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2021 is fast approaching and with exciting new plans just around the corner, we are all looking forward to celebrating 40 years of providing respite, assisted holidays and recreational programs here at EBL. In the last decade, EBL services has grown from supporting 80 families to over 800 today. Thank you for being part of this incredible journey with us. We are so grateful for your continued support and can't wait to celebrate with you in the new year!

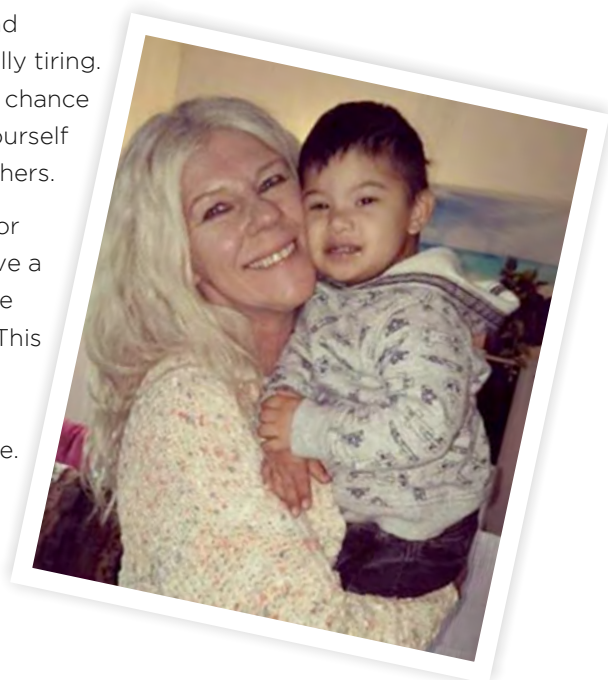
Why respite care for children is good for families

It can be hard to take a break from caring for your child. But we all know that it's good for you, your family and your child.

Caring can be stressful and emotionally and physically tiring. Taking a break gives you the chance to recharge and look after yourself or spend quality time with others.

Respite care is also a break for your child. Your child can have a change from her usual routine and do something different. This helps children to develop new skills, meet new friends and build some independence.

(Continued on page 6)





From the Chair

This year's AGM was held in line with COVID-19 safety guidelines, and for that reason we did not encourage personal attendance, but gave everyone the alternative option of attending via Zoom. I note, however, that there were sufficient members actually present to satisfy the requirements of the Constitution.

I read back through my address at our AGM last year, and reflected on all of the events that EBL staff and clients, and indeed everyone in this State and the whole country, have witnessed since then. And none of them could ever have been predicted or planned for. 12 months ago, our most important goals were to continue working to excel in the NDIS environment, and to preserve our cash resources.

We have indeed achieved those goals, and alongside those goals, we have met the COVID-19 challenges as well, which Wendy has highlighted. Considering that the world as we knew it has been turned upside down and inside out, EBL's achievements are all the more extraordinary.

While we have focused on the safe and stable operation of our business in the time of COVID-19, earlier this year the Board proposed to the EBL Foundation that it made more sense for the assets of the Foundation to be re-absorbed into EBL. The Foundation agreed with this proposal, and shortly prior to the end of the financial year, after undertaking all proper due diligence in tax and related areas, the Foundation was liquidated, and the process of rolling its assets back into EBL Disability Services commenced. That process is now nearly complete.

I want to thank all the members of the Foundation Board, and particularly its convenor Tracey Edwards, for their efforts over the years, and their willingness to support EBL's wishes.

As the state grappled with devastating bushfires, and all of us pondered on how we could help in both financial and practical ways, we heard early reports of a flu-like virus that had broken out in China. Very quickly the infection rate increased exponentially, and it became apparent that all countries were facing a pandemic, for the first time in most people's memory.

On behalf of all the EBL Board I commend our CEO, Wendy Warren for the incredible job she and her team have done in this environment.

I have always said that the greatest asset this organisation has is its workers. I observed first hand the efforts of carers to safeguard the wellbeing of their clients, to find ways to keep them interested, engaged and happy during lockdown periods. The many admin staff that suddenly found themselves working from home rose to the occasion brilliantly. And those that stayed in the office, willingly took on extra hours and extra responsibilities where required. Care parcels and Easter presents went out to every home. And I know just how important those small gestures were. The gatherings that we have all shared and enjoyed, like the Carers' Mystery Bus Tour, and the EBL Christmas Party cannot happen this year. So we will do our best to find ways to compensate where possible.

I don't think I exaggerate when I say that this organisation has met all these challenges and achieved outcomes that some others in the sector have found pretty impressive.

But no-one can say that the Covid threat is over. Additionally, the Royal Commission into Aged Services is highlighting many issues and flaws that are also translatable to the disability sector. And who will ever be able to forget the shocking story of Anne Marie Smith. Some of the issues that have been highlighted by the state and federal enquiries give much pause for thought. The criminal aspect of the whole matter is still unfolding, but I have no doubt matters relating to governance, oversight, directors, staff qualifications, reporting mechanisms, just to name a few, will unfold in the next year.

So there will be more challenges for us, hopefully not quite as great as this year, but the landscape is forever changed, and we don't yet have any proper understanding of what the future will really look like. It's a week by week process of checking, reviewing, carefully expanding services where we can, and checking and checking again.

I hope that our next AGM will be back in its usual format, and I will have the opportunity to chat with clients, carers and staff, and share a cup of tea and a biscuit – but for now, we will remain vigilant and err on the side of caution.

