



ELLIEB'S QUARTERLY NEWSLETTER | SUMMER EDITION - DECEMBER 2021

Elizabeth Bowey would be smiling.

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Who's Elizabeth Bowey you ask?

In 1981, the Lady Mayoress of Salisbury, Elizabeth Bowey did something heroic for a group of parents with intellectually disabled children.

She fought for and created a respite centre.

This was no easy task.

Elizabeth lobbied government for support, without success but she didn't give up.

With intelligent determination she finally secured a grant of \$25,000 and the Elizabeth Bowey Lodge became a reality. So named in her honour by the grateful parents.

Fast forward 20 years and while her name and hard work was precious to the original families it had little meaning to the broader community, and so it was decided to evolve the name.

The new Board wanted to honour the memory of its founder and Elizabeth Bowey Lodge became the spiritual home of EBL Disability Services. Over the next decade, not only did the newly branded EBL experience explosive growth but the entire landscape of all things disability was about to change with the introduction of the NDIS.

It was decided it was time to evolve the brand again to be more in line with the needs of stakeholders, clients, the community, our staff and volunteers.

Welcome EllieB's.

EllieB's is full of energy and personality and is the result of a lot of hard work done by our staff and some new friends in marketing and communications.

EllieB's is colourful, positive and a true reflection of the generosity of spirit our clients, their families and our staff demonstrate every day.

It's our passion and it drives us to create a wonderful world around every client so they can thrive, flourish and enjoy every day.

A place that makes you happy, a place that makes you smile.

Little wonder our theme is "Watch me smile!"

Talking of smiling, we believe our heroic founder, Elizabeth Bowey, would be grinning from ear to ear.

PS: The place we love to be is now called EllieB's.

Watch me smile





A note from the chair

It's with a great positivity I write this letter to you.

As the Chair of EBL, I couldn't be prouder of our people and their achievements during 2021.

Similarly, I couldn't be more thrilled with the support and encouragement we get from our precious clients and their families ... thank you one and all.

My Board and Management are a dedicated team. I'm grateful for their talent, care and custody.

2021 has been a wonderful year for EBL. Sure, there've been challenges but we've taken them on, solved problems and kept standards high.

A good example is our stellar performance with the 2021 NDIS revue, which clearly demonstrated EBL is a high quality, best-practise, safe pair of hands for our most vulnerable.

There're some exciting things afoot.

In 1981 we started as Elizabeth Bowey Lodge, thanks to the heroic efforts of that woman supported by local

families with intellectually disabled children. In the 90's it became EBL Disability Services and it gives me great pleasure to tell you the evolution continues, introducing, EllieB's.

EllieB's slogan is, "Watch me smile".

More good news.

We're planning a new development at Davoren Park and have been working with architects and have council approval. What is it exactly? Sorry, you'll have to wait a bit longer for the full details. Suffice to say it is exciting.

In closing I wish you all a safe, healthy and happy Christmas and I believe 2022 will be the best year yet for EllieB's.

Let the smiles keep coming.

Sue Chapman

Sue Chapman

Chairperson | EllieB's

Ellie B's Carer Advisory Group

Covid 19 has certainly altered our lives and I think we are all wondering when our lives will feel a little more at ease. I have had 2 vaccinations but am concerned for my daughter and maybe some of you are the same when they do not like any type of medical interventions at all. I am hopeful the new patch style Covid vaccination will prove successful and be available soon so that being out in the community will not be so risky.

A large disability service as reported in the newspaper is in some difficulties. NDIS has required disability providers to run their businesses differently but not necessarily easier and unfortunately clients are the ones that will be at risk when this happens.

I am confident with a Carer led Board, the Carers Advisory Group and a very committed CEO you can be confident that our clients come first. Therefore please, if you have any concerns but do not want to talk to management feel free to email me on 7982726d@tpg.com.au and I am happy to assist if I can.

I would like to wish you all a very Happy Christmas and hope that 2022 will be much happier for everyone.

Dawn Brodie

Dawn Brodie

Convenor | EllieB's Carer Advisory Group



“Respite provides such a wonderful opportunity for families to take a well-earned break from the caring role.”

