

IN THIS EDITION...

- PAGE 2** A Note from the Chair
SALA Tutti Arts
- PAGE 3** A Word from Wendy
Welcome Miriama!
- PAGE 4** Carer Advisor Group
Survey Results
- PAGE 6** Biggest Morning Tea
- PAGE 7** Get Social
- PAGE 8** Around the Traps
- PAGE 11** NDIS Updates

We've got the keys!

We are excited to announce that we have the keys to our brand-new state-of-the-art respite facility in Davoren Park (DP)! While not completely finished, it is already being used for Respite and Day Options services. The first impressions have been amazing and we can't wait to officially share it with you once the finishing touches have been installed.

In the meantime, should you have any questions about the facility or any of our programs, please contact the team on 8252 1000.



Watch me smile





A Note from the Chair

We are more than half way through 2023 – time flies by so fast. Especially this year.

No doubt everyone is sick of hearing about the ever-evolving tweaking and changes to the NDIS. For EllieB's, that means a constant barrage of information, checking that everyone understands anything that's relevant for them, amending our documents and processes where necessary—and that includes the Board as well.

I must commend Wendy and her team, and Wendy in particular, for remaining so focused and consistently putting in so much work to ensure that our organisation rises to every challenge that the NDIS presents. Our goal is always to ensure that our clients can lead their best lives, and that they remain safe, happy, and receive the highest standard of care. And to adapt and comply with the ever-changing NDIS landscape!

As well, we want our staff to feel valued and appreciated. To develop, learn new skills and feel valued for the important role they have in helping our clients. They are very essential parts of our organisation.

So, be assured that we continue to strive for excellence, always. The lights may sometimes be on well past office hours, but it's for a very good cause.

Sue Chapman

Sue Chapman
Chairperson | EllieB's

A Word from Wendy

In a year that has flown by, the importance of the work we do, never fades.

As our Chair, Sue mentioned in her piece, we continue to navigate the ever-changing landscape of the NDIS ensuring no stone is left unturned when it comes to the care of our treasured participants, their families and the community.

In the midst of these changes, the team has worked tirelessly on what was another hugely successful NDIS recertification audit, in addition to end of financial year normalities. The success of our audit showcases EllieB's at the highest level, which in turn means you know you are always in safe hands when connecting and working with our organisation and it's staff.

With these projects now complete, we turn our focus to strategic planning, preparation for our upcoming AGM and the opening of our state-of-the-art respite facility in Davoren Park!

In fact, we now have the keys to this facility in our hands and while there are some finishing touches underway, we have been using it for Respite and Day Options before the doors officially open—and the feedback has been incredible! As mentioned in previous newsletters, this facility is the culmination of a dream that started back in 2016. To see it come to life, and what it means now and for the future, is just so special.

We've also just completed our latest Service Survey. Thank you for everyone who participated and shared

their feedback—and special thanks to Dawn Brodie who is the Convenor of our Carer Advisory Group for pulling everything together. It is the highest return we have had to date, with most clients rating EllieB's service in the last 12 months as good or excellent and a few satisfactory.

I would also like to take this opportunity to welcome Miriama to the team and all the hard work she has helped with already. Welcome Miriama!

As always, this edition of the newsletter showcases many highlights and creative endeavours from our wonderful community. From birthdays, quilt making and arts and crafts, to cooking up a storm in the kitchen, there certainly has been something for everyone.

As mentioned in our previous newsletter, too, EllieB's and Enable Plan Management are now on Facebook and Instagram. We share lots of smiles, updates and inspiration at these places, so be sure to like and follow if you haven't already!

As always, thank you to our valued staff, volunteers and all, for being part of our incredible community and the amazing work that you do. Appreciate you all so much!

'Til next time, keep smiling.

Wendy Warren

Wendy Warren
Chief Executive | EllieB's



SALA 2023 Tutti Arts

Incredible paintings by Harrow Artist, Alex!



Welcome Miriama!

"I am thrilled and humbled to be working with such a dedicated group of people. While my experience within the disability and child protection sectors will support best practice for our staff, I am most proud to be of service to our families while continuing to ask 'how can I help.'"





