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The place to be!

They say "hard times make diamonds" and that sentiment could not be more true for our staff and community, right now.

During some of the toughest months our organisation has ever had to endure, our incredible staff have continued to shine, facing every challenge with poise, strength and resilience.

And they have done it all in true EllieB's style, with a smile.

Thank you to every single person for the tireless work you do every day and for showing the world that EllieB's really is the place to be.

We hope you enjoy this edition of the newsletter!

*Watch
me smile*





A Note from the Chair

Dear readers, I can't imagine there has been a more challenging time in our history than the last 4 months.

I want to thank our wonderful staff led by the indefatigable Wendy Warren and our precious clients and their loving families for their faith and support.

You've all gone the extra mile and you've done it with an extra smile.

Sometimes you did it at personal cost.

Often putting your own health in harms way.

However, unbowed you created inventive ways to cope with the special and important needs of our clients during the Covid surge.

You are the living, breathing proof of our brand personality; Sassy. Savvy. Switched-on.

I am so proud of you all.

In this newsletter, you will read some quotes from our staff which capture some of the issues they faced and the solutions they came up with.

They are inspirational stories.

This newsletter marks the evolution of our name. Something new and fresh and positive.

Originally, we were named in honour of a great woman called Elizabeth Bowey. Because of her drive and hard work we started life as Elizabeth Bowey Lodge. We then evolved into EBL Disability Services.

As of today, we will be called EllieB's and our mantra is, "Watch me smile".

We have some exciting developments coming up and I assure you will be apprised of them all.

Until next we chat, keep going the extra mile and do it with the famous EllieB's extra smile.

Sue Chapman

Sue Chapman

Chairperson | EllieB's

The Extra Mile. The Extra Smile.

"...those staff who remained were willing to go the extra mile to ensure the clients were comfortable, protecting other clients while also protecting themselves"

Nike Campbelltown SIL

A Word from Wendy

It goes without saying that the last few months have been extremely tough. We've been challenged in ways we could have never imagined. Yet, through it all, the team at EllieB's has continued to shine brighter than ever.

At every corner, our dedicated staff and Board have worked tirelessly to ensure everyone has felt safe, secure and nurtured—and always with a smile.

I am amazed by the resilience, drive and determination our staff continue to display on a daily basis and could not be more grateful for each and every one of you. Thank you to you all.

This is also a very exciting time for our organisation as we begin to rollout our new name, EllieB's.

Our tagline is "Watch me Smile" and as we've seen through even the toughest times, that we do.

As you will see throughout this edition of the newsletter, our famous EllieB's smiles have been wider than ever as many of our participants have rubbed shoulders with the 'who's who' in town, celebrated birthdays and enjoyed each other's company as restrictions eased.

Apart from the celebrity sightings and adventures, behind the scenes, we have been busy working on our strategic vision for the coming years. I am filled with excitement with what is to come and can't wait to share more developments with you in due course.

Welcome to Emma Calabro, GM Client Services who is helping us to build our systems and processes. She will provide support to Lillian, Christina and the Respite team. As well as supporting some of the women's accommodation services.

As we navigate this ever-changing environment, the safety of our participants and community continue to be at the forefront of all that we do. They really are our why behind it all and to that end, are the very reason we will never stop doing what we do.

Until next time, keep smiling and thank you again for your continued support.

Wendy Warren

Wendy Warren
Chief Executive | EllieB's



“House Managers, Greg Graham and Yoshi, provided the most wonderful support to their participants, teams and families throughout a covid positive period. Both working tirelessly to keep the wheels turning and smiles coming. Legends!”

Wendy



EllieB's Carer Advisory Group

Use it or lose it!

I am referring to your NDIS funding. It appears the NDIS have become quite ruthless and are trying to claw back funding wherever possible. If you do not want to see a reduction in your next plan please keep a close watch on your budget because whatever funds are left in your plan at the expiry date you will lose. We can sometimes forget that appointments may have been cancelled because of illness. Your core budget is the most flexible and can be used in a variety of ways. Please contact EllieB's for assistance on how to make use of all the funds you have available.

In the March 2021 newsletter, I shared my thoughts about the lack of understanding, and sometimes compassion, of some within the medical profession. This time, I would like to share what seems to be occurring with NDIS clients and their funding.

