



NEWSLETTER

www.csisa.org.au

Making a positive difference to people with a disability and their families.

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Brian's Banter

Dear Consumers, Carers and Colleagues,

Welcome to our combined newsletter for consumers, family members and or carers and colleagues. By colleagues, I mean self employed contractors and SA In Home Care personal support staff. I look forward to your feedback about the newsletter and would encourage you to make the newsletter your own by submitting articles or comments that you think would be of interest to others. Moreover, if you are interested in volunteering to be part of a newsletter editing group please contact me.

To start our new newsletter, I propose to run a contest for an appropriate name. The winner will receive a movie and dinner deal for two. Transport from your home and back will be offered to anyone who requires it. The Chairman of CSI, Mr. Ross Sands, will choose the winning entry. So, get your suggestions to me for a chance to win this great prize. Competition closes on **21st November, 2008 at 5pm.**

Photographs

I'm looking for pictures of consumers, carers, colleagues, even your pets, to put in our annual report and to hang on the wall of the CSI Reception area at 145 South Terrace. This is to highlight that we are a people-focussed organisation, and what better way to do this than to publically display pictures of the very people that represent our organisation? If you are interested in having your photograph taken for display, then please contact me.

Consumer Advisory Group (CAG)

As a way of involving consumers more in the business and directions of CSI & SAIHC, I would like to invite Expressions Of Interest (EOI) from anyone who wants to become a member of a CAG. CAGs play an important role in ensuring that the organisation remains connected to outcomes that are in the best interest of consumers. CAG members would be typically be involved in staff recruitment, policy reviews, ensuring complaints

are responded to appropriately, contributing articles to the newsletter and advising on quality improvement initiatives. If you are interested, or if you want to discuss further, please contact me.

New Strategic Directions

I am pleased to inform you that CSI & SAIHC have a new set of strategic directions which will prescribe the work of our organisation over the next three years. Three consultations were held with staff, consumers/carers and stakeholders to develop the strategic directions. In order of priority the strategic directions are:

1. To be a quality service provider and employer;
2. To develop positive relationships with consumers and their families;
3. To ensure organisational efficiency and viability;
4. Extend the range of services;
5. Grow the consumer base;
6. Improve our image.

I am now in the process of developing a set of objectives and key performance indicators to achieve the strategic directions. I look forward to publishing our new strategic plan.



Brian Gillan, Chief Executive

Organisational Restructure

In keeping with the new strategic directions, we have already made some systems changes to improve our organisational efficiency. A single Operations and Consumer Services unit has been established to work across SAIHC and CSI.

Penny Williams is the Team Leader of the Operations unit.

Penny is supported by the other members of the team. The Operations team ensure that consumers and support workers are matched appropriately, coordinating services to consumers and strive to improve quality outcomes.



Operations Team: Michelle, Penny, David, Raelene and Angela

Robyn Runcevich manages the busy Finance and Contracts unit and through a magical process, that would test the entire ATO's administration, makes sure that all contract workers and staff get paid. Robyn will now have an added responsibility, to administer the SAIHC payment system.



Corporate Services Team (Finance, Contracts & Admin)
Maria, Jenny, Dimi, Kathy, Tess, Robyn, Toni and Danielle

Self-Managed Funding

Many consumers have asked me about the availability of a self-managed funding package. At CSI we have established a self-managed funding service that has an incremental charge out rate. For example, we can act as a broker whereby we would hold the consumer's funding in an account, register the nominated workers as contractors, hence paying their insurance and tax etc, and upon receipt of a signed invoice pay the workers the stated amount. Alternatively we can provide an increased level of support to meet the consumer requests. Disability SA has yet to decide on a self-managed funding policy. My view is that it is inevitable that self-managed funding will be introduced in SA. Therefore if any consumer is interested in registering their interest in a self-managed funding service, please contact me for more details.

Regular Forum

Some consumers and support staff have asked me to re-start the regular forums that CSI used to hold. I'm very happy to do this. Can you let me know what topics or the format that you would find interesting? I'd also be interested in hearing from anyone who would be interested in helping organise a regular forum.