Wendy Warren | Chief Executive

Interview with parents

What makes parents smile?

Here's what Dawn and Betsy had to say when asked the question...

What has the respite service and EllieB's done for you as a parent?

"I have been using EllieB's since the early 90's and while the service was not close to where we lived, the distance to travel for the experiences my daughter would have was worth it every time. We would always make the trip and the staff, simply amazing!

For the past 3 years, my daughter has been living in supported accommodation with EllieB's. When this opportunity came about, I remember saying, "my prayers have been answered".

I no longer have to worry about what will happen to her should anything happen to me or when I am no longer able to care for her. Instead, I have a lot of comfort and a sense of security knowing that she is in a good place, she's safe and has a very good team around her.

It's just like a sweet place for my daughter and us.

I can never thank EllieB's enough for where we are or Wendy for her amazing leadership and drive to continually do what is best for all clients.

As a volunteer board member, my hope is to give back to EllieB's because they have truly given me so much. I want to let everyone know just how incredible EllieB's is!

I have immense gratitude for EllieB's and can't thank them enough for everything they have done for our daughter and for us as a family. "

- **Betsy Tang**

What has the respite service and EllieB's done for you as a parent?

"For over 20 years, EllieB's has been an amazing support to us as a family.

In the early days, I didn't want to send my daughter to respite. I wanted to do as much as I could myself and didn't like the thought of "strangers" looking after her. I put it off for a little while until one day I was ready to try.

From the very first time my daughter attended the respite services at EllieB's, she loved it! I remember thinking to myself, "I could have done it sooner." Especially when from that day onwards she would often ask excitedly, "is it time to go away!?"

Not only does the respite service give her the opportunity to get out and about, she also gets to spend time with other people doing things she loves.

For me, it means I get some restful downtime and space for myself with peace of mind knowing my daughter is in safe hands with staff that she loves; that we all love!

Now living in supported accommodation, my daughter continues to thrive and enjoy life as part of the EllieB's community each and every day.

I am so grateful for the team at EllieB's for being the incredible support that they are. Not to mention Wendy for her tireless work in leading such a caring, dedicated and passionate organisation. "

- **Dawn Brodie**

Carer Gateway

Carer Gateway is the national carer support model funded by the Commonwealth Government.

As an Australia-wide network, Carer aGateway service providers will talk through what you need and help you to find local services and support to help you.

In the words of Carer Gateway,
“It takes strength and courage to care for someone.”

They are here for you.

What support is available?

Carer Gateway provides a range of services and supports delivered both in person and online.

- **Counselling** – if you are feeling stressed, anxious, sad or frustrated, a counsellor can talk with you either in person or over the phone in the comfort of your own home.
- **In-person and online peer support** – you might like to meet with people like you who care for someone and share stories, knowledge and experience. You can do this with people in your area or you can join the carer forum online.
- **Respite Care** – if you get sick or hurt and you cannot look after someone, emergency respite services can help you. Service providers will find ways to look after the person you care for while you have a break. Planned respite care can also help you plan for regular breaks to rest and recharge.
- **Carer Directed Support** – you may be able to get a range of practical supports to help you in your caring role through a carer directed support package.
- **Self-guided coaching** – you can work through interactive online coaching sessions at your own pace. You can find a range of topics to help you in your caring role.
- **In-person coaching** – you can talk to a professional coach to reflect on your experience and needs, identify personal goals and create a plan to reach these goals.
- **Skills courses** – you can use these short online courses to help you to learn new skills in caring for someone and yourself.
- **Practical help and advice** or information about financial support on the Carer Gateway webpages.

You don't have to know exactly what to ask for – you can just talk through any problems you are having, and Carer Gateway staff will try to match you with services that can help.

Who can use Carer Gateway?

All carers can access Carer Gateway services.

You are a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age.

You don't need to be a new carer to use Carer Gateway services – any carer can use the services at any time in their caring journey.