My daughter's last plan, 29/7/21, had a shortfall of quite a large amount in Supported Accommodation funding because they did not allow her Active Overnight funding. My Support Coordinator (SC) went back to the NDIS Planner who asked us to send in another Roster of Care which shows the times my daughter is supported in her accommodation. This, however, did not solve the problem. The Planner agreed that she should have had the same Active Overnight funding as before. We did not hear back from the Planner but received her new plan without the Active Overnight funding. The SC forwarded their own NDIS documentation which supported what we were requesting. We then asked for a review and were given the same answer (no). Now, December 13th, we requested a review of the reviewable and submitted a request to go to the Administrative Appeals Tribunal (AAT) at the same time so if the first process failed we had the next process in place. AAT listings of cases all seem to be NDIS issues.

I started immediately collecting anything I could which supported my complaint. When my daughter had a relatively serious medical situation in 2020, which was not diagnosed for many months, the pain she would have been suffering brought about some behavioural issues. To get support from the NDIS for a Positive Behaviour Support Plan, we required a Functional Capacity Assessment which was undertaken by her

O/T. In one section, she stated that my daughter slept well and in others, kept stating that she required 24 hour care. Staff in her home assist her with toileting overnight which could be 2-3 times a night and keep charts so that she does not have a re-occurrence of her previous problem. They also keep sleep and food charts.

We were all prepared for a scheduled meeting on 31/3/22 at 12.00 pm. We rang about 10.00 am to see if we could do a trial link-up (Zoom) and they informed us the meeting had been cancelled. I now have to wait until 15/7/22. My daughter's next plan runs out on 29/9/22.

I had a new Psychological Assessment, Hospital Discharge report, G.P. Report, Change of Circumstances, 2 Day Options reports, copies of their own SIL guidelines, Functional Assessment and some other letters of support from her O/T and speech therapist. NDIS' argument is that Active Overnight is not reasonable or necessary because of the "sleeps well" comment in the Functional Assessment. A comment in their own SIL Guidelines is clear that she should have received the funding but this was removed in November 2021. Therefore, this should not apply at least to her current plan.

Please read carefully anything you are sending to NDIS. It appears they are focusing on anything they consider not to be reasonable and necessary and yet still quite happy to ignore significant proof you put forward to support your requests. Unfortunately, their interpretation of reasonable and necessary is unlikely to be the same as a parent with a child needing the support of NDIS. What happened to their promise that no one would be worse off under the NDIS.

Good luck with your future plans and please double check all that is submitted to NDIS. Good wishes to another client of EllieB's who will be attending their third case conference with NDIS.

Dawn Brodie

Dawn Brodie

Convenor | EllieB's Carer Advisory Group



Making Riki's dream come true for her 30th Birthday



Since she was little, Riki has always loved Humphrey. Riki likes to watch Humphrey and listen to all the songs. Humphrey and his videos even help to de-escalate Riki's heightened behaviour. Riki gets so much joy from singing along to the songs and giggles when she sees him.

When House Manager, Nike and Support Worker Shona, saw Humphrey was going to be at the Fringe they thought it would be a perfect gift for Riki's upcoming 30th birthday.

Unfortunately, due to several factors the staff couldn't get Riki to the Fringe and they were so disappointed.

However, this was not going to be the end. Shona was not going to let this slide and was determined to have Riki meet Humphrey.

Shona's next idea was to track down a suit and dress up for Riki as a surprise for her birthday party. This proved extremely difficult and after days of searching the efforts were unsuccessful.

Shona then reached out to Cosi and his South Aussie with Cosi team in hope that Cosi could put the word out on the radio. Shona was hoping that the costume would still be in Adelaide or that someone may have a connection to help.

The very next day Cosi reached out and put Shona in touch with Amanda from his production team. Amanda was wonderful and had thought of a great plan about how to surprise Riki.

In the weeks leading up to the surprise there was a lot of behind the scenes organising and planning that took place including gaining consents for filming, photos, logistics, location, etc, all the while keeping it a secret for a wonderful surprise for Riki.

On the morning of the surprise, Riki was in a wonderful mood and got ready to go out for the day. Riki, Nike and Shona met up with Riki's dad, Riki's Grandfather and Emma (GM Client Services) outside the gates of the Adelaide Botanic Gardens. Everyone was nervous but so excited to meet

Cosi and especially to see Riki meet Humphrey.

The group went in and met up with Cosi and his team. Filming began with Cosi having a quick chat to Riki and then it was time for the big surprise.