Finally, on behalf of all of the Board, I wish to acknowledge the support and contributions of retiring Board members Andrew Sterzl, Tracey Edwards and Phil Donaldson. And I also extend a welcome to our new Board member, Sanjay Shah, who has great knowledge of EBL, having most recently been a member of Foundation Board, but for many years prior to that, a member of the EBL Board.

Sue Chapman

Chairperson
EBL Disability Services

“

The best and most beautiful things in the world cannot be seen or even touched – they must be felt with the heart.

”



A Word from Wendy

The past 12 months will go on record as the most challenging year of our lives. COVID-19 has brought to the forefront the impact of the pandemic on the health and wellbeing of communities across the globe. Within our own community we will continue to work with participants, their families/carers, and the broader disability community to develop initiatives to keep people safe. We will continue to support family and friends within SA health guidelines, as we learn to live with coronavirus.

Despite the challenges, EBL Disability Services ended the year on a high note in terms of service provision and financial strength. Since the beginning of March we have focused on our COVID-19 response which includes maintaining safe service provision for participants, staff and family members. I am extremely proud of our achievements and have immense respect and appreciation for our dedicated employees, EBL Board and Foundation who worked tirelessly to support our efforts through these challenging times.

In late 2019, we conducted an in-depth evaluation of our technical and non-technical operations across every area of the organisation as we grappled with the ever increasing NDIS bureaucracy. And, in early 2020 we used the data gained through the evaluation process to commence work on rebuilding our infrastructure and business processing in order to deliver more efficiencies. This work ensures we are able to better meet the needs of participants and their families as the NDIS continues to evolve.

At the beginning of 2020, we were coming to terms with the terrible bushfires across Australia and then the pandemic hit. Very quickly our focus changed from NDIS

infrastructure building to responding to a new set of challenges. Our primary focus shifted to keeping people safe, hand hygiene, finding toilet paper, sourcing PPE, and securing food supplies for our community.

Regretfully, the social distancing guidelines and restrictions meant that we could not deliver some of our services in the usual manner. One of our services changed and did not return to post lockdown numbers. However, I am pleased to report that nearly all programs are back up and running at full capacity. This result is testimony to the efforts of South Australians who have supported Premier Marshall's strong stance on mitigating the risk of infection in our state.

Notwithstanding the impact of the pandemic, we have emerged stronger and more motivated to build resilience across the organisation. The year ahead will see a concentrated focus on participant and staff wellbeing as we start to plan for what lies ahead. And while it seems that COVID-19 is something we will all have to live with for the foreseeable future we will continue to keep the safety and wellbeing of our community at the forefront of our work.

Wishing you all a Merry Christmas and Happy New Year.

Wendy Warren

Chief Executive
EBL Disability Services



EBL Carer Advisory Group

We are fortunate that South Australians have dealt with Covid 19 well and our lives are returning to some normality. We are now accustomed to the hand sanitiser, temperature checks, social distancing, restricted numbers at our favourite Cafe's, sports and many other events. However, we must not become too complacent therefore EBL services will be continuing the same hygiene practices at all of their facilities to keep clients and families safe.

It is a relief to have our children returning to their Day Options and now EBL has been able to increase the numbers attending respite. EBL, along with other providers, have had to make some adjustments to their services whether for safety reasons or to bring more efficiency within the service. The Day Options my daughter was attending prior to Covid 19 were no longer offering a service that was suitable to her needs so a change was necessary. While changes are possible under NDIS if required it does not mean it is easy for our children to cope with.

While NDIS is now established in all states of Australia there are still constant changes with the system. We are seeing many new businesses offering services to the disability sector who are not registered with NDIS. While not all businesses have to be registered this also means they do not have to adhere to the same compliance and audits of a larger organisation. We must ask ourselves whether this puts our child at more risk if using one of these services. I would have thought the death of Ann Marie Smith earlier this year would have brought about improved compliance so we can feel assured our children are being cared for and all services are following the same guidelines. In late 2019 EBL received

the results of their NDIS audit. The outcome of the NDIS Commission was Zero non-conformity – an impressive result and one which is unusual for NDIS service providers. I feel very comforted that I know my daughter is in excellent care.

I do hope that next year we are able to provide the usual 4 Carers morning tea's. If you would like to get in touch about any concerns you may have please don't hesitate to call me on **0411483976**. I would like to finish with some feedback I have received recently from a mother who uses EBL respite on a regular basis.

"A few months ago, I fell at home and ended up in hospital with fractures and cracks to numerous bones and was in rehabilitation for many weeks. EBL was so helpful and organised my daughters respite for the weekdays and arranged for her day options to collect and return her to the respite house. EBL organised with my extended family on what was needed for her to feel secure and still carry on with her normal routine. Weekends with her Aunts and Uncles meant that I was able to see my daughter. It was a relief to me that EBL Program Manager, Tanya Gallas was able to work with my family to secure the assistance I required at short notice." - Jane.

Wishing you all a Merry Christmas and a Happy New Year on behalf of the Carers Advisory Group (CAG).

Dawn Brodie

Convenor

EBL Carer Advisory Group

(Continued from cover)

Formal respite care services

You might have a range of respite options depending on where you live, how old your child is, what your child needs and what you want to get out of respite care. Many respite services including EBL have waiting lists, so it's a good idea to plan ahead. EBL Disability Services has offered four main forms of respite for over 38 years. This includes:

Centre-based respite

This is when your child stays at our Yarnbrook Cottages which is centre-based and often involves groups with similar interests. Our centre-based respite team also use Yarnbrook Cottages as a base to arrange group activities, meet for specific day outings and meet to head off on holiday programs or camps.

