examination table if my GP needs to examine me.

Please circle relevant response.

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
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Comments:

5. It is easy to use the bathroom at my GP's clinic if I need it.

Please circle relevant response.

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
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Comments:



6. My GP has good knowledge about the nature of my disability and how it can affect my overall health.

Please circle relevant response.

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
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Comments:

7. My GP seems relaxed and confident when I visit.

Please circle relevant response.

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
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Comments:

8. My GP takes time to explain things to me, and makes it easy for me to understand.

Please circle relevant response.

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
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Comments:

9. My GP provides me with a good service.

Please circle relevant response.

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
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Comments:

10. If my GP had better knowledge and interest in the nature of my disability, I would probably go to see my GP more often to help me stay well.

Please circle relevant response.

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
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Comments:

Thank you for taking the time to complete this brief survey.
Completed surveys can be emailed to Alicia Fidock at aliciaf@juliafarr.org.au or posted to:

Alicia Fidock, Research Officer, Julia Farr Association
PO BOX 701, UNLEY BUSINESS CENTRE SA 5061.

Alternatively you can contact Alicia on 8373 8311 to arrange for assistance to complete the survey either by phone or in person.

We ask that completed surveys be returned by no later than 1 June 2009.



Suzy's Soapbox Support Worker Updates

My name is Suzy, and for those who don't know me, I'm the editor of 'Networx', designer of the website and the CSI Database and IT Administrator. I am a qualified Web Designer with considerable Graphic Design experience.

I have worked at CSI since June 1999, entering data in the Service Agreements ('Contracts') processing unit for the first four years.

Since 2005, I have particularly maintained the Support Worker register as part of the Service Development Team, working in conjunction with the Operations Team. This means that apart from invoices and financial paperwork which go to Finance, I process and file all the paperwork Support Workers send to us, as well as updates and support worker ID cards.

Support Worker Registration Categories

There has been some confusion from workers from the previous Newsletter, in which we referred to both Contractors and Employees as Support Workers.

To clarify, CSI has a database of Support Workers (which now includes both Employees and Contractors) who are registered under three different categories.

Nominated self-employed Contractor

This means a Contractor who has been nominated by a Consumer or their Case Manager to only work with that particular Consumer. Nominated Contractors cannot be offered work with other Consumers.

If a Nominated Contractor wants to be offered work and become a CSI Approved Contractor, they must complete the full registration process. Interested Nominated workers should contact Karen, Recruitment Coordinator (Service Development Team) at CSI on 8112 8000 in the first instance.

CSI Approved self-employed Contractor

A CSI Approved Contractor has been through the full registration process, including interview and reference checks. A CSI Approved Contractor can be matched by Operations staff and offered work with other Consumers.

Employed Support Worker (Personal Support Staff)

An Employed Support Worker is employed by CSI (formerly by SA In Home Care), to provide support to Consumers with higher support needs, particularly personal care support, and has higher qualifications, i.e., Senior First Aid, Manual Handling, Cert III, IV or Diploma in Disability or Aged Care work (or other relevant training, e.g., Nursing), as per the requirements of DSP15.

Website

The Operations & Service Development Team also now regularly posts vacancies for support workers on the CSI website, in areas where workers are in demand.

The CSI website address is www.csisa.org.au.

Service Development Team

Since the last newsletter, our organisational structure has changed slightly. We now have a combined Operations & Service Development team.

Judy Bickmore is the Manager of the Operations & Service Development team. Penny is Team Leader of the Operations team which matches workers with Consumers, but Judy is Manager of both teams.

The Service Development team is primarily involved with recruitment, training and registration of Support Workers and ensuring that the Support Worker database is maintained.



Service Development Team:
(Back) Karen, Judy, (Front) Jody, Suzy

Web SMS

To save time and achieve a quicker response, the Operations Team staff (Consumer Service Officers) when matching support workers with Consumers, may send SMS texts to multiple Support Workers' mobiles, rather than phoning each individual. When a Support Worker responds, please note that it is on a first come first served basis, i.e., whoever responds first may be the person who is given the job being offered.