EllieB's Carer Advisory Group

I would like to apologise for stating in the last newsletter that we were organising a Mystery bus tour. Unfortunately winter set in early this year and it was decided that it would not be as enjoyable, therefore, it has been postponed for the time being. A smaller outing is in the plans and invites will be sent out. Please book early for this one as places available will be limited. A Christmas party in December to finish off the year where we can celebrate as we did before Covid.

Thank you so much for the survey replies we received this year. It is the highest return we have had to date. Most clients rated EllieB's service in the last 12 months as good or excellent and a few satisfactory. The comments have been noted and steps will be taken to improve EllieB's service where needed. Wendy and the team are committed to addressing your concerns and outlining our plans for improvement.

Davoren Park is now being used for Respite and Day Options. While not completely finished it is certainly making a good impression. My daughter had been attending there one day a week prior to the rebuild and was not adapting to the 2 different sites and different travel arrangements. Her first day back at the old site turned out to be successful. She was so pleased to see such a bright and cheery

place it received a big "WOW". I am looking forward to hearing thoughts from other clients and families on some of Wendy's unique finishing touches yet to be installed.

If you have any concerns you would like to discuss or let me know what your child thinks of the refurbished Davoren Park you can email me or phone me on the details below.

My phone number is: **0411 483 976**
Email: **7982726d@tpg.com.au**

Dawn Brodie

Dawn Brodie
Convenor | EllieB's Carer Advisory Group

SERVICE SURVEY RESULTS ARE IN...

As Dawn mentions in her article, we had a great response to our Carer Survey this year.

55%
of responses rated the service as **EXCELLENT**

30%
of responses rated the service as **GOOD**

15%
of responses rated the service as **SATISFACTORY**

And while we are grateful for the positive results, we also acknowledge that there is room for improvement with 'satisfactory' not being good enough. Our team knows that we can do better!

For example:

You said...

1. We want more choice of activities for our loved ones. And we want those activities tailored to individual supports especially in Day Options and Respite.

Our Commitment to you

- We hear you and are excited to launch our new activities calendar in the New Year which includes re-establishing 'Jammy Jars' art and music programs at our new respite centre.
- We are working closely with each participant to update support plans and design more activities to ensure their voice is heard.
- Although this was not requested by participants supported in SIL accommodation; we plan to increase options for ALL across the organisation.

AND WE KNOW WE CAN DO BETTER...

You said...

2. We want better communication from Respite and Day Options staff.

Our Commitment to you

- In consultation with our new General Manager, Quality Services (Miriam Mokomoko) the planning to address this issue has commenced. Miriam is very passionate about improving our partnership with families. This includes better communication across Day Ops and Respite.
- You can expect to receive live snapshots highlighting what your family member has experienced during their time with us.
- We will ensure key workers are easily identifiable and you will know who your primary contact is.
- We understand that your loved one's safety, property and privacy are paramount so we are busy creating a more robust process to protect what is important to them. This includes better management and communication relating to your loved ones medication.

You said...

3. Better communication with respite families around potential future SIL services so that families can plan.

Our Commitment to you

- As SIL vacancies arise we will ensure the information is circulated to respite and days ops families.
- If you wish to arrange a meeting to learn more about how your loved one can transition to SIL accommodation please don't hesitate to contact our office on 8252 1000 as ask to speak with our General Manager, Quality Services - Miriam Mokomoko. We would love to help you better understand the process.

You said...

4. We want you to retain regular support workers

Our Commitment to you

- We acknowledge that the disability sector continues to feel the pressure of workforce shortages. However, we are working closely with our preferred workforce solutions partner to ensure all homes have stable teams in place who are skilled, and committed to supporting your loved one's journey

To those who provided feedback and suggestions for improvement we thank you!

For those who have reflected and wish to provide recommendations we would love to hear from you anytime. Please don't feel you need to wait for the survey to speak up!