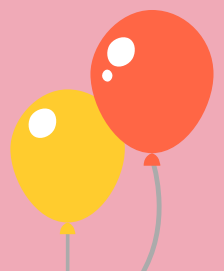
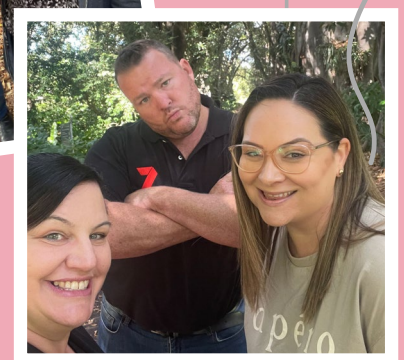
The moment that Humphrey came around from behind Cosi's car was just magical. Riki smiled, giggled and called out to Humphrey. It was the most beautiful moment and there was not a dry eye in the place.

Humphrey and Riki spent lots of time together and there were lots of hugs. Humphrey even took Riki on a little walk which she just loved.

Throughout the meeting, Riki continued to giggle and smile and it was more than the team could have ever hoped for.

It was a beautiful experience and the team were so happy to be able to make Riki's dream come true.

The episode is scheduled to air on Channel 7 sometime towards the end of April and early May.



Travis's Story



From left to right: Simone (Key support person), Travis (EBL participant and talented Artist), Emma (Team Leader of Travis's service) and Andrea, who is sitting (Key support person for Travis)



Adelaide Airport - Travis in front of his picture on airport

Since deciding to leave his old place of employment to connect with his culture, Travis has gone from strength to strength. Experiencing so many opportunities, Travis has become heavily involved in the maintenance and development of the IWS site at Lower Light under the close eye of First Nations Elder/Lore Man Uncle Yuandamarra.

Travis is learning about bush medicine, bush tucker, propagating and growing native flora for the community and Australian markets. Each day, Travis works with a small team taking care of large greenhouses, planting, fertilising, re-potting, pruning, filling orders for Greening Australia and revegetating the site.

Throughout the day, Uncle Yuandamarra shares cultural stories. He talks about the Dreamtime, totems and the different journeys of the First Nations people. Uncle Yuandamarra is also about to start teaching Travis how to play the didgeridoo.



Travis learning traditional ceremonial dress, body painting and smoking

Recently learning how to do ceremonial smokings, too, Travis has visited schools with Yuandamarra to provide Welcome to Country and ceremonial smokings as well as teach cultural dance.

Having participated in Childsafe Environments training, Travis is able to go to schools and kindergartens with Yuandamarra. He is also preparing to get his Senior First Aid.



On the job - (1) In work ute (2) Landscaping beds

Travis loves being on-site with the mob and regularly says, "I feel happy there and I feel like I belong," pretty powerful!

In addition to this, Travis was supported to develop his interest in art and attended art lessons with a lady from the Salisbury Art Society to learn about different techniques. He has progressed so well he is now independently producing some lovely Aboriginal dot art paintings.

He has his own business cards, which he is very proud of, and uses them as a tool to help him negotiate orders which is working well.

Travis has developed his own painting style leading to Uncle Yuandamarra introducing him to the First Nations Providore Team from the Adelaide and Sydney airports. The team was so impressed with Travis's paintings that they placed orders for his coaster sets. Travis has also had one of his paintings commissioned, which is being printed onto all-occasion gift cards. These will also go into the First Nations Providore at the Adelaide airport, so keep an eye out if you're passing through! His work will be easy to identify as you will find a picture of him on the back along with the name of his artwork.

Another huge opportunity and something very exciting for Travis is the invitation from the Providore Team to be their Artist In Residence commencing in July. This will see Travis spend time painting and promoting his artwork at the airport. Here, Travis will get the opportunity to rub shoulders with other well-established artists who will be more than happy to mentor and share their journey with Travis.



At art lessons – Travis with Penny his art teacher learning different paint applications

There is so much going on in the background for Travis. It is amazing! He will also participate in more SA Tourism photo shoots and promotions and has agreed to participate in a First Nations video later in the year, which will further build his profile.

Travis's long-term goal is to eventually earn a modest living from his artwork and share his success journey with other young people.

Travis would love to keep sharing his successes and journey, so watch this space!