Parent to Parent Program

In Queensland and Victoria a group of parents of children with a disability developed a successful program called Parent to Parent. The Parent to Parent program has many advantages one of which is person centred planning. Person centred planning involves building a network around the consumer and a plan for the future. The following is an article from a parent who took part in the parent to parent program and is now keen to establish the program in SA. If you are interesting in finding out more about parent to parent or person-centred planning please contact me.

Brian Gillan
Chief Executive

Person to Person

"In 2006 my husband and I attended a workshop to look at planning a future for our son Andrew. We knew we needed to think about every parent's nightmare. "What happens when I die?"

This workshop proved to be a catalyst for our family. It enabled us to refocus and put aside the time together to plan for the future.

During the workshop we and other families did posters and a picture began to emerge. It was really helpful to have a facilitator that was a parent and to share with the other families. We explored What are Andrew's Gifts, Strengths and Interests? This was a revelation! Most people always tell us what is wrong with Andrew.

Then we asked ourselves the following questions and put the answers on posters. The following are some of our answers. We discussed our posters with Andrew and made some changes based on his opinions.

What people like and admire about Andrew?

- Social
- Caring and compassionate
- Considerate of others
- Family focussed
- Self determining
- Independent
- Honest
- An equal

What is important to Andrew?

- He must feel that he is contributing to the welfare of others
- Volunteering
- Contact with people, as he is a social being
- He likes to organise as this is a way he feels that he contributes
- That others are reliable

Person to Person (continued)

- Having his own space and place and that everything is in place
- Being consulted about everything going on in his life

What do others need to know to support Andrew?

- He can be nervous in new situations
- Andrew likes to make all his own choices
- Needs assistance in preparing his shopping list
- Andrew likes to be independent and will ask for assistance in the supermarket
- Andrew has a white cane but prefers not to use it and needs to be encouraged to do so
- He requires assistance with reading and interpreting signs in public places

How does Andrew want to be part of his community?

- To be a volunteer
- To contribute and help others at his local church
- To be organised and do his own shopping and banking
- Coffee at Millie's Bakery

What are the attributes of the people that Andrew wants to support him?

- Proactive in supporting his interests
- Being family oriented
- Considerate and know to consult Andrew
- See Andrew as an individual and an equal, and respect his opinions and goals

What do they have in common?

- Social, like making new friends
- Being caring and compassionate toward others
- Share their own family lives
- Like drinking coffee
- Healthy lifestyle



Since we have had our plan there have been many good things happening for Andrew.

CSI Consumer, Andrew

- Andrew walks to church on his own using his white cane
- He volunteers at the church with morning tea.
- His responsibilities have progressively increased. He is now valued as the most reliant volunteer on the roster to the extent that the church has now arranged for the installation of a temperature controlled hot water service for Andrew's safety. He is now automatically included in other church activities. Last month Andrew was in his element as an organiser as he was site manager at a men's working bee.
- Millie's Bakery staff expects Andrew to drop in for coffee on his own or with support workers. These casual visits have over time extended to a genuine friendship and one the staff members is delighted to be part of Andrew's support circle.
- In his own community Andrew can now get his own money from the bank, take his prescription to the chemist, pick up his magazines from the newsagent and goes to the supermarket.

He is now known in his community and this keeps him safe as people willingly look out for him.

Andrew has set new goals, his social confidence has increased, he is less frustrated, has a more positive outlook on life and the whole family is happier.

We can now step back, enjoy Andrew's increased independence.

We now know some of Andrew's dreams are possible and we are beginning to strengthen Andrew's informal support so paid supports will become a smaller part of his life. We are more assured of Andrew having a fulfilling life beyond ours.

We use the plan as a tool for negotiating services, familiarising support workers with Andrew's needs and setting up a network of support. We don't have to tell our story over and over again. To us, spending the time and energy doing a plan has had huge benefits and made all our lives easier."



We build strong **PEOPLE**
strong **FAMILIES** strong **COMMUNITIES**

RECREATION LINK-UP

Do you know a person with a disability that is seeking to link into community recreation activities?



Ben gives Lawn Bowls a go...