Community access (or day respite)

This kind of respite gets your child involved in activities that can help them develop independent living and social skills. This could be a group in a community centre or a group who come together to venture out to enjoy activities of shared interest.

Short-term accommodation

This is when your child stays at Yarnbrook Cottages which is considered a cottage-style respite house. It might be overnight or for a longer stay.

Emergency respite

Most respite care services need to be booked in advance, but EBL Disability Services has a long history of providing emergency and short-term crisis care if you're unexpectedly unable to care for your child – for example, if you're ill.

Emergency respite care might be for a few hours, overnight or for several days or more.

Here's how to find out about emergency respite care in your area:

- Call your local Commonwealth Respite and Carelink Centre on **1800 052 222** during business hours, or on **1800 059 059** for emergency respite support at other times.
- Contact the Carer Gateway on **1800 422 737**, Monday to Friday 8am-6pm.

Benefits of Respite

Relaxation	Respite gives families peace of mind, helps them to relax, and renews their humor and energy;
Enjoyment	Respite allows families to enjoy favorite pastimes and pursue new interests and activities;
Stability	Respite improves the family's ability to cope with the daily responsibilities and maintain stability during crisis;
Preservation	Respite helps preserve the family unit and lessens the pressures that might lead to out-of-home placement, divorce, abuse and neglect;
Involvement	Respite allows a families time off to become involved in community activities and to feel less isolated
Time off	Respite allows a family to take that much needed vacation, spend time together, or time alone, and
Enrichment	Respite makes it possible for family members to establish individual identifies and to enrich their own growth and development.

Often, we hear the question, "Who takes care of the caregiver?" Caregivers can include not only parents, but also brothers and sisters, grandparents, and extended family and friends. Respite gives the caregiver the opportunity to rest, or to take care of personal matters, to enjoy some personal time, and occasionally, to be relieved of the constant need to care for a child with a disability or chronic illness.

The person with a disability also benefits from respite care, gaining the opportunity to build new relationships and move toward independence. In many families, it is common for children to attend day care or after school care, interact with peers and adults outside the family, and stay with a child provider while the parents enjoy a night out. Respite provides these same opportunities for children with special needs.

For older individuals with a disability, respite care can assist in building skills needed for independent living. Since the most appropriate living situation for many adults with a disability is in a group home or other supported living environment, out-of-home respite care can enable families to test this option, explore community resources and prepare themselves and their family member with a disability for transition into adult-hood and living away from home.

EBL is a registered NDIS Provider.

We are often asked what is the difference between a 'registered' vs 'non-registered' provider.

Registered NDIS Provider vs Non-registered NDIS Provider

Not all providers choose to be registered with the NDIS Commission. However, registration provides some assurance to NDIS participants that the provider's services and supports meet the level of quality and safety stated in the NDIS Practice Standards.

Can I use a non-registered service provider?

You are only able to select providers who are not NDIS registered service providers if you are self-managing your NDIS plan.

If you are managing your plan with the help of a Support Coordinator or LAC, all service providers selected to deliver supports **must be registered by the NDIA**.

If you choose a service provider who is not registered with the NDIS, you should ensure you are satisfied that they can offer an appropriate level of quality and safeguards.

Why should I choose a registered service provider?

Service providers who are registered with the NDIA have met requirements regarding qualifications, approvals, experience and capacity for the approved supports.

The NDIS Quality and Safeguarding Framework provides a nationally consistent approach to help empower and support NDIS participants to exercise choice and control, while ensuring appropriate safeguards are in place, establishing the expectation that providers and their staff will deliver high quality supports.

By registering with the NDIA, a service provider is **obligated to comply** with a number of laws, guidelines, policies and service standards, which non-registered providers may not comply with.

EBL Disability Services is a registered provider who goes to great lengths to ensure compliance against all available NDIS indicators. What this means for your child or family member is that we must:

- comply with the conditions of NDIS registration stated on our certification of registration
- demonstrate compliance with the NDIS Practice Standards for our relevant registration groups (which are determined by the types of services and supports EBL Disability Services deliver), including through a quality audit
- comply with the NDIS Code of Conduct in our organisation and support employees to meet its requirements
- have an in-house complaints management and resolution system to record and manage any complaints we receive, and support NDIS participants or other relevant concerned parties to make a complaint
- have an in-house incident management system, and notify the NDIS Commission should a reportable incident occur
- fulfil worker screening requirements and ensure all workers have been screened thoroughly before commencing work with EBL Disability Services
- where applicable, meet the behaviour support requirements, including reporting the use of restrictive practices to the NDIS Commission.

All workers of registered NDIS providers complete a worker orientation e-learning module called 'Quality, Safety and You', that covers human rights, respect, risk, and the roles and responsibilities of NDIS workers.

The NDIS Commission provides information and guidance to support registered providers like EBL Disability Services to meet the registration obligations under the NDIS Act 2013. It monitors registered providers for compliance with the conditions of registration, and **has the power to suspend, vary or revoke registration**.

Details on quality and safeguards requirements under the NDIS Commission can be found in the NDIS legislation, rules and policies at bit.ly/NDISRulesPolicies

In summary, as a registered provider you can be assured of the most robust monitoring and auditing framework to ensure we are doing everything possible to keep your child and/or family member safe and their wellbeing and independence at the forefront of our work.

