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**Toni Stewart**

**Executive Manager, Finance  
& Commercial Operations**

**Glenn Trewin**

**Executive Manager, Client  
Services**

**Lisa Wilson**

**Executive Manager, People  
& Culture**

## FROM THE CEO ...

Welcome to our first addition of the newsletter this year, as always it is action packed and demonstrates some of the amazing activities that have occurred over the summer period.

It is now only 1-year before 'focus' becomes part of the National Disability Insurance Scheme (NDIS). We all know that year will fly by quickly, so everyone, including families, need to start preparing now.

If any family member has not attended one of our NDIS Information Sessions to learn about the journey ahead, I strongly encourage you to attend one soon.

As part of our preparations the Board have engaged an external company 'The Market Intelligence Co' to conduct a survey amongst our staff and families. It is important for us to know what you want from us when the NDIS rolls out. Do you want us to continue doing what we have always done or are you looking for new and innovative services?

The family survey will be conducted shortly after Easter and will be done by phone. Someone from the Market Intelligence Co will contact you on the phone to ask you the questions. Be brutally honest, we need to know what you want changed.

The staff survey will be conducted electronically at the same time. We all look forward to hearing the results.

As part of our preparations for the NDIS, we have undertaken a large restructure of the client services area of the organisation. You all should have received a letter about this but just to reiterate that letter, the new structure has been developed around geographical areas so support can be provided to people closer to home, wherever possible.

The entire client support area is overseen by the Executive Manager Client Services, **Ms Toni Stewart**.

The two areas are each managed by an Area Manager, Mornington Bayside is **Mr Andy Zammit** and Southern Peninsula is **Ms Donna Hope**.

The Area Managers will be assisted by Customer Relationship Leaders in the houses and Activity Facilitators in the Day Services. These roles will be responsible for incidents, complaints, mentoring and coaching of their staff and the day to day management of their area of responsibility.

We have also created new Support Planner roles. These people will be responsible for developing all individual plans, including behaviour support plans. They will be contacting all families over the next few months to begin the planning for the future under the NDIS.



## AROUND THE HOUSES



We have also created a new position of Continuous Improvement and Investigations Officer. **Mr Rob Brown** commenced in this position in January. It is his role to investigate all serious incidents and complaints.

It will take a couple of months for these new positions to settle into their roles but we are all confident that over time our families will see a marked improvement on the level of direct communication through these roles.

On another note, after 19-years of wonderful service to Kindilan/'focus', Mr Paul Williams has retired from the Board of Directors.

We thank Paul for all that he has achieved over that time, 'focus' has benefited greatly from his enthusiasm and his enduring support for the services we offer.

In closing, I take this opportunity to wish all our families and supporters a very Happy Easter, enjoy the short break.

Gail Foster

Chief Executive Officer

### ASH HOUSE

#### HAPPY BIRTHDAY THEODORA

Theodora recently celebrated her 60th Birthday. We decorated Ash House with balloons chosen by Theodora.

HAPPY BIRTHDAY!



### BERRY HOUSE

#### BRUCE'S TRAIN TRIP

Bruce has always loved trains and on so on New Year's Day he headed off to Mornington to catch the steam train from Moorooduc to Tanti. He made sure he had a clear view from the carriage window.

You can imagine Bruce's delight when he moved into the new Berry House. His parents had a huge mural painted on his wardrobe doors with Bruce in the driver's seat of the steam train. Bruce's interest is regularly supported by train trips to the city and a monthly subscription to a train magazine.



## FOCUS Individualised Support Services

# NDIS Frequently Asked Questions

Changing to a new way of doing things can be difficult, so we've addressed a series of frequently asked questions about how the NDIS will affect people and the types of assistance that will be available to you!

### When does it start?

The NDIS is currently rolling out progressively throughout Australia, starting with a number of trial sites. Roll out will be fully complete across Australia by July 2019.

### What types of support can I receive?

Support must be reasonable and necessary and also:

1. Help you reach your goals and aspirations
2. Develop your capacity to actively take part in the community
3. Foster greater independence
4. Increase your social and economic participation
5. Represent value for money

This can include things you'd like to access for learning, work, daily living, accommodation, equipment/assistive technologies, health and transport.