Recreation Link-up assisted Ben in developing a Personal Recreation Plan to achieve his goals to get out and active. He chose to receive information on Lawn Bowls, Shooting, Fishing, and later Canoeing. He joined a canoe club, was swimming once a week and here he talks about his lawn bowls experience...

"Rec Link-up hooked me up with a place to join a wheelchair lawn bowls team. I was introduced to a member of the team and had a practise with him. Then I joined myself. If it wasn't for Rec Link-up I might not have found the club where there were other wheelchair players. The service they gave me was exceptional!"

If you would like to use this FREE service,

Please contact: Rebecca

Phone: 8200 2508

Email: rec.linkup@ymca.org.au

www.sa.ymca.org.au

Linking people with a disability into recreation and their community

It's your choice – You can make it happen!

SA In Home Care - Employees

Welcome!

Welcome to the many consumers and staff who have joined us in recent times and thank you for choosing SA In Home Care. We hope that your time with SA In Home Care is rewarding whether you are receiving or providing support. We are always keen to hear your feedback about what we do well and what we could improve.

Another Pay rise!

All staff employed under the Disability Services Award will receive a pay rise from the first full pay period after October 1st 2008. For Level 1.1 employees the permanent rate goes to \$16.13 per hour (\$19.36 per hour for casual staff). For Level 2.1 employees the rate goes to \$20.14 (casual), another benefit of having shifted to Award conditions.

Leave Application Forms

We have introduced leave application forms for employees to enable us to more systematically track staff on leave, shifts that need covering etc. These are to be used by all employees. Please contact us if you need a form issued.

Condolences

Sadly two of our consumers - Luke Allen and Susan Moore passed away recently. They will be remembered fondly by all who worked with them. We offer our condolences to both the Moore and Allen families.

We also offer our condolences to the family of Contractor Sonia Marie, who was recently tragically killed in a car accident in the Adelaide hills. Sonia had been a Contractor with CSI since 1999.

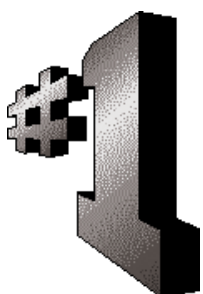
News from the Finance Unit

Contractors please note that the last payrun before Christmas will be on Tuesday **23rd December, 2008**

Support Worker Commendations

The following support workers (Contractors and SAIHC Employees) have recently been awarded certificates of appreciation for their willingness, reliability and dependability, and for giving our consumers 110%.

Well done!



David Newman
Janette Nelson
Lyn Fortune
Lynn Robinson
Jess Thomas
Maxine Rumbelow

CSI Values

- * Consumer Empowerment
- * Respect
- * Integrity
- * Sustainability

Support Workers - Operations Team

The Operations Team is interested in hearing from any support workers interested in providing overnight or whole weekend respite. If this is you, please call 8112 8000 and let us know.

Our 'Senior Support Worker' David Fowden has been liaising with consumers, workers and Case Managers and other agencies, with an aim to improve and enhance our service delivery.



David Fowden, Senior Support Worker

He is based in the city but also travels around Adelaide listening to our consumers concerns and assessing their needs and levels of support. He will also provide emergency support where possible and assist with any problem-solving strategies, using his helpful resources.

If you are working for CSI and you need some support in liaising with your consumers and Case Managers, he will be more than happy to offer you assistance.

If you are a consumer and would like to discuss your support needs, please also feel free to contact David.

If you have any concerns or would just like to introduce yourself to David please feel free to call him on 8112 8000.

Support Worker Get-Togethers

We have received some feedback recently from both consumers and workers feeling that they would benefit from having some informal get togethers with other consumers and support workers.

We would welcome hearing from you if this is something that you would be interested in and if so, what sort of an activity would suit you. Please contact David Fowden at CSI, on 8112 8000 if you are interested.



Suzy's Section Contractor & SAIHC Employee Updates



Compulsory Annual Police Checks

CSI has recently been notified by the Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA) that as an organisation, we must comply with new legislation, which stipulates that if you are working with a vulnerable person (i.e., child) aged 18 years or younger, you will now be required to undergo an **annual** CSI CrimTrac police check, rather than once every three years as we previously specified. NB: SAPOL NPC copies are not acceptable, as outline in Contractor News Bulletin, March-April 2007.