Meet Our Respite Leadership Team



Program Manager, Tanya Gallas

Tanya oversees the adult and children's respite service, holiday camps, recreational programs and day options. The Child Services Supervisor Christina and Adult Services Supervisor Lillian support Tanya to operate the Daveron Park Respite Cottages, which is a very important service for EBL supporting over 100 families of children with developmental disabilities. Tanya has been busy contacting families and improving the service compliance, processes, and systems over the past 3 months. In particular, we have had very positive feedback about the changes she and the team have made to the 'booking-in' process. If you wish to speak with her directly, please call the office on **8252 1000** or her mobile on **0477 600 083**.

Tanya's Profile

Tanya is a dedicated mother to her two children. She has lived experience of disability and an in-depth understanding of developmental dyspraxia. In particular, her personal experience of early therapeutic intervention for her son has been a key motivator in building a career in disability, child, and adolescent welfare. Tanya has a history of meeting compliance in the childcare industry, including operational and staff management. She has worked in the childcare industry for 11.5 years across all age groups (6 weeks – 12 years). Including in a Team Leader and Director role. She has managed a team of 22 staff and managed the operations of a 76-place centre. This experience has involved supporting various children with additional needs, helping them to transition into an inclusive environment within the centre, assisting with individual therapy sessions, support planning, and implementation. Her experience working within EBL in a support worker and service coordinator position over many years makes her well suited to managing the respite service. Especially, in an environment of increasing NDIS legislative compliance and workforce sustainability risks. We are delighted with her progress in the role of Program Manager.



Child Services Supervisor, Christina Schubert

Christina works alongside Tanya to oversee the children's respite service. Many of you already know Christina as a passionate and caring support worker from Daveron Park Childrens service. If you wish to speak with her directly please call the office on **8255 5411**.

Christina's Profile

Christina is a devoted grandmother to three-year-old Javier diagnosed with T21 at birth. She is a strong advocate for children with disability and extremely passionate about safeguarding and early therapeutic intervention.

Christina enjoys all aspects of her work at EBL. In particular, she is motivated by a strong sense of purpose to make a positive impact on those children she supports. In her words, "I enjoy making each and every child feel special. If I can make them smile and feel at ease I know my work is making a difference".

Christina has first-hand experience of the benefits of early intervention through supporting her grandson Javier, who has progressed in leaps and bounds achieving all developmental milestones due to the intensive therapy interventions he has received in the family home.

Christina is a strong advocate for people with disabilities and is committed to making a genuine difference. Her role as Supervisor of the children's service is integral to supporting Tanya and the team in delivering a quality, caring and compassionate service.



Adult Services Supervisor, Lillian Odhigu

Lillian works alongside Tanya and Christina to oversee the adult respite service. Many of you already know Lillian as a compassionate and caring person who has been working at Daveron Park Adult respite service as a support worker. If you wish to speak with her directly, please call the office on **8287 4399**.

Lillian's Profile

Lillian started her career as an Electronic Engineer. She always wanted to please her papa who dreamed that one day she would become an engineer just like him. Lillian's family moved to Malaysia for work and later migrated to Australia 10 years ago. Lillian is a bubbly, compassionate and people oriented person. She loves cheering and motivating

others on to achieve their best in life. Her new career path in disability and aging started in a volunteer administrative role with an aged care provider. Lillian's inspiration to pursue a career in disability came from witnessing people's life transformation when they experience simple acts of kindness and compassion.

So, she took a break to look after her son and help him to transition into school and settle in their new country, Australia. In 2017, Lillian started work as a disability support worker which opened her heart to the reward of being selfless and supporting others. Lillian says this new experience "opened my heart to show kindness and compassion even when people lack capacity to appreciate the genuine care".

Lillian has a strong background in skill development, specifically in teaching people with disability to do things for themselves, empowering their independence. Lillian has supported individuals to become more independent in areas of interest such as; housekeeping, budgeting, shopping, arts, and engaging with their community. "I am so excited to bring my passion, compassion and energy to the role of Supervisor, Adult Respite Services.

Our journey to further improving the respite experience for participants and families includes the following exciting new plans.

- Our new respite centre plans are underway. We look forward to sharing more information about the new centre at Daveron Park in the new year..
- We have a dedicated team working intensively across all respite, community participation, day options, and recreational activities to develop new tailored support plans for your child/family member.
- We want to better understand each person's individual needs, and work together to help them reach their goals.
- Our new plans include regular and skilled staff working at each site.
- New programs with more enjoyable spaces for your children.
- Faster booking in and out process.
- We will manage risk well to ensure every participant gets the right level of support and are safe from harm.

We will be doing this work alongside Tanya, Christina and the respite team who come with a passion to create a great place for participants, staff and families.

Support Coordination 'Conflict of Interest'

On 30th September, 2020 EBL Disability Services wrote to Support Coordination participants, nominees, carers and family to advise our difficult decision to cease providing Support Coordination services from 30th October 2020. This included those individuals and families who use our Supported Independent Living (SIL), Short Term Accommodation (STA/ Respite) and Day Options programs. This decision has been driven by a number of factors but most importantly due to the recent government announcement, which addresses the potential conflicts of interest between participants and their SIL providers who also provide Support Coordination services.

Since the inception of the Support Coordination service in 2015, we have strived to minimise the risk of the potential conflicts of interest. However, this arrangement is still perceived by the NDIA as a concern because each Support Coordinator has a significant influence over the way a participant implements their plan. In particular, the recently released SIL Consultation Paper states that: 'The NDIA has found high variability among providers in terms of the degree of independence between the two functions, and it is unclear whether participants have true choice and control when their SIL provider is also their Support Coordinator.'