### Will I be worse off under the NDIS?

The NDIS has committed to 'no disadvantage' for people with a disability under the new scheme. That means if you were receiving supports before the NDIS you should be able to achieve at least the same outcomes under the NDIS, and will not be disadvantaged.

Many people with a disability may be able to access services they never have before.

### Am I eligible?

There are a number of factors which determine whether you are eligible for support under the NDIS when it rolls out. You may be eligible to receive an individual support plan if:

- you are under 65 years of age
- you are an Australia citizen, a permanent resident, or New Zealand citizen who is a Protected Special Category Visa holder
- you have a permanent or significant disability that requires help from others to do things, equipment or assistive technology.

### What happens when I turn 65?

At this stage, if you are currently receiving an NDIS package and you turn 65, you can either choose to remain in the NDIS under 'continuity of support' rules, or you can transition to aged care. If you are 65 before the scheme comes to your area, you will still be eligible for continuity of support.

### Ok, I'm eligible, now what?

Once you know you are eligible for NDIS support, it's a good idea to start preparing for your individualised plan. If you are already receiving services from us, we will contact you as the NDIS rolls out in your area and help to prepare for your meeting with an NDIA planner.

Visit the NDIS website for further information  
www.ndis.com.au or call 1800 800 110



# NDIS Frequently Asked Questions

## What is My First Plan?

With a large number of people transitioning to the NDIS at the same time the agency has implemented First Plan, a streamlined planning process. First Plan has been designed to allow rapid simultaneous entry to the Scheme, with planners initially focusing on continuity of existing support for people entering the Scheme. This allows participants adequate time to develop their goals and explore options in preparation for their next plan.

Under First Plan some participants will initially be interviewed by telephone and some will require a face-to-face interview with support. Goals and aspirations can still be discussed at planning meetings, and incorporated into first plans, but we suggest participants request this in their planning meetings.

## I currently receive Mobility Allowance. Will I still receive this?

Your NDIS plan will include all supports you need, including transport-related supports. When your plan is approved, the NDIA will notify Centrelink and your Mobility Allowance will be cancelled as the costs will be covered under your plan. It is therefore important you include all transport-related supports in your plan.

You cannot receive Mobility Allowance once you have a plan with the NDIS. However you will keep your Health Care Card if you have one.

Visit the NDIS website for further information  
[www.ndis.com.au](http://www.ndis.com.au) or call 1800 800 110

## How is accommodation covered under the NDIS?

People with high care/complex needs or significant functional impairment can require integrated housing and support, known as Specialist Disability Accommodation (SDA).

If you are eligible for SDA, this funding will transition with you when you enter the NDIS. The cost of accommodation will be funded in your NDIS plan to cover any disability-related housing costs that are above the ordinary costs of housing, commencing 1 July 2016. Information on SDA supports, including details on eligibility requirements, the level of support you can receive and the processes for accessing these supports is available on the NDIS site.

## What happens if I'm not happy with my plan or the decisions made?

If you think a decision made by the National Disability Insurance Agency (NDIA) about you is wrong, you can submit an application for internal review of a decision. Any person directly affected by a decision of the NDIA can request such a review.

When you are told about an NDIA decision, you will be told how to request an internal review. A request for internal review of a decision must be made within three months of receiving notice of the decision from the NDIA. The staff member who works on the internal review will not have been involved in the

# NDIS Frequently Asked Questions

earlier decision. They may want to talk to you directly as part of this process.

## Will the NDIS affect my Disability Support Pension or my Centrelink entitlements?

No it won't.

The NDIS will not replace the disability support pension. The NDIS is a separate national fund created to finance your reasonable and necessary support needs and associated aids and equipment.

The NDIS is not means tested and as such, anyone who is eligible can apply for assistance; regardless of the disability support pension or level of personal income.

## What happens if I am not happy with my plan or decisions that have been made?

If you think a decision made by the National Disability Insurance Agency (NDIA) about you is wrong, you can submit an application for internal review of a decision. Any person directly affected by a decision of the NDIA can request such a review.

When you are told about an NDIA decision, you will be told how to request an internal review. A request for internal review of a decision must be made within three months of receiving notice of the decision from the NDIA. The staff member who works on the internal review will not have been involved in the earlier decision.