If you accept a contract with a consumer who is under 18, it is compulsory that you also update your police check with us annually, when requested to do so. Non-compliance will result in invoice payment suspension.

In addition to the requirement for an annual police check, if your police record changes, concerning a 'serious' or 'other offence', you are required to notify CSI within 48 hours.

A 'serious offence' means:

- A crime or offence involving the death of a person;
- A sex-related offence or crime, including offences of sexual assault against an adult or minor, child pornography, or an indecent act involving a minor, or
- A crime or offence involving dishonesty, fraud, money laundering, insider dealing or any other financial offence or crime, including those under legislation relating to companies, banking, insurance or other financial services.

'Other offence' means:

- A conviction, finding of guilt, on-the-spot fine for, or court order relating to:
- An apprehended violence of protection order made against the person: or
- One or more traffic offences involving speeding more than 30 km over the speed limit, injury to a person or damage to property, or
- A crime or offence involving the consumption, dealing in, possession or handling of alcohol, a prohibited drug, narcotic or other prohibited substance, or
- A crime of offence involving violence against or the injury, but excluding the death of a person.

Please note that there will be no cost to you involved for the CrimTrac police check, as all costs will be incurred by CSI. You simply need to complete the **consent form** and **attach 100 points of photocopied identification** and return these to CSI.

Contractors/SAIHC Employees who are working with adult consumers will not be required to do an annual police check, but we will continue to request a compulsory three-yearly CrimTrac police check update.

Mandatory Notification

If you are working with a consumer under 18, it is also assumed that you have had, or are prepared to do some kind of Mandatory Notification Training.

If you have already completed a training course, please send in a copy of your certificate to Suzy.

If you would like further information regarding Mandatory Notification, Notification Responsibilities and Procedures, please refer to the information booklet, "Terms, Conditions and Legal Information for Support Workers", or phone Suzy to request a copy.

Grand West Contractor Insurance

For your information, the current **Grand West** Public & Products Liability and Personal Accident Indemnity insurance documents for support workers have been uploaded to the CSI website.

Please go to <http://www.csisa.org.au> for further details. Or if you prefer, you may request copies by phoning us on 8112 8000.

Training Certificates

Support workers, if you have completed or updated any of the following and not supplied us with a copy, please send a copy in to Suzy at CSI, so that our database can be updated.

- Certificate III, IV or Diploma in a relevant field
- Manual Handling
- First Aid
- Mandatory Notification

or any other training relevant to support work

New Motor Vehicle Inspection Requirements

With reference to the 'Service Delivery principles for Support Workers' booklet, all Contractors and SAIHC Employees are required to comply with the following standard requirements.

If documents are not supplied each time renewed, it may become necessary for CSI to stop you from working on the service agreement.

Contractors and SAIHC employees must supply an up to date Motor Vehicle Registration receipt each time it is renewed, and each time the vehicle is serviced, the mechanic must complete a Support Worker Motor Vehicle Inspection checklist.



A Friendly Reminder

All Contractors and SAIHC employees are required to:

- Have a valid South Australian driver's licence before transporting Consumers.
- Submit a copy of their driver's licence and motor vehicle registration receipt for records, each time they are renewed.
- Notify CSI of any medical conditions, licence cancellation or other restriction that may affect their ability to transport Consumers, within fourteen (14) days.
- Observe the 'rules of the road' and agree to transport Consumers in a safe, comfortable and reliable manner.
- Be familiar with the vehicle in which they will transport Consumers and with the conditions of the environment to be traversed (e.g., unsealed roads).
- Be responsible in reporting, to appropriate parties, any cases of accident or other emergency.
- Conduct visual inspections to ensure that vehicles are safe prior to transporting Consumers (e.g., secure any loose, or potentially loose, items appropriately).
- Organise an annual service/roadworthy safety check by an accredited or qualified person.
- **Register the vehicle, including third party property insurance and provide a copy of your motor vehicle registration receipt to CSI each time upon renewal.**

Certificate III

CSI Approved Contractors, If you are interested in doing CSI's in-house Certificate III training, please phone Karen at CSI on 8112 8000 to register your interest.