Biggest Morning Tea



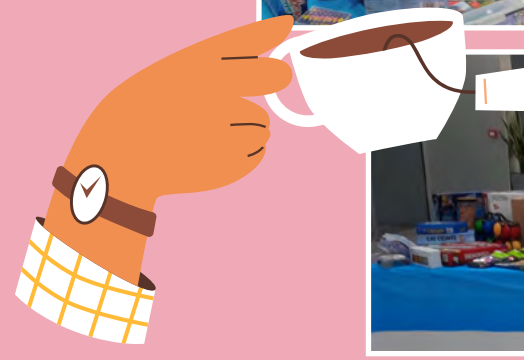
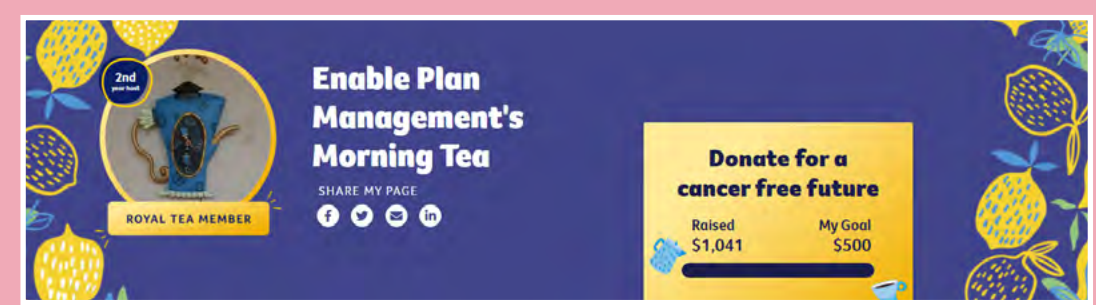
The team at Plan Management hosted another phenomenal Biggest Morning Tea again this year!

Special thanks to the wonderful Shelby who is they key driver of this initiative every year. We thank her for her care and commitment to support this important cause.

The donations poured in from @elliebsdisabilityservices, Innovation House and our amazing staff members.

The original goal was to raise \$300 and we are chuffed to announce the final amount reached **\$1,041** in total!

Congratulations and a massive thank you to all involved raising money for such a worthy cause!



ARE YOU FOLLOWING US ON THE SOCIAL MEDIA YET?

We've slowly been building our presence on Facebook and Instagram for both EllieB's and Enable Plan Management, sharing stories, updates and amazing photos from Around the Traps!

If you're not following our pages just yet, scan the QR code or head to the links below:

EllieB's
instagram.com/elliebsdisabilityservices
facebook.com/elliebsdisabilityservice

Enable Plan Management
instagram.com/enableplanmanagement/
facebook.com/enableplanmanager

We look forward to connecting with you there too!



EllieB's Disability Services

Scan the code to connect to our socials



Enable Plan Management

Scan the code to connect to our socials



Around the traps

DAY OPTIONS QUILT WORKSHOP

Ashleigh, Caitlin and Robert showing off their beautiful quilts!



ARTS & CRAFT FUN DAY

A big thank you to June Smales for teaching the Day Options clients sewing every Thursday. Thanks June!



LET'S COOK

LACHLAN'S COOKING DAY



GLEN WATCH ME SMILE AT RESPITE!

BIRTHDAY CELEBRATIONS

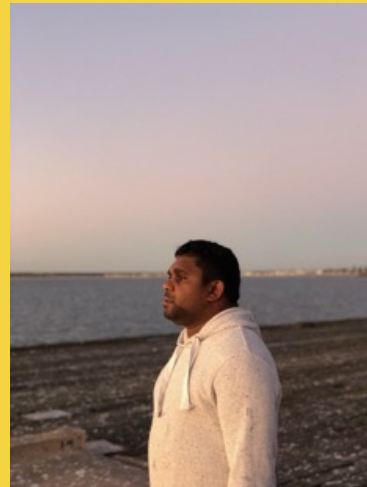


LUCAS'S BIG 27!

Around the traps



Nick all rugged up for an outing day enjoying the great outdoors



Travis always striking a pose on the Wallaroo Jetty



Nick at sports ability stacking up the rings



David enjoying going for a ride on his trike



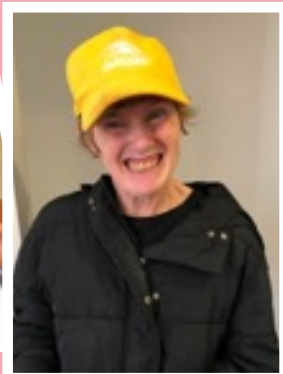
David at the library catching up on his to music for the week



David and Nick on a nature walk



MORE PICS FROM AROUND THE TRAPS



NDIS UPDATES

Currently the NDIS early childhood approach supports children younger than 7 and their families.