Consumer Service Officers may also advise Support Workers by SMS when a Rollover (continuation of existing support) is received at CSI, or if details on the agreement have changed. Once the Contracts department has processed the agreement, it will then be sent to the Support Worker either by mail or email. If the Support Worker does not have a mobile, Consumer Service Officers will phone.

SMS messages are sent to support workers via the computer system. This means you can respond to the SMS, but please do not attempt to call the mobile number, as it is connected to the computer system. If phoning, you must contact us on the central phone number, 8112 8000.

Consumer Service Officers must be contacted regarding SMS messages, so that Support Workers' intentions are clear.

A Couple of Reminders to Support Workers

Support workers should not advise Case Managers about pay rates. If a Case Manager wishes to query a rate or any other information, they must contact CSI on 8112 8000 in the first instance.

Support workers - if you are taking time off from supporting your Consumer, please give CSI **at least a week's notice** to enable matching staff to find someone to act as your back up Support Worker for the time you are away.

Important Information for All Support Workers (Contractors & Employees)

Transition Phase - SAIHC and CSI

As we are in the process of incorporating SA In Home Care with CSI, we are also in the process of merging two databases into one system.

This means that in the near future, we will be sending out information to Employed Support Workers (Personal Support staff) who have been with us since the inception of SA In Home Care, to ask them for updated information, to assist us when matching with Consumers, and to get everyone up to date.

Employed Support Workers will now have a registration number to quote, the same as our Contractors have.

Employed Support Workers are employed by CSI under the Disability Services Award as of June, 2008. If you would like to see a copy of the Disability Services Award, please contact us on 8112 8000, or come into the office.

Payroll Information for both Self-Employed Contractors and Employed Support Workers:

It is important that Contractors and Employed Support Workers (Personal Support staff) send in completed invoices and rosters for payment AS SOON AS POSSIBLE.

It has come to our attention that a minority of self-employed Contractors are still sitting on invoices for up to 12 months before submitting them to CSI.

Please note that this is not advisable. It is preferred that Contractors send in invoices on a regular basis, for the term of the service agreement.

Disability SA have advised that CSI/SAIHC Support Workers will need to submit ALL June invoices /timesheets by 15th July, 2009 in order to receive payment.

Contractors please note that your prescribed CSI invoice clearly states 'Payment will be made within 10 working days of receipt at CSI if all details on the invoice are correct.'

Support Worker Commendations

**Lesley Dreschler
Leigh Majer
Jacqui Dodd
Melissa Spek
Emma Wong
Mary Bainrot
Margaret Caridi
Maxine Rumbelow
Jess Thomas
Julie Szymanik
Paul Medley**



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

Well done!

Attention all Personal Support Staff (Employed Support Workers)

The Fair Work Act 2009, replaces the former Australian Workplace Agreements (AWAs), and has been passed by the Federal Government. This means that every employee, including casual employees, must have an Enterprise Bargaining Agreement (EBA).

I will soon write to every CSI Personal Support Worker (employed support worker) with a draft EBA and encourage you to discuss the agreement with me. One of the Key elements of the Fair Work Act is that no one should be disadvantaged. The new EBA will include the national 10 Employment Standards:

1. Hours of Work
2. Parental Leave
3. Flexible Work for Parents
4. Annual Leave
5. Personal Carers and Compassionate Leave
6. Community Service Leave
7. Public Holidays
8. Information in the Workplace
9. Notice of Termination and Redundancy
10. Long Service Leave

I encourage you to look at the Fair Work Australia website and check out modern awards. This will give you all the relevant information to assist you in understanding the rules conditions that make up an EBA.

If you have any concerns about the proposed EBA please contact me to discuss. I look forward to discussing your EBA with you.

Talk soon

Brian Gillan, Chief Executive

New Payroll System for Employed Support Workers:

For economic and efficiency reasons, CSI has decided to outsource its payroll system. This is to take effect from the end of June, 2009. This means a couple of key things for our Personal Support staff (Employed Support Workers):

1. Timesheets MUST be received by 5pm on the Tuesday at the end of the pay period, otherwise you WILL NOT BE PAID.
2. Through the new system, you have the chance to view your payslip via a secure website. If you are unable to do this, we can provide you with a hard copy pay slip. We will be writing to you all individually with more information about this.