Country Contractors, please phone Karen to have your name placed on the list. If we receive sufficient expressions of interest, we may be able to offer training in rural areas in the near future.



Contractor Certificate III trainees at CSI, October 2008

Alternative Formats

If you need your Newsletter in another format, e.g., Large Print, or Braille or you would like to receive your Newsletter via email, please contact the editor of CSI Newsletter, Suzy on 8112 8000 or email to: [sstefany@csisa.org.au](mailto:ssstefany@csisa.org.au).

CSI Consumer and Support Worker Surveys - April 2008

As many of you would know, we conducted a survey of our consumers and a sample of our contractors and support workers/employees earlier this year. We were very pleased with the response rate to the survey and would like to share some of the results with you.

Consumers

81% of consumers indicated they are happy with the services provided by their support worker.

43% of consumers who completed the survey told us that they have had the same support worker for over 2 years.

95% of consumers said they would recommend using CSI and SAIHC to others.

Support Workers

Most CSI contractors have been contracting to CSI for over 5 years.

70% of workers feel that they are provided with enough information when taking on new clients

75% of workers who completed the survey said they would welcome more training.

36% rated the level of customer service by office staff as excellent and 43% rated it as good.

A full report of the results from the surveys will soon be available on our website at www.csisa.org.au

In addition to these statistics, we were also very pleased with the many comments we received, particularly the suggestions on ways that we can improve the quality of service we provide to consumers. The surveys have now been passed onto our Senior Support Worker who is going through them and following up on the many comments that were made. Some consumers made mention about the hours and/or type of support that they receive, such as they would like to receive more hours etc. Unfortunately this is a decision that is not made by us at CSI, rather it is the Case Manager who decides on the type and number of hours of service. These queries will need to be taken up with Case Managers directly.

We are pleased to report that we have actioned some of the suggestions made as part of the surveys conducted this year. These include:

- We have introduced a traineeship program for our self employed contractors. The first group of trainees are now well underway to achieving their Certificate III in Disability. We are looking to introduce the second round of trainees very soon.
- We have employed a Senior Support Worker to conduct such activities as OHS&W checks on new consumer's homes and to liaise with support workers, consumers and case managers.
- We have increased the hourly rate being paid to self employed contractors and employees through SAIHC.
- Many of you said that you were unsure of who to contact at CSI for the various queries you may have. For that reason, we have included a contact list as part of this newsletter to provide you with that information.

Thank you again for your assistance in completing the surveys. We welcome your suggestions and input at any time.

Have Your Say!

Newsletter Contributions

If you would like to make a suggestion, or contribute an article for the next Newsletter, you may contact us by the following methods:

Mail: Community Support Incorporated
145 South Terrace, ADELAIDE SA 5000

email: csi@csisa.org.au

Tel: 8112 8000

Fax: 8112 8001

TTY: 8112 8006

website: www.csisa.org.au

We have had interest from both consumers and support workers wanting to have a section in the Newsletter for YOU to have a say.