They may want to talk to you directly as part of this process. Please visit the NDIS website [www.ndis.gov.au](http://www.ndis.gov.au), go to 'contact us' and view

'feedback, complaints and reviews' for further information.

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<http://www.ndis.gov.au/document/specialist-disability-accommodation-fact>

## How are plan funds best managed?

You have choice and the control over how you use funding for supports in your NDIS Plan. That includes choice of how the supports are provided and which service providers you use. There are five ways that plans can be managed.

**1. NDIA Managed** – this is where a provider like Achieve Australia claims directly from the NDIA for the services we provide to you.

**2. Plan Managed** – Achieve Australia is a NDIA Registered Plan Manager and can manage the transaction process and purchasing process of services delivered by Achieve, and/or for services you are receiving from another provider but you need



# NDIS Frequently Asked Questions

assistance to help manage the transaction and relationship with that provider.

**3. Self-Managed** – you (or your nominee) can directly manage the funds; all transactions are completed by the participant for services rendered.

**4. Automated Payments** (transport only) – these funds can be deposited into an NDIS bank account weekly, fortnightly or monthly.

**5. Combination** – a combination of the above four options can be used together.

## AROUND THE HOUSES



### BALCOMBE

Marcus enjoys working on increasing his cooking skills and he particularly enjoys cooking a Sunday roast for housemates and friends.



## AROUND THE HOUSES

### BALCOMBE

#### MARIAN

Marian spent New Years Eve visiting Heronswood nursery in Dromana where she enjoyed looking at the seasonal plantings of heirloom vegetables, fruit trees and glorious flowering annuals and perennials. Marian happily discussed the botanical names of plants & her interest in horticulture with people who she met throughout the day.

She later visited the Briars where she enjoyed a light lunch in the cafe. Marian completed her PCP goal to continue to enjoy her interest in horticulture and growing herbs.





## AROUND THE HOUSES



### MARCUS DANCES HIS WAY TO STARDOM ON SUNRISE

In March, something very exciting came to Frankston. Channel 7's Sunrise program! They asked the BAM dance performers to be the entertainment and crossed live from the news every half hour from 5.30am to showcase the dancers. Marcus had a VERY early start; he was up at 4.30am to be in position on centre stage to show off his awesome dance moves and charismatic personality. Marcus said it was "the best thing ever", and is hoping to get a movie deal from his new found stardom. We hope you remember us when you're famous Marcus!



### ACTIVITIES AT BALCOMBE

Bruce enjoys playing table tennis whilst Chris enjoys shooting hoops. Julia loves working on her hook art.

Whilst out and about Catherine likes having a manicure, and Julia a foot massage.



## AROUND THE HOUSES

### BALCOMBE





## BONDI

### WICKED

Tanya was not very well over the Christmas and January period. She was in hospital on Boxing Day and also spent her birthday there. Tanya has every occasion planned well in advance and she did not want to miss it. So we managed to be able to leave hospital for the day so she could attend the Frankston Art Centre and see Wicked the stage production.

Tanya was unaware that a meet and greet had been organized for her after the show. She was to meet both of the actresses who played the witches - Elphaba and Glinda. Tanya loved the performance. She is now home from hospital and is planning her next big outing.



## BUNGOWER

★HAPPY BIRTHDAY★

### JULIE HELPS JENNY CELEBRATE HER 70TH BIRTHDAY

Julie took a trip to Red Hill to help Jenny celebrate her 70th birthday. The Oppy House ladies also journeyed in Julie's bus and Julie was all smiles when they arrived. Once there, Julie had a drink and some chips but the highlight was the piece of birthday cake she was offered and which she gratefully accepted.

★HAPPY BIRTHDAY★



## BUNGOWER

### POINT LEO SURFING DAY

Although the organised Surfing event at Point Leo was cancelled due to the death of a whale possibly attracting sharks to the area, Stephen was still able to attend the BBQ that was provided for potential surfers. On the way, Stephen bought a hot chocolate at Balnarring and when he arrived, Stephen enjoyed a couple of sausages in bread with a can of soft drink, went for a walk down on to the beach and played a game of Bocce which he was quite good at. Stephen then went for a drive into Flinders and purchased an ice cream before heading home.