Using Carer Gateway services will not affect services delivered through My Aged Care or the National Disability Insurance Scheme (NDIS), or any state or territory carer services or carer payments you may be receiving.

Who do I contact?

Each region in Australia has a Carer Gateway service provider. In South Australia, you can contact Carers SA on 1800 422 737 or visit carerssa.com.au for all the information you need.

For further information about the Carer Gateway network and service, visit: www.carergateway.gov.au/help-advice/getting-help



“What autism looks like”

In an uplifting article published by HuffPost online, parents shared their experiences of what autism looks like. These stories made us smile. We hope they do the same for you. Source: <https://bit.ly/autismhp>



“Autism in our house is a big brother teaching little brothers his heavy work moves that they now do it together. Lego pieces as far as the eye can see but don't you dare touch them. Pokémon cards as far as the eye can see but don't you dare touch them. It's limited hugs and 'I love you's, but when they happen, they're special. It's worrying about the future and working at life skills every day, so he can be independent when the time comes. Celebration over little victories like new environments and people without a meltdown. Talking calmly through the meltdown, letting him know I'm here. Hurt feelings when friends/family/teachers don't understand behaviors and think he's misbehaved. Being a strong advocate in those situations when it would be easier to be angry at those who believe it's misbehavior. It's loving every minute I have with him and his brothers knowing we are doing the best we can.”

Amanda Casey/Facebook



“Autism in our household is many things. It's unconditional love, it's long emotional days, but most importantly it's accepting different instead of ignoring and pretending it doesn't exist. Autism is everything awesome and exhausting, but there's nothing I would change about my son Michael.”

Alexandria Zabala



“In my house, autism is being able to remember and recite a movie she's only seen twice, but not being able to remember her morning routine without a list or chart. Most importantly, though, my girl (who is 15) is absolutely accepting of all people who cross her path and does not see herself as different in any way. In my house, autism is being able to do whatever your peers do, but maybe do it in a different way or a different time frame.”

Elise Dale Fong/Facebook



“Autism in our house is finding those moments that will bring joy to our son's face. Finding the moments that he's not too anxious, so we can hug him. Finding the moments to sit with him, so he can fill our minds with his immense knowledge. Finding moments where he's concentrating on something so dear to him, and I stare at him and can't believe that he's ours. I wouldn't change him or any of his quirks for the world.”

Leanne Johnson/Facebook

Around the traps

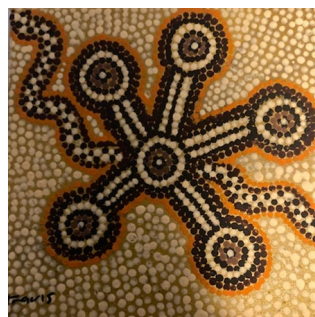


Travis the artist

Travis is a very talented young artist who enjoys doing Aboriginal dot paintings. When asked what he loves about creating art, he said that painting helps him relax and gives him something to focus on.

When painting, some of the colours Travis likes to use in his artwork are white, black, ochre and different shades of blue. He also shared that he feels inspired when he sees traditional symbols and other patterns. One of his goals is to start selling some of his artwork.

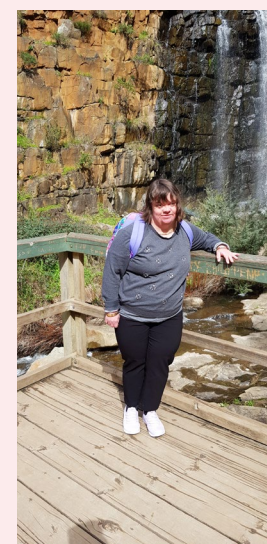
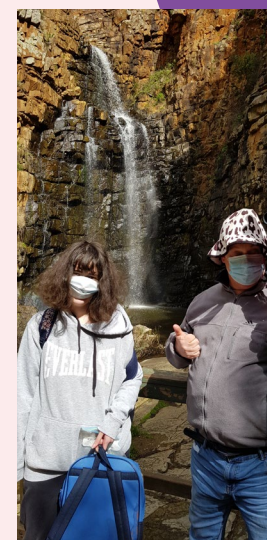
Keep up the great work, Trav! We are all very proud of you.