From 1 July 2023, the age of children supported under the early childhood approach will progressively change, to include children younger than 9.

This change will occur over the next 2 years.

Changing the age to include children younger than 9, ensures children and their families are supported by an early childhood partner during and after they transition to primary school.

FROM 1 JULY 2023

Children who are currently NDIS participants turning 7 after the 1 July 2023, will remain with their early childhood partner until they turn 9, if they require support up to this age.

Children who are currently NDIS participants, who are turning 7 before the 1 July 2023, will transition to a local area coordination partner, as is the current process.

Children younger than 9 with a permanent disability, who are new to the NDIS from the 1 July 2023, will be supported by an early childhood partner.

Including children younger than 9 under the early childhood approach is a deliverable under the recommendations in the ECEI Reset.

We last talked about the change in age range for children supported by the NDIS early childhood approach in the ECEI Reset update in July 2022.

This change aligns with the World Health Organisations definition of young children, which is zero to 8 years of age.

From 1 July 2023 we will be updating our website and information to show:

- the age of children supported by NDIS early childhood partners includes children younger than 9
- children who are 9 and older are supported by an NDIS local area coordination partner.

Children younger than 6 will continue being supported by an early childhood partner if they have:

- a permanent disability
- developmental delay
- developmental concerns.

There is no change to the NDIS eligibility requirements or the definition of developmental delay under the early intervention requirements (s25 of the NDIS Act).

Children younger than 6 do not need a diagnosis to get support from an early childhood partner where there are concerns about their development.

If you have concerns about your child's development or disability you should first speak with your doctor, child health nurse, early childhood educator or other health professional.

After talking with your child's health or education professional our early childhood partners can help you connect to the right supports. Learn more about how to get help for your child and find your local early childhood partner here: <https://www.ndis.gov.au/contact/locations>.

If you live in an area with no early childhood partner and have concerns about your child's development or your child is a participant, someone from the NDIA will continue to work directly with you, to connect you to supports.

You can contact the NDIS by calling 1800 800 110, email enquiries@ndis.gov.au.

Source: <https://tinyurl.com/ndisupdate>

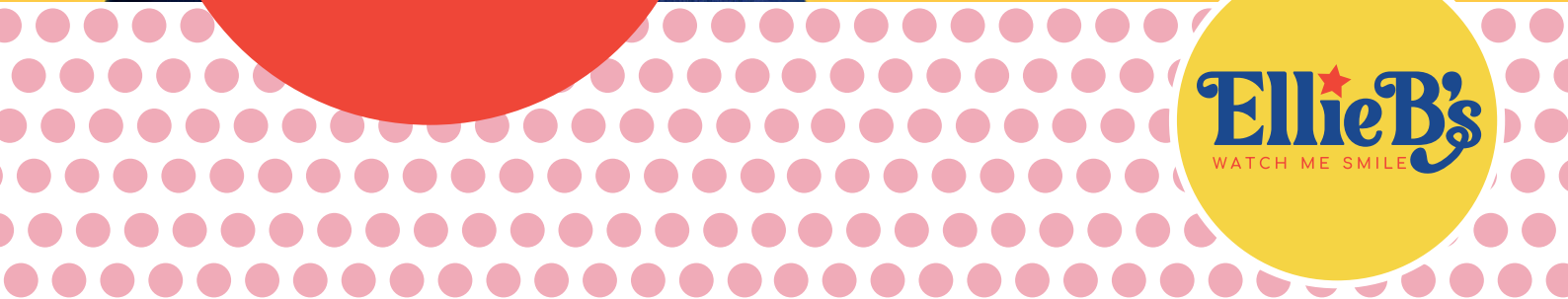


EllieB's Disability Services

Scan the code to save all our contact details and don't forget to follow our social media pages!



Watch me smile



HEAD OFFICE
Endeavour House, Module 5
Fourth Avenue, Mawson Lakes
T (08) 8252 1000 F (08) 8255 1066

elliebs.org.au