## CENTURY DRIVE

### KEVIN'S BIRTHDAY

In January Kevin celebrated his 39th birthday. He spent the morning listening to music in his room while the staff at Century, along with Kevin's housemates set the kitchen table with party food and decorations.

Staff asked Kevin to come out from his room for a chat at the table. Much to Kevin's surprise, everyone was at the table shouting "surprise" and blowing on their party whistles.

Everyone sat around the table enjoying drinks, food and each others company. Kevin had a great birthday.





# AROUND THE HOUSES



## CENTURY DRIVE

### RYAN PLAYING HIS GUITAR

While Ryan has always enjoyed listening to music and singing karaoke, lately he has taken to playing his electric guitar. He loves putting on his favourite songs and strumming along while singing the words. It is fair to say Ryan loves putting on a performance for his everyone at the house.



## OAK HOUSE

### CHASE VISITS JENNY

During the Christmas break Teri, brought in her new dog Chase an 8 week old Jack Russell to show Jenny at Oak House. Jenny was very surprised to see the puppy and immediately wanted cuddles. Jenny was so excited to have Chase visit her; she even asked if she could keep him!



## OAK HOUSE

### JENNY'S BIRTHDAY

Last month we had a very special resident of Oak house celebrate her 70th birthday. Jenny had been looking forward to celebrating this very special day with family and friends. With the assistance of staff she organised her birthday party. She had balloons, decorations, cake, drinks and some snacks all organised.



# AROUND THE HOUSES

The party was held at Negri Hall, Jenny was overwhelmed with all the guests she had invited, arriving. It was a great turn out. Residents and workers from all over, attended and as well as some of her dearest family. Everyone enjoyed the afternoon, singing, dancing, eating and chatting, it was a huge success. Jenny and the staff at Oak house would just like to say another huge thank you to those who came to help celebrate this milestone.



## OLSEN

### HEALTHY EATING AND EXERCISE

At Olsen we have been really getting into Healthy Eating and Activities. Every one of the ladies enjoys helping to choose the weekly menu and having a turn at cooking. Holly cooks every Sunday evening and Nicole proved an expert first time around, making Sushi.

Sue is a star on her basketball team and Marie tried out a few games, however she prefers dancing with the

Oppy ladies. Holly enjoys her swimming and Zumba; Nicole is an avid walker and also enjoys riding her scooter. Joyce enjoys a regular walk and we are looking into PARC memberships also.





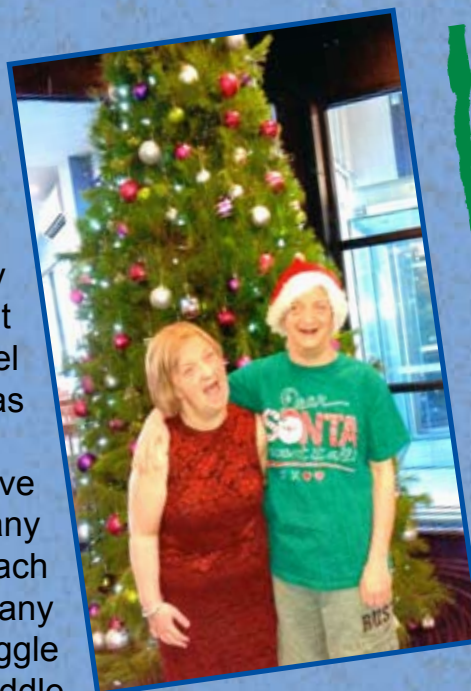
# AROUND THE HOUSES



## OPPY

### THE CHRISTMAS HOLIDAYS

Fiona and Bruce had a lovely Dinner together at Mornington Hotel before Christmas Holidays. Fi and Bruce have been friends for many years and enjoy each other's company and laugh and giggle and kiss and cuddle whenever they are together.



### BABBA

Sally, Pip, Fiona and Jane went out to the Frankston RSL to see the ever popular BABBA. The ladies loved the atmosphere and the music. Pip and Jane danced the night away. The night was such a success that the next one is already booked - The Beatlemania Tribute Show at the Frankston Art Centre in March.