Condolences

Our condolences to Cathy Rilstone & family on the passing of Contractor Graham Rilstone. Mr. Rilstone had been a support worker with CSI since 2005 and recently passed away after a long illness.

Traineeships

Traineeships for self-employed CSI Contractors

Dear Contractors,

QUALITY IMPROVEMENT AT CSI

The Department for Families and Communities developed a new set of guidelines for the Direct Health Support of People with a Disability. These guidelines evolved from the previous DSP 15 policy that aimed to improve the quality of service provision to People with Disabilities. The new guidelines highlight the need for Support Workers to be appropriately trained, and in some cases credentialed, in order to provide services.

If you want to provide support to people that are considered to have level 2 or 3 health care requirements, or the consumer requires personal care, then you will need to have a certificate III in Disability or Aged Care.

CSI is unique in that we have over 1,600 registered self employed contractors who provide a range of support to our consumers. However, as a self employed contractor, it is your responsibility to ensure that you have the necessary skills to undertake the work that CSI offers you.

If you want to maximise your options, then you really do need to obtain an appropriate qualification. If not, then you are limiting yourself to only being offered lower level work like cleaning, meal preparation, shopping, etc.

The good news is that CSI can assist you to get your Certificate III in Disability Studies for free, by enrolling in our traineeship program. The usual cost of studying for a Certificate III is around \$2000 to \$3000. In order to gain entry to the traineeship program you would need to register your interest with Karen, Recruitment Coordinator at CSI. Traineeships can only be offered to staff members therefore you would need to become a CSI Employee (Personal Support Worker). This would not preclude you from continuing to be a self-employed Contractor. **You can be both.**

Alternatively, I can assist you to enrol in a 2 day training program, for a nominal fee, which as a self-employed Contractor, you can claim as a legitimate tax expense, where you will gain the elementary skills to provide services to Consumers with level 2 health care requirements.

I hope you view these quality improvements as a positive step in providing services to People with Disabilities. It is high time that we viewed ourselves as Direct Support Professionals. Making a commitment to improve our skills and keeping up with training is an essential element in professional development. CSI wants to lift the bar in relation to skills. It is therefore incumbent in all of us to work together to meet this exciting challenge. Our consumers deserve no less.

Please contact me on 8112 8000 if you wish to discuss.

Brian Gillan
Chief Executive

A Message from the Trainer

"The only disability in life is having a bad attitude."

Hello everyone! My name is Christine Fiedor and I've been training in Disability Certificates III and IV for almost 10 years. I'm extremely passionate about improving the quality of life of people with disabilities. As vulnerable people, they deserve to be supported by knowledgeable and skilled workers.

When the document supporting that workers have a base qualification of Certificate III in Disability in 2005, I welcomed and supported it. I still do. The way I see it, training gives the workers the affirmation that they do already possess skills and knowledge, but it also gives what we in the trade call underpinning knowledge – why you do what you do. So it actually builds on your skills and knowledge.

Let's be honest about it. We don't always learn the best practice from experience. Add to that, when you look at the definition of disability and that it includes 'any disease causing pathogen', the scope of disability is enormous. That also means that it is impossible to know everything in this business. There is never a day goes by when I don't learn something else about disability. This makes it all the more challenging, but interesting.

The South Australian Learning Centre (most of us know it as Minda Inc.) is pleased and proud to be in partnership with CSI in offering the opportunity for workers to take up a traineeship of Cert III in Disability. And it's at the very appealing cost of nothing to you. (Before you ask – yes, I am Scottish!)

We provide a relaxed, informal and supportive learning environment where everyone's input is valued. The students' testimonials say it all (refer to page 10).

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

I can be contacted on 8422 6520 or email
christine.fiedor@minda.asn.au

Traineeships for Country Contractors

CSI is aware that Support Workers in rural regions of South Australia may wish to apply for a Certificate III in Disability traineeship. At present, the 12 month training course is done at the CSI office in Adelaide.

Christine Fiedor, our trainer is willing to be flexible with the training, for example, provide blocks of training, rather than the full course, or evening courses if country Support Workers are able to attend. Some modules cannot be provided without the presence of the trainer, as they require supervision. If enough country Support Workers express interest, then traineeships could be provided in rural areas.