We recognise the importance of each participant experiencing a planned and coordinated transition from Enable Support Coordination to a new provider. Therefore, we committed to a seamless transition for the participants.

We did this by:

- (1) Providing a list of the available Support Coordinators who have specific knowledge and skills to assist you to achieve your goals.
- (2) Assisting each participant to coordinate with a potential new provider if they requested our assistance.
- (3) Sending all relevant information/ reports to the new provider to complete a handover where consent was provided.

We sincerely thank participants and their families for their support over the past 5 years since the EBL Support Coordination service commenced. We hope through this period the service provided value in terms of transitioning you from the old Dept. Communities and Social Inclusion (DCSI), Grant Funded services to the new independent world of the NDIS.

We lead by example, treating all in our community with genuine respect and equity.

Disability Consulting Update

Decision Time! The Top 10 Things NDIS Participants want in a Provider

By Aviva Beecher Kelk

Written on July 29, 2020

I spend most days talking to NDIS participants and their families and support coordinators, connecting them with service providers. My team also collects participants' reviews of NDIS services and hears all about what matters to them.

I was speaking to a provider last week who asked me, "How do I differentiate myself from all the other plan managers and support work providers out there?" I said, "Wow, GREAT question!" I wish more people asked me that! It's key to attracting participants and keeping them happy for the long haul. I am so interested in this topic that I did a PhD on it.

As a social worker, I'm interested in this topic because we want the NDIS market to be able to deliver social equity... and markets aren't known for their strength in evenly distributing resources.

There's a lot of discussion in literature and policy about "market stewardship" (what we need to do to make markets work), but almost none of it is about what consumers need. From where I'm sitting, if the NDIS market needs to work for anyone, it's consumers.

So in my PhD research, I asked participants, family members and coordinators about how they choose NDIS providers – or how they wish they could choose NDIS providers.

Let's be honest, you want to read PhD even less than you want to read an NDIS quarterly report, so I've broken it right down into a clickbait-style top-10 list. I've popped some quotes in to illustrate what each point is about. You're welcome.

1. I TRUST YOU AND I FEEL SAFE

This was the most important issue by a long shot. It describes the participant and their family feeling heard, understood, prioritised and respected. That includes being listened to, having their beliefs and values upheld; and it includes the provider "going above and beyond". For example, one participant described a provider's willingness to spend time answering his questions before signing a service agreement as "a good indicator about whether it's about helping you or if it's just about getting another client."

2. YOUR STAFF ARE QUALIFIED AND EXPERIENCED

Naturally, participants want to know if your staff have the knowledge and expertise to help them achieve their goals. And it's not all about qualifications – demonstrating understanding and experience is just as important. Participants ask, "Do you have experience in this area? When you talk to me, do you sound like you know what you're talking about?" "Do you understand the NDIS and the legal stuff?"

3. YOU COMMUNICATE RESPONSIVELY AND RELIABLY

Most participants see good communication as a proxy for just about every other aspect of service.

Communication is seen as part of the treatment or intervention itself, assisting with navigating complex systems, and manages expectations and allows problems to be fixed immediately or even preventatively. Participants also said that good communication creates trust and makes sure that service provision is all about the customer.

For example, one participant felt that those providers who spoke directly to her son (the NDIS

participant) and greeted him first were the only ones she'd choose. One participant had an agency who "just never call back" but she stayed with them because they liked their worker so much, but another was about to leave the provider for the same reason – they didn't answer her calls.

4. YOUR STAFF ARE APPROPRIATE FOR ME

A lot of participants feel that an appropriate personality fit between worker and participant is more important than qualifications. A passionate quote from one participant illustrates this point well: "I'll walk over broken coals for really good staff members – I'll put up with crappy communication and not great customer service, and honestly I don't care if the staff are qualified and experienced... I care if they can do what I need." This also includes whether available staff are of an appropriate gender and age, and finally, whether you appear have enough staff in your pool and will be able to consistently fill all the shifts needed.

5. YOU PERSONALISE THE EXPERIENCE FOR ME

Participants want to know if providers can adjust their services around their specific needs and preferences. They also want to make sure their expectations are managed about what can and can't be provided. This includes planning for the future and crises, especially for those clients with progressive or fluctuating conditions.

It also includes clarity around what the provider will not do, i.e. what their physical, cultural or religious limitations might be, for example: "Some entities would balk at the idea of taking a client to Sexpo."

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Restrictive Practice and why EBL cannot impose a Restrictive Practice without the appropriate authority

Often individuals or family members ask EBL staff to implement practices when caring for their loved ones that are not possible under the NDIS without approval. While we do our best to support everyone's requests it is important to understand that on occasions we cannot carry out specific requests until a formal process has been undertaken.

What are (Regulated) Restrictive Practices?

(Regulated) Restrictive Practices are any practices that have the effect of restricting the rights or freedom of movement of a person with disability. This can include restraint (chemical, mechanical, social or physical) and seclusion (keeping someone in isolation). Some of the major examples are locking the fridge, cupboard, external doors, locking personal belongings away or use of medication for the primary purpose of influencing a person's behaviour.

Why can't EBL enforce the same practices as I do at home – such as making my child go to bed at a set time, or taking their phone away from them?