Adelaide Airport - Meeting the First Nations Provider Team at airport



Biggest Morning Tea

Thank you to everyone for your donations and goodwill to ensure our Biggest Morning Tea was such a success!

It was great to get together as a team, and the end result was a contribution of \$522 to a very worthy cause.

Thank you all!



Congratulations also to Tingting, winner of Pablo!

There were 80 lollies in Pablo's tummy. Tingting guessed 88!

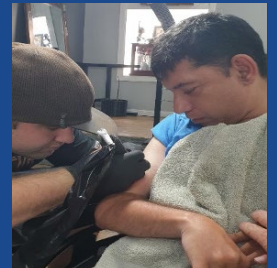
Watch me smile

Ashley wanted to share these pictures with you all to say a special thanks for the beautiful cake and gift. Ashley had a lovely time with work friends and her boyfriend along with Brenton's mum joining as well.



Tattoo

Now he's getting a tattoo,
He's getting ink done,
Excitement grew when mum agreed,
A Combi we said,
But a shark they drew,
Pretty fly Nick.....



Bikes, Beach



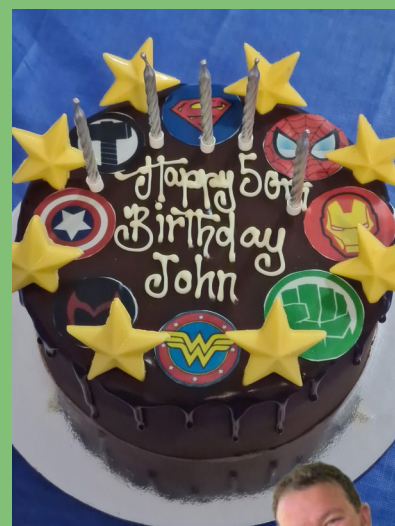
Safety 1st for David, Smith Street's own BMX Bandit.

Liesh, Nick, Layne, Lucas and David having fun in the park while Matthew cools off at the beach.



Happy 50th Birthday John!

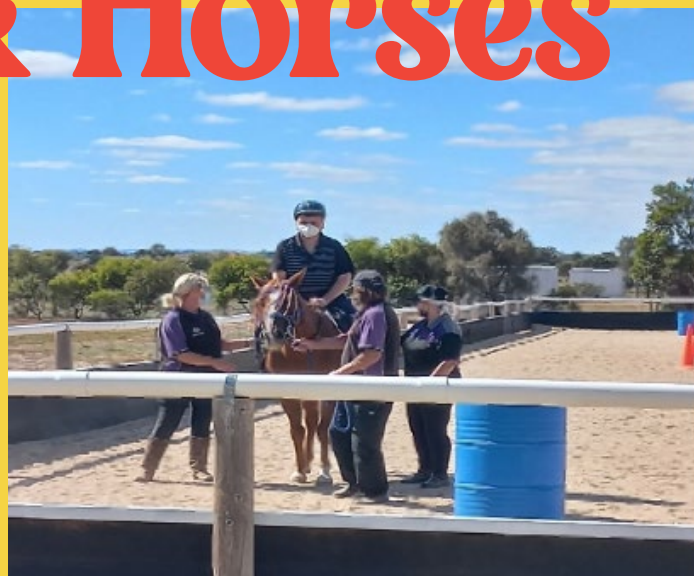
John had an amazing weekend for his 50th birthday and has not stopped smiling!



& Horses



....while Matthew cools off at the beach.



Matthew learning to become a Cowboy with Riding for the Disabled.

“Staff were fantastic managing anxiety levels, they made sure they spent time with the client and engaged in hobbies like talking about cassettes, watching videos and talking about his games.”

Acting Manager Libin.

“It was very interesting as well as challenging at this time! However, the best thing was that our young man was asymptomatic. We also made a calendar countdown so that he knows soon we will be able to go to cinema (his favourite) which is helping well.

Today is day 8, and sadly one of our amazing team members tested positive yesterday. We have been continuously

cleaning surfaces, wearing PPE and make sure of good hand hygiene. We have TWO more days to go and we look forward to getting out of this full PPE and going out and resuming our normal daily and weekly activities.

We couldn't have done this without support from management, constant checking by Wendy and of course our great team.

Amrita

How we navigated COVID...

“The day to day of working in a Covid positive environment has been interesting to say the least. The clients don't understand social distancing or not touching everything. The staff and myself have worked to make this time for them as enjoyable as possible. We have done craft, painting, board games, movie and PJ days. I looked up simple experiments to make at home and we made home made snow. Which on a hot day was a lot of fun for all.”