Tammy all dressed up for Halloween



Belinda and Evan practicing being Covid safe

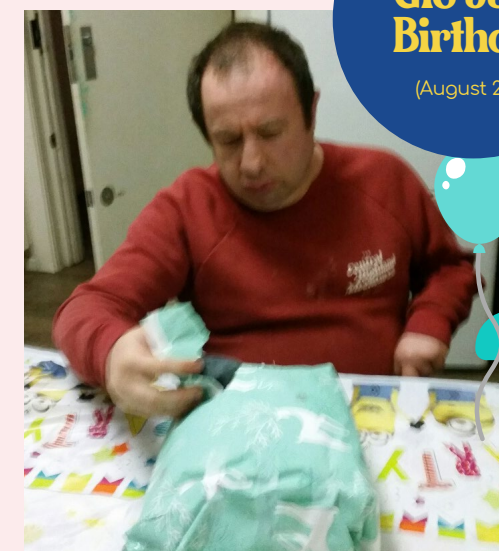


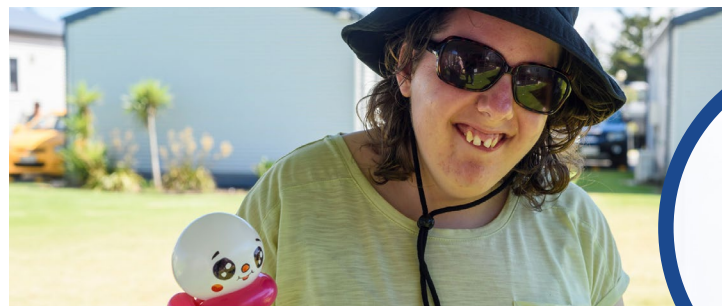
Everyone was all smiles as they hiked through Waterfall Gully.

Housemate's Evan and Gio enjoying home baked cake.



Gio 53rd Birthday
(August 2021)





Watch me smile

In the spirit of our new slogan, we wanted to take this opportunity to share some of the biggest smiles from our amazing family at EllieB's. We hope this puts a smile on your face too!



Over The Rainbow

"All the colours....like yellow, orange, greens, and purples and reds and blue.

The Sun is an orange circle with yellow triangles like diamond shapes.

There are crystal clear ocean waves..... the sea."

By Robert

A gift of colour, Robert's rainbow continues to make us smile every day at EllieB's – a treasured reminder of why we are so passionate about the work we do.



Keep an eye out over the coming months and next year as we rollout our new website and EllieB's branding across the organisation!



“EllieB’s welcomes the recent news that the NDIS will introduce changes to the Act. These changes include establishing a participant service guarantee and making improvements to processes for participants and providers. We have included some information throughout the newsletter regarding the changes for your convenience and will keep you posted as the changes occur”.

Wendy Warren | Chief Executive

NDIS

The Australian Government Department of Social Services (DSS)

Managed by the NDIA, The National Disability Insurance Scheme (NDIS) is a way of providing support to people with disability around Australia.

In an effort to make the NDIS work even better, the Australian Government Department of Social Services (DSS) acknowledges that they need to change the law.

This law is called the National Disability Insurance Scheme Act 2013, which is often referred to as, the Act.

There are also rules about how the NDIS works.

To follow are the proposed changes from the DSS.

Changing the NDIS Act and Rules

The DSS wants to:

- Make sure the NDIS works better.
- Make sure NDIS participants have a good experience.
- Make the NDIS:
 - o Fairer
 - o Easier to use
 - o Faster
 - o More flexible
- Fix the Act and Rules so they are:
 - o Clear
 - o Up to date

The DSS also hired an expert, Mr David Tune, to compile a report to get recommendations on how to improve the Act and the Rules.

Based on what he had to say, the DSS also wants to make the Participant Service Guarantee law.