The issue we have is in getting the numbers to make it worthwhile. Please contact Karen at CSI on 8112 8000 in the first instance, to register your interest.

Up-Skilling for the Future

The new State Government DSP15 legislation has introduced mandatory levels of qualifications for disability Support Workers in SA. Not only does this policy benchmark new standards in health support across the sector, it ensures that people with disabilities are receiving quality services from qualified Support Workers.



Certificate IV in Disability Trainees at CSI March, 2009

While CSI has responded to these changes by commencing a traineeship program whereby workers are trained in the minimum Certificate III in Community Service, we have also been successful in winning funding to further develop a select group of individuals who already hold this level of qualification.

Lead by noted trainer, Christine Fiedor, from the South Australian Learning and Development Centre, a keen group of 20 individuals recently embarked on a journey which will see them back in the classroom for the next 8 months. This committed group of professionals are looking forward to extending their knowledge and learning from each other as they up-skill to Certificate IV level. We wish them all the best!

Testimonials from Certificate III Trainees

"To me, this course is like a dream come true, because I also have a more stable job and I have a regular income. So I think this is wonderful and I am very happy."

"... There is a great need for this training and I encourage anyone in this industry to do the training, as we never stop learning something new every week. It has been very rewarding to myself and will benefit my clients in many ways."

"... the friendships formed have helped diminish feelings of being 'out there on your own', which are common to many disability workers. We share, support and enjoy each others company immensely. I would recommend this training to anyone who is serious about providing relevant and meaningful care to people with disabilities."

"Doing this course has been extremely valuable and has encouraged me to go further with my studies, so to help my clients fulfil their daily lives and activities and to provide a greater service to them."

"I have discovered the Certificate III training to be a valuable tool in helping support clients, obtain and maintain a better quality of life."

"By doing the Certificate III in Disability, it will give my clients the assurance that their care worker is qualified for the service they are providing to them, and that the care worker knows what he/she is doing."

"Certificate III in Disability is giving me the knowledge to provide support to people with disability, It helps me to assist consumers with personal care; to communicate with clients in a sensitive and caring manner, as well as to provide first aid. With all the knowledge I can carry out my duties in a professional and efficient manner."

"My experience has taught me a lot, but the course has proven to be of great value to me. It has consolidated my thoughts and opened my eyes even more to what is happening to the clients we work for."

"Having others in the class who have been working in the industry for much longer periods of time than me, is an added bonus, because their input, coupled with the course content taught on the day helps tremendously. This is probably why the course is so successful for me."

"What this course has taught me is how little I really did know, how much you learn from the experiences of other support workers and what an improvement to my approach to my work this can bring."

Creating Links and Opening Doors to the Community

CSI staff had the recent pleasure of hearing Canadian disability professional, Janet Klees, make a presentation on how she assisted a group of 7 individuals with a disability to become regular and valued members of their local community.

While the process of integration took time, a concerted effort and is still an evolving concept for some of those she works with, Janet shared the valuable lessons she has learnt in her journey so far. These insights are useful to families, support workers and agencies that may be assisting individuals to make friends and pursue worthwhile community activities:

Janet's tips for making friends include:

- You can't create a relationship but you can design and promote opportunities where a friendship might spark.
- The magic ingredient is PEOPLE. You need to identify venues or find activities to become involved in that are populated. You need to ensure the individual has a presence in the chosen place.
- The chosen activities need to promote the person in a positive light, be age appropriate and be a something that society values.
- You need to attend frequently and at the same time each visit so the same people get to know you (and ask after you if you are not there for some reason).
- The support worker/ carer is important in finding common ground that forms the basis for conversations between others and the individual. They also role model how communication works best with the individual.
- Individuals should share information about themselves and find out about a little about others (remembering this for next time).
- One on one activity with the support worker/carers (like going to the movies) although fun, is unlikely to spark meaningful relationships with others because you would rarely see the same people again.
- Assist the individual to learn the skills of chatting. - Smile at people, comment on something obvious, be helpful to others, and notice the things you have in common with different people.