Sarah Burns | House Manager Paralowie

“With the whole team effort, we have so far managed to keep the infection at bay with only one of the four participants at MPW testing positive.”

DJ Singh | House Manager MPW

Welcome Emma Calabro!



As GM Client Services, Emma is helping us to build our systems and processes. She will provide support to Lillian, Christina and the Respite team. As well as supporting some of the women's accommodation services.



MEDIA RELEASE, 19 APRIL 2022

Labor and Greens have committed to fixing the NDIS Morrison Government must detail its plans now

The Every Australian Counts campaign has today called on the Morrison Government to explain its plans for the future of the National Disability Insurance Scheme (NDIS), following the welcome release of NDIS policies from Labor and the Greens.

The future of the NDIS is a front of mind voting issue for the 500,000 Australians with disability who are currently covered by the scheme, as well as their families, advocates, and the 270,000 workers who support us.

Every Australian Counts Campaign manager, Jean Cotchin, said:

“People with disability want the same opportunities as everyone else: to have safe and secure homes, jobs, access to the company of the people in our communities, as well as dignity, security and hope for the future,” Ms Cotchin said.

“The NDIS was designed to make all of this possible. But over the last few years, things have changed.

“The individualised, respectful, world-leading disability scheme that people with disability, families and supporters fought so hard for is now facing death by a thousand cuts.

“Every single day we hear more and more stories from people who have had their NDIS funding cut – with no reasonable explanation.

“People with disability are being forced to jump through impossible hoops to access the essential supports and services they need - while the NDIA spends millions on intimidating private lawyers who are hired to take on the very people the NDIS is intended to support.”

Every Australian Counts looks forward to seeing more detail from Labor on today's policy commitments to rebuild trust between our community and the NDIA by:

- Putting a stop to unfair funding cuts
- Improving the culture at the NDIA and introducing more people with disability to leadership positions
- Fixing planning, reviews and appeals processes
- Increasing funding for disability advocacy
- Pausing some changes to allow for research and co-design
- Lifting the staff cap, and decreasing spending on external legal and consulting firms
- Releasing the data and assumptions held on people with disability, to allow independent, evidence-based research to inform future NDIS policy changes

Every Australian Counts has also welcomed commitments from the Australian Greens to a fully funded and staffed scheme, increased funding for disability advocacy, and more investments in the NDIS Quality and Safeguards Commission.

Ms Cotchin said people with disability are concerned a returned Morrison Government will keep the NDIS on the existing path of reducing supports and treating people with disability as numbers on a spreadsheet rather than human beings with human rights.

“People with disability, families and our supporters see this election as a critical moment. We are asking our elected representatives to stop, listen and get the NDIS back on track. People with disability deserve no less.”

Every Australian Counts is asking candidates from all parties this election to commit to go back to the scheme's founding principles of giving people with disability dignity, respect and control over their own lives.

Every Australian Counts is coordinating the 'Defend Our NDIS' campaign, with a major National Day of Action planned for April 28.

Media contact: Alana Mew, 0419 929 722,
alana.mew@essentialmedia.com.au



**Watch
me smile**



NDIS UPDATES

First three improvements for making SIL better

The Minister for the NDIS, Senator the Hon. Linda Reynolds CSC, recently announced changes to housing supports, to help improve the experience for NDIS participants and providers.

Today we are announcing the first of a series of improvements to supported independent living (SIL).

These changes to SIL include:

- a simplified weekly claiming process making it easier for participants to negotiate directly with providers about how their supports are delivered and reduce administrative burden
- payments in limited circumstances where a participant unexpectedly leaves shared accommodation, and
- clear and transparent processes when SIL support needs and funding levels change significantly. To provide certainty on transition periods, we will introduce a period of time so a participant can safely transition and standards of care can be met when new support arrangements are put in place

Full details on these improvements to SIL will be released on 19 April, 2022.

We are currently running a series of virtual information sessions on the new initiatives and what they mean for SIL providers. This is an opportunity to preview these changes before they are released.

To register your interest in attending an information session, or to find out more, please visit: <https://bit.ly/NDIS-Updates>

Source: <https://www.ndis.gov.au/news/7684-first-three-improvements-making-sil-better>

EllieB's
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