- The Participant Service Guarantee (or promise) will be a new set of rules for the NDIA.
- This guarantee will make the NDIS work simpler and better
- The NDIA already follows the Guarantee and the DSS wants to make the guarantee part of the law
- The Guarantee will make it clear what people should expect from the NDIA

Mr Tune said the Guarantee should:

- set times for the NDIA to do their work
- list the standards the NDIA must meet

Some of the timeframes the NDIA must meet are:

- if someone wants to join the NDIS, the NDIA must decide within 21 days
- if someone asks why the NDIA made a decision, the NDIA must answer within 28 days

Some of the standards the NDIA must meet are:

- the NDIA must be transparent
- the NDIA must be responsive

When an organisation is transparent, everyone can see how things work.

When an organisation is responsive, it acts quickly to:

- Give people what they ask for
- Fix problems

Mr Tune also said the NDIA would have to tell all governments how well they meet the:

- timeframes
- standards

The NDIA has already started to tell all governments how well they meet the timeframes and standards.

The NDIA writes reports about the NDIS for everyone to read.

The reports talk about how well they meet the timeframes and standards.

Questions to think about

- Is the Guarantee easy to understand?
- Is it clear how the Guarantee will work?
- What problems could the Guarantee cause?

Making the NDIS work better for participants

Mr Tune put other ideas in his report. Inside this report he said:

- NDIS plans should be easier to change
- We must be clear about how people who need mental health support can get what they need through the NDIS
- Families should be able to get NDIS support for children with disability:
 - o as soon as they find out about their child's disability
 - o while the child is still young

He also said that the NDIA must give people more information about the decisions they make.

When the NDIA makes decisions, they should be:

- based on what they already know works well
- consistent

When something is consistent it is done the same way every time.

The DSS want the NDIA to be able to pay service providers directly.

This means participants won't have to work as hard to look after their NDIS funding.

NDIS funding is the money from your plan that pays for the supports and services you need.

It also means they can spend more time thinking about how they want to use their NDIS funding.

Questions to think about:

- Are these new ideas easy to understand?
- What problems could the new ideas cause?

Staying up to date

Mr Tune said that parts of the Act and Rules:

- are out of date
- need to be updated

For example, parts of the Act still talk about starting the NDIS.

Things like this need to be come out of the Act.

The Government is also looking at the Rules to make sure they are up to date.

When will the DSS make these changes?

There are a lot of steps involved in changing laws.

Parliament needs to think about what will change if they make it law.

Parliament makes decisions about Australian laws.

The people in Parliament:

- come from different parts of Australia
- have different beliefs

If Parliament agrees, the Act will change before the end of 2021.

How can you have your say?

- Visit: engage.dss.gov.au
- Email: ndisconsultations@dss.gov.au

You can find these reports on their website.

www.ndis.gov.au/about-us/publications/quarterly-reports

Full document available at:
www.engage.dss.gov.au

NDIS Quality and Safeguards Commission

As an NDIS participant, you have the right to receive good quality services and be safe.

If you or anyone else has concerns about your NDIS support or services, ask for help.

It's OK to ask for help.

If you have questions or need more support, talk to people you trust.

This includes family or friends who can help you.

You can also talk to us, the NDIS Commission.

You can ask others for help too, including:

- appointed nominee from the National Disability Insurance Agency (NDIA)
- support coordinator
- Local Area Coordinator
- NDIA Planner
- Early Childhood Partner
- advocates
- advocacy groups
- service providers.

NDIA

Anyone can contact us for general questions or to complain about NDIS services.

Everyone has choices on how to contact us.

General questions or complaints

Phone 1800 035 544 (free call from landlines)

Website

Complete the complaints form on the website:

<https://www.ndiscommission.gov.au/participants/complaints>

Text Telephone TTY 133 677

Translating and Interpreting Services

(TIS National)

131 450

National Relay Service

<https://internet-relay.nrscall.gov.au>


Ask for 1800 03 55 44

Mail

NDIS Commission

PO Box 210

Penrith NSW 2750



From everyone at EllieB's,
we would like to wish you a
Merry Christmas and a big
thank you to all for your
support over the year.



EllieB's
WATCH ME SMILE

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