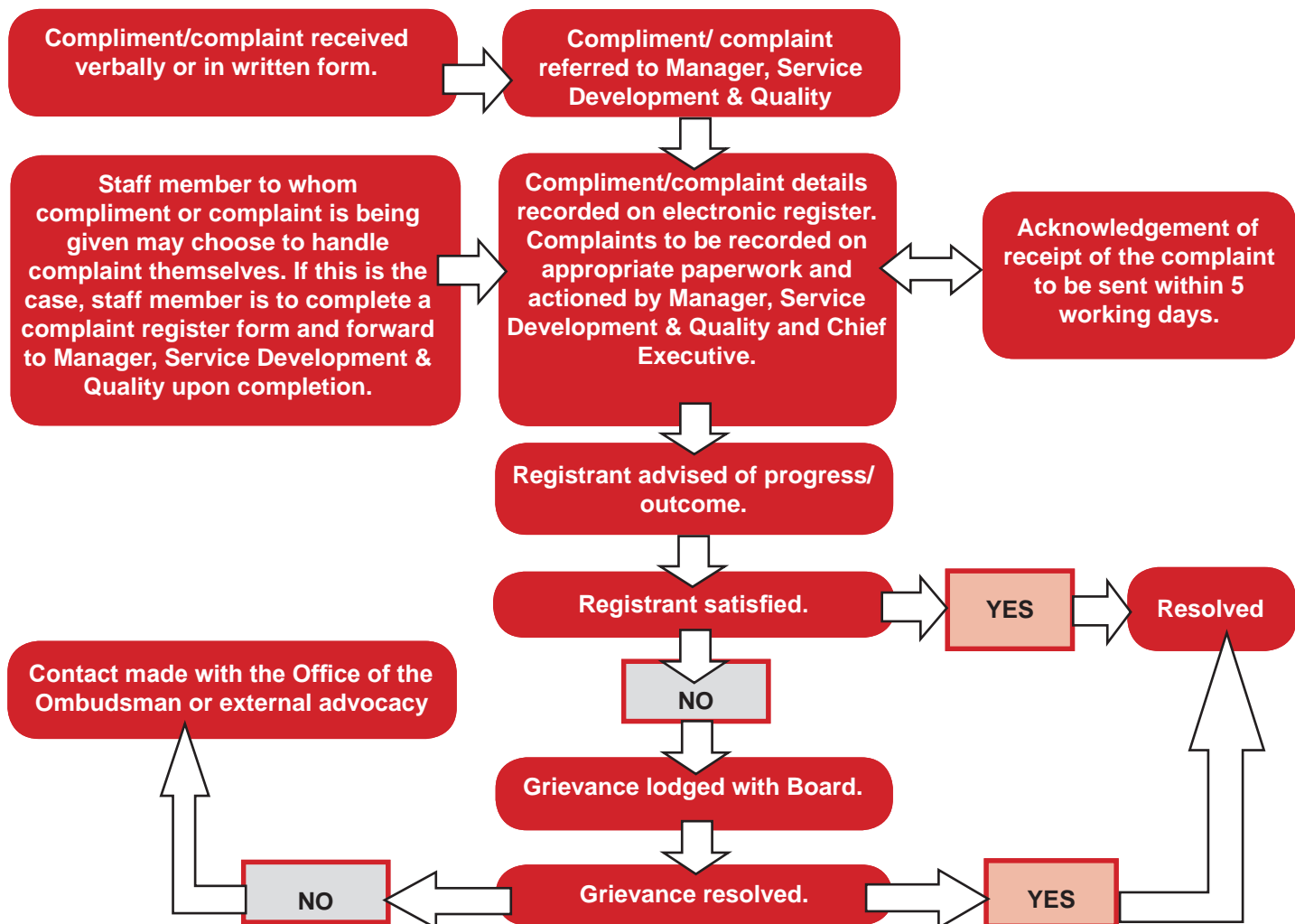


We would welcome your feedback on our services and ideas, for ways in which we can improve our services. You can do this anytime by contacting Judy Bickmore in the office on 8112 8000, but you may also wish to use the newsletter to communicate with others.

This regular column will also be a good way for you to let others know of any activities that may be of interest to other workers or consumers.

The next edition of CSI News will be out just before Christmas, so if you have anything to add, please email the editor, Suzy at [sstefany@csisa.org.au](mailto:ssstefany@csisa.org.au) or phone Suzy on 8112 8000 before the end of November.

The Compliments and Complaints Process - Flow Chart





Contacting CSI Staff



Kathy Swan, CSI Receptionist

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/SAIHC
- For a pad of invoices to be mailed to you

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

- 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 Unit):

- 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.

Service Development & Quality Team:

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 or SAIHC, 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/SAIHC Support Worker)

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

- If you have a compliment or complaint

Please ask for the **Respite Service Coordinator** if enquiring about the Respite for Older Carers Program

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

Operations & Consumer Services Team:

Please ask for the **Consumer Service Officer** for your area:

(North, West and East, South and Country, or SA In Home 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

CSI Staff Movements:

Goodbye to Yvonne, Que and Matthew who have moved on from CSI/SAIHC.
Michelle is a welcome new member of the Operations Team.