Most of us don't register that making friends takes certain ingredients and skills. But by being aware of these simple tips and designing opportunities that create maximum exposure to like minded people, you'll have a terrific head start.

Have Your Say!

Feedback from Consumers and Support Workers:

"As a newcomer to CSI, I really appreciate the newsletter that arrived last week, especially the addition of photos. They make a huge difference to how one thinks about the office staff - from way out here in Caloote."

"Loved the newsletter. We would like to submit a photo for the next newsletter."

(Right) Photo of Contractor Jan Muller and consumer Amanda Smith. Jan has supported Amanda, a consumer with CSI for 10 years.



"...In the 90s CSI did Brain Injury Forums which were brilliant and I am interested in CSI having a Dementia and Alzheimer's information forum."

"My suggestion for the name of our Newsletter, 'Happy Feats', as we make a difference to our consumers' lives and it gives us a real 'buzz' when we achieve good outcomes for them, and it's bright and cheerful.

I think it's a great idea to have at least two forums a year. Maybe a dinner meeting and followed by an open discussion. Some places do cater for small conferences and have rooms set up as such. It's also a great way to get to know others. I feel this is really important for carers, as you can feel quite isolated."



"My client, Tania Marshall's sister gave her a little dog and it had no kennel, so I made her one." - Glenda Kerber (CSI Contractor)

We think there's a dog in there!

"...The new look newsletter was great. I loved seeing photos of your staff."

Contractor Victor Zemancheff contributed these photos of himself providing support to consumers.



Gully Go-Getters Aktion Club



The Gully Go-Getters Aktion Club was formed in 1995 with support from the former IDSC (now incorporated into Disability SA). The CEO Richard Bruggerman was the guest speaker at the foundation dinner.

Support Worker (Contractor) Greg Anderson has been supporting the club through CSI since 2003.



The club is a community service & social group composed of adult citizens who have an intellectual disability. Members of an Aktion Club strive to serve the community while developing important skills and self esteem from recognition of their efforts. The goals are to develop initiative and leadership, to provide experience in working together, to serve the community and to prepare for useful citizenship.

People with an intellectual disability often have many skills but little opportunity to develop and apply them. These people have few chances to interact with members of their local community and are frequently socially isolated. Given opportunities and support they could be making valuable contributions to themselves and to the world about them.

There are five clubs in Adelaide all supported by Kiwanis clubs:

Tea Tree Gully, Burnside, Brighton, Adelaide Hills and South Coast. The Go-Getters will have their annual hand-over meeting in May.



Gully-Go Getters Aktion Club BBQ, December 2008



Doug the Guide Dog

Hi. My name is Doug and I am an RSB guide dog.

Over the past 5 months I have been practising my guide dog skills, by coming into the CSI office, as I want to grow up into the best guide dog in the world.

At the beginning of February '09 I was tested to see if I was good enough to start school. With the help of the RSB staff and my Puppy Educator Cari, I passed my test and now I can start school.



My last day at CSI was on the 6th of March. I had to say goodbye to all my work friends and also Cari and her family. To show that CSI was proud of me they had a morning tea in my honour.

I have been at school now for a few weeks and I love it.

The trainers say that I am doing

very well for someone that is so young. I must go, as I have to help one of the trainers find the bus.

See you,

Doug (Guide Dog in Training)

CSI Staff Movements

Departures: David Fowden, Angela Creagh, Graeme Rintoul, Robyn Runcevich, Shazz Weaver, Kate Robertson

Appointments: Fiona Caruana, Chris Chapman, Jody Sachs, Lisa Chua, Sam Kimber, Shane Mc Cann

Best wishes to Dimi and her family...

I have been with CSI for the past 9 years and have worked in many different roles. Shortly I will be going on maternity leave for the birth of our second child which is due early July. Our first child, Georgia, is 2 years old and is also very excited about the arrival of a new brother or sister. It is most certainly a very exciting time for our family as we await the new arrival. There is plenty to do around the house such as setting up the nursery and trying to find some sort of space for everything we have accumulated.

I would like to thank everyone at CSI for your ongoing support. I would further like to thank all our Support Workers, Case Managers, Consumers and anyone else I have had the pleasure to work with.



Dimitra Barbara

Contact Us



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