EBL cannot enforce the same practices that you implement at home, as EBL is a registered NDIS provider and we must promote and encourage choice and control amongst all participants in line with the Convention on the Rights of Persons with Disabilities. Therefore, if a participant chooses not to partake in an activity or chooses to decline a suggestion from a support staff then EBL Support staff are required to respect the chosen request of the participant and act accordingly on their nominated request. Going against the participants request and enforcing a practice would be deemed a restrictive practice by the NDIS Commission and would be going against the participants right of choice and control. All Restrictive Practices we implement

in our services have to go through an approval process, which includes obtaining consent from the appropriate authorised person. This means each person who required a restrictive practice needs to be assessed by a behaviour specialist as a part of developing a Positive Behaviour Support Plan.

What is a Positive Behaviour Support Plan (PBSP)?

PBSP is an individualised written document, which is developed by a behaviour specialist. Behaviour specialists collaboratively work with the person with disability and their support people to gain a holistic understanding of the communication purpose/ functions of the behaviour and outlines the individualised behaviour strategies according to their support environment. The PBSP can be used as a guide to best support or interact with the person to ensure that the people in their entire support network communicate with the person in the same manner. Behaviour specialists assess the implemented Restrictive Practices during the plan development to ensure that those practices are the last resort and the person with disability's choice and control are appropriately considered.

Do I need a PBSP for my child?

If you're family member requires EBL to implement any practices that are considered Restrictive Practices, we have to request you to prepare a PBSP. However, we will still discuss the PBSP with you to ensure we

are always implementing the least restrictive approaches. If your family member already has a PBSP but EBL is not listed as an 'Implementing Provider' in the plan, then we will have to ask you to update the plan accordingly. Respite Program Manager, Tanya Gallas can work through this process with you and guide you every step of the way.

What if my child doesn't have appropriate funds in his/her NDIS plan to develop one?

It is important to recognise that each person's situation is different so please touch base with Tanya and she will guide you.

Yoshi's new role

As an NDIS registered provider, EBL must demonstrate how we provide high quality and safe supports and services to our participants. My primary role as a Quality Improvement Manager is to ensure that EBL is compliant with relevant NDIS legislation and policy frameworks. I also facilitate the development of individualised and evidence-informed behaviour support plans, implementing, ongoing monitoring and reviewing those support plans in consultation with the participants' support people and their behaviour specialists.

I have gained valuable knowledge of the NDIS legislative framework, as well as available specialists' support services through my previous Specialist Support Coordinator role. I am the same as many of you who are reading this newsletter, always thinking about 'how can we do this better?'.

Positive Behaviour Support Plans are not a remedy. They do not tell us how to make people learn or behave. They only tell us how to change **OUR** behaviours to modify the environment to increase the likelihood participants learn new skills. Therefore, it is essential for me to collaboratively work with the participants and their support people, which include their family, managers, support workers and support coordinators. I need those people's experience and knowledge to understand what a meaningful life looks like for each participant and improve their support environment.

I look forward to working with you. I am quite confident that I cannot achieve the goals without your support.



EBL Finance Manager, Nidhi with beautiful baby Aria

Name: Aria May Agarwal

Weight: 2.85 kgs

DOB: 08/09/2020

Meaning of name: melody in Italian and noble in Persian :)



New Booking System – Respite Service

Over the last months there has been quite a few exciting changes within the Respite service at Davoren Park with one of the main changes being the booking in process.

We identified that the booking in process was a very busy time for many of our families with a lot happening in one space.

As a team, we wanted to find a way to make this process easier for all our families that use our STA service. With that in mind, we implemented a second office within the Davoren Park site which now allows us the opportunity to book in two families at the same time, reducing families waiting time and congestion within the front of the house.

This new process has been welcomed by many of our families who have already been lucky enough to experience this new process within the Davoren Park site.

Please continue to watch the respite sites as we have many new and exciting changes that we will continue to implement within our service. We hope you are as excited as we are about these changes developing. The respite team is positive, energized and excited for the future. In recent times, we have

welcomed a number of new families to respite. EBL would like to personally thank them for their support and the trust they place in our team. We are excited to share our new Respite building plans with you in 2021. From the entire respite team, we wish everyone a very merry Christmas and Happy New Year.

Guide to Plan Management

In September, the NDIA released the Guide to Plan Management. This is intended to be a ‘practice guide’ aimed at informing participants, providers of plan management services and the wider community.

The purpose of the Guide to Plan Management is to:

- Assist participants to understand what to expect from plan management
- Describe the process through which a participant can access plan management
- Explain the expected roles, responsibilities and activities of plan management providers
- Explain how participants can engage with plan management supports to maximise use of their NDIS plan
- Outline the broader system which plan management providers are expected to operate within.

Extension of coronavirus supports

Temporary measures introduced earlier this year to ensure participants continue to access their essential disability supports during the COVID-19 pandemic will be extended.

Temporary measures that will be extended nationally until February 2021 include:

- eligible NDIS participants can use plan funding to purchase low-cost Assistive Technology, including smart devices (up to \$1500);
- greater plan flexibility to ensure access to supports;
- deep cleaning of residences in the event a support worker returns a positive COVID-19 test;
- additional support, including a deep cleaning service, for participants who test positive for COVID-19 or who are required to isolate who live in a Supported Independent Living (SIL) setting.

In states most affected by COVID-19 outbreaks, funding of personal protective equipment (PPE) for participants (up to \$50 a week) and workers will also continue.

Plan Management continues to grow at a steady pace. We continue to refine our procedures and processes as we look at this next phase of client retention and growth.

“
What I am looking for is not out there, it is in me.
– Helen Keller”

Department of Health Covid Safe News

Many types of community activities are permitted in South Australia. Read our tips below to ensure they are held in a COVID Safe way.

BBQS AND SAUSAGE SIZZLES

Community groups wishing to serve food (including BBQs and sausage sizzles) must comply with required COVID-19 measures for hospitality via bit.ly/Covid-Safe-SA.

CHRISTMAS LIGHTS

Christmas light displays are permitted. Christmas lights have been a tradition in South Australia for more than 60 years.

This year, you can hold a display or visit the Christmas lights in a COVID safe way.

Tips if you are visiting the lights:

- Don't go if you are unwell.
- Keep at least 1.5 metres distance from others not in your group.
- Take hand sanitiser with you and sanitise your hands regularly.
- Don't touch the displays.

TIPS IF YOU HAVE A DISPLAY:

Encourage people to keep 1.5 metres distance (this may be using distance markers such as chalk on the pavement or signage).

GARAGE SALES

Garage sales are permitted in South Australia. There are steps we can all take to ensure they are held in a COVID Safe way.

Tips for visiting a garage sale:

- Don't go if you are unwell.
- Keep at least 1.5 metres distance from others.
- Take hand sanitiser with you and sanitise your hands regularly (particularly if you handle cash).

- Don't touch the products for sale – if you have a question, ask the seller.
- Clean items after purchase.

Tips for holding a garage sale:

- Don't host a garage sale if you are unwell.
- Keep your distance from shoppers.
- Ensure there is space for shoppers to stay at least 1.5 metres from each other. You may need to set a maximum number of people to ensure this can occur (1 per 2sqm as a guide).
- Encourage people to keep 1.5 metres distance (this may be using distance markers, signage).
- Clean or disinfect items before you sell them.
- Provide hand sanitiser for shoppers.
- Have the price clearly on display so people don't have to touch the items.

HALLOWEEN AND TRICK-OR-TREATING

Halloween and Trick-or-Treating is permitted and can be done in a COVID Safe way while still being lots of fun.

If you're heading out for a spooky night, remember:

- Dress up in your scariest costume.
- Don't go trick or treating if you are unwell.
- Keep 1.5 metres distance from other trick-or-treaters not in your group.
- Take hand sanitiser with you and sanitise your hands regularly.
- Only give out and take wrapped lollies or snacks.

RELIGIOUS AND FAITH ACTIVITIES

Refer to the sport, community and religious groups web page for advice for religious leaders, faith organisations and communities to reduce the risk of COVID-19 via bit.ly/Covid-Safe-SA

SPORT AND FITNESS

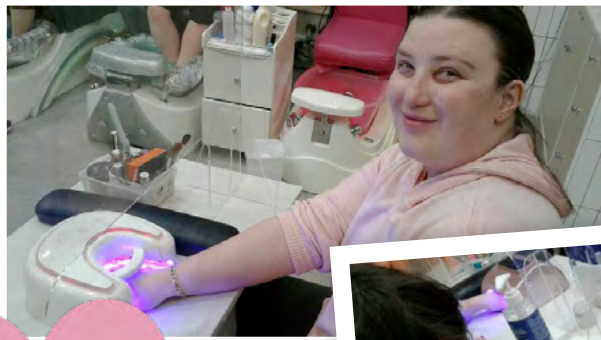
Refer to the sport, community and religious groups web page for advice for sporting clubs to reduce the risk of COVID-19 via bit.ly/Covid-Safe-SA

Tips to stay COVID safe at the gym:

- Don't go if you're sick
- Change/shower at home if you can
- BYO water bottle
- Turn on the COVIDSafe contact tracing app
- Minimise touching your face
- Cover coughs and sneezes in your elbow
- Stay 1.5 metres away from others
- Use hand sanitiser
- Wipe down all equipment after use with disinfectant provided
- Wash your hands at the end of your workout
- Wipe equipment before and after use
- Use a towel

For further details on how to stay COVID safe, visit: bit.ly/Covid-Safe-SA

Girls Day Out



Girls

just wanna have fun!



Adelaide Koala Rescue says THANK YOU!

Around 6 months ago EBL approved the donation of a depreciated vehicle to Adelaide Koala Rescue (AKR) following the bushfires. A few of months ago, Peter Norton and I had the great pleasure to deliver the vehicle and tour the incredible rescue centre located in Walkerville. AKR had rescued and treated more than 200 koalas in two weeks in the midst of the bushfires and they were catering for up to 120 koalas at any one time. Sadly, many koalas and other wildlife had to be euthanised on animal welfare grounds but happily AKR saved so many more. The team involved in the mammoth rescue consisted of more than 80 veterinarians and vet nurses and in total over 150 volunteers.

The day we arrived to donate the vehicle there was around 70 koalas in temporary shelter outside the centre with many more set up in pens inside. To meet the passionate and committed team who proudly showed us through the centre was such a treat. We petted a female koala coming out of an anesthetic and got very close to an adorable baby koala in an incubator who had lost his mum. The team was so grateful for the donation. They could not wait to crawl all over the vehicle to gauge how many koala crates they could carry at once with the seats removed from the back. It turns out that they can now rescue between 8 and 10 koalas in one round trip, which is such a windfall. They were excited about the installed perspex safety barrier, which provided additional protection for the volunteer rescue teams. The KIA looks brand new with a buff, polish, and new AKR signage.

Giving really does liberate the soul.

Wendy Warren

Chief Executive



Pics from Around the Traps



Rachael looking gorgeous as always, loves having Cathy perform some amazing hair do's. This is one of Rachael's favourite hair styles, one of many styles Cathy can achieve. The girls all line up waiting for their turn.

Matthew, Ayu and David from Wallaroo at the beach.



Tammy and Tauri enjoying the day at Hahndorf, they couldn't resist giving the big purple lavender shop bear a cuddle and a chat.



Good Friends **Nick & Matthew** looking at the fog over the beach in Wallaroo.



Lucas and Sarah from Wallaroo homes visiting Bunnings.



Meet Tigger!

Tauri hand raised baby cockatiel called **Tigger**, he has everyone's heart over at Knowles road.



Baby Valerie

Meet baby the newest Smith St Crew member, **Baby Valerie** from Wallaroo!



Tauri, as she would say, "smashing it" at the Mix 102.3 Family Fun Fair!

Northern Carers Network

Northern Carers Network offers access to a range of Support Groups for Carers. Some are specialised and others are more general. Some groups meet monthly and some fortnightly. Some share coffee and a chat and others hear from guest speakers or go out and about. What they all have in common is they provide an opportunity for Carers to connect with people in similar circumstances to their own.

To join a group we encourage you to read the listing, find a group that suits your circumstances and contact Northern Carers Network on office@ncnw.org.au or **8284 0388**. Check out their website at www.ncnw.org.au

Northern Carers Support Groups include:

- [Aboriginal support](#)
- [Former Carers Group](#)
- [General Support Groups](#)
- [Memory Loss Support Groups](#)
- [Men's Support Groups](#)
- [Mental Health Support Groups](#)
- [Parents / Family Support](#)
- [Parkinson's Support Groups](#)
- [Women's Support Groups](#)
- [Young Carers Support](#)

Halloween at Wallaroo House

Wallaroo House Manager, Sarah, celebrating Halloween with participants Matthew and Nick!



Disability Consulting Update

(Continued from page 11)

6. YOU HELP ME BECOME MORE INDEPENDENT

“Capacity-building” is not just a buzzword. For example, participants want their paid supports to help them navigate the NDIS system and get what they need, by doing things like providing high quality reports for NDIS assessments.

Participants also want providers to work with their whole support systems to help them become more independent. For example, a mum I spoke to asked providers: “Can you teach me things? Is it just sessions with [my son, or] can I spend some of that money and you and I have half an hour together and you give me some strategies?”

Some participants also want to know how they can influence an organisation, and give feedback when they need to.

7. YOU'RE ETHICAL

Your brand is more than your logo. Participants want to know you're ethical and you care about the people you work with. Most participants don't care if you're a company or a not-for-profit, but they do care about whether you're “in it for the money” or “to provide good support to me”. They're also interested in the size of the organisation and how this impacts their experience: “Am I customer one of 3,000? Am I going to really get quality support provided by a coordinator that knows my needs and I don't have to keep repeating it to five different people because the agency's so big and there's 10 coordinators in the office?”

8. YOU OFFER ME A GOOD PRICE AND FAIR SERVICE AGREEMENT

It can be hard for participants to compare apples to apples in this industry. Price is an easy way

to compare – but because most providers are charging NDIS rates, it's often not helpful. But participants still want to know they're getting value for money. Since I completed this research, I've spoken to a lot more self-managed participants who are moving away from NDIS providers charging top rates, but most people want quality and are willing to pay for it. Some people are interested in what packages or discounts they might be able to get if they purchase multiple services. Participants also want to know providers have reasonable terms and conditions, including those around cancellation.

9. YOU HAVE A GOOD LOCATION AND TRANSPORT OPTIONS

Nearly everyone raised the issue of access. What are the transport options? Will they come to me? Can I get there? For example, “Is it accessible? Can he get in there... not just transport-wise, but when he gets there, is the building easy to get into?” Multiple people had examples of suppliers with inaccessible offices, and several said that traveling for an hour would be a dealbreaker for them.

10. YOU'RE AVAILABLE AND HAVE WHAT I NEED

There were a whole lot of issues that came up about time management. Are there waiting lists? What's your minimum shift time? What hours are available? Can there be flexibility around school or work commitments? How long does the service agreement last? Will I be working with the same person consistently for the long term? People also wanted to know if they could manage their own rosters and make changes within 24 hours of their booking, especially when it came to support workers.

About the Author:

Aviva Beecher Kelk is a PhD candidate at the University of Melbourne, and head Disability Services Advisor at Clickability. She has a Masters degree in social work and undergraduate degrees in Arts and Fine Art. As one of the cofounders of Clickability, she's been helping participants and providers connect and communicate with each other for over 5 years. You can get in touch with her via hello@clickability.com.au or **1800 414 616**, and you can connect with the Disability Services Advisory team at clickability.com.au/contact



Due to covid-19, this year all homes and respite groups will celebrate Christmas individually.

We take this opportunity to thank you for your support throughout the year and sincerely wish you all a wonderful festive season. Thanks for being such an important part of the EBL community!

Here's to a fabulous 2021! May this Christmas season fill your home with joy, your heart with love, and your life with laughter.

merry
christmas

Contact details

t (08) 8252 1000
f (08) 8255 1066
w ebldisabilityservices.org.au
e admin@eblds.com.au

EBL Disability Services

Endeavour House, Module 5,
11 – 15 Fourth Avenue,
Mawson Lakes SA 5095