### OUTING

In early January the ladies went to Point Leo for a surfing carnival. Due to unforeseen circumstances, the surfing competition was cancelled. However we took the opportunity to still walk along the beach in beautiful weather and enjoy a great game of bocce.



# AROUND THE HOUSES

## JANE'S BIRTHDAY

We all celebrated Janes Birthday at Oppy House in January.





## AROUND THE HOUSES



### TOORADIN TRACTOR PULL AND TRUCK SHOW

Several people from Red Hill visited the Tooradin Tractor Pull and Truck show in January. Berry house residents Deb, Alex, Mark and Simon together with Dale from Cedar house, Brett from Ash house and Ben from Banksia house had a great day out together watching the big trucks and tractors in action, cars performing burn outs and listening to the roar of big engines. Everybody came home with a show bag having enjoyed their day.



## INDIVIDUAL SUPPORT

### AUSTRALIA DAY

One of our favorite days to celebrate and research was Australia Day 2017. We all got together to be involved in a big Australia Day barbeque thanks to the cooking group and outdoor education group. The art group provided plenty of decorations including homemade banners, flags, bracelets and headbands for everyone.



### SEED TO SEED

This is the time of the year when our gardeners are enjoying the fruits of their labour. Tomatoes are ripening daily and are producing a bumper crop, as are the cucumbers. We've produced some great ingredients for a healthy and tasty morning tea in the garden.

The cooking groups at Dromana are also picking fresh produce for their garden salad – nothing like freshly picked ingredients. As well as enjoying eating the produce everyone is experiencing all the health benefits, associated with gardening. Over the next couple of months the garden will be prepared for a winter crop.

### DINO

Dino recently achieved his PCP goal of participating in the 'focus' Peoples Committee, held at The Factory.

Dino was very happy to spend time with his Balcombe house friends and to make new friends. He is very much looking forward to learning skills on Advocacy to be able to speak out for people with disability.





# INDIVIDUAL SUPPORT



## “LUMBER JACKS”

The Woodwork Program has once again created some great works. The group decides what projects they would like to create and assist in designs from online sources, working out quantity and cost of materials required, before purchasing the items. Once all materials are ready for construction, each person goes to work using a variety of tools, depending on their individual skill and experience. The last project of 2016 was a bird feeder with the first project of 2017, being a small coffee table – great work!



# INDIVIDUAL SUPPORT

## MCALISTER WELCOMES RITCHIE

This year has seen Richard (Ritchie) Norton relocate from Red Hill and join the McAlister group. Ritchie has been welcomed by all and is reveling in the company of everyone who attends the Frankston site, arriving each morning with a smile and warm greetings.

Ritchie is engaging well in the programs and activities that he has chosen to link into and he is thoroughly enjoying all of the social interactions and meeting new people. For the first time Ritchie is participating in Community based programs, including Let's Get Active, Dance and Movement at the Frankston North Community Centre, Men's Fitness/ Karate and Drumming at the Patterson Lakes Community Centre. Ritchie is even volunteering in the Frankston City Council Meals on Wheels program and takes great pleasure in delivering meals and having a chat to the residents on McAlister's delivery run. Ritchie also enjoys on-site programs such as Art, Media, Around the World and Music Therapy with Scott and has explored the local neighborhood with walks to the Joy of The Earth Community Garden where the McAlister participants tend to their own garden plot.

It has been amazing to see Ritchie take on new experiences, expand his world and have the opportunity to live the life that he wants!





## INDIVIDUAL SUPPORT >>>>>

### Sand Sculpting Australia Exhibition

McAlister people Amanda, Gerard, Tim, Jackson and Philippa were lucky to receive tickets to visit Sand Sculpting Australia exhibition.

Located at the beautiful Frankston foreshore this year's exhibition theme was 'Land of Imagination' which was brought to life using over 3,500 tonnes of sand to create larger than life dinosaurs, sea creatures, pirates, princesses, spaceships and dragon sculptures.

We had a beautiful, sunny day and what a feast for the eyes it was. It was incredible walking amongst towering Giants, Candyland, Gingerbread Village, Prehistoric Valley, Wonderland and the Enchanted Forest – it truly did bring our imaginations to life.

The sand sculpting workshop was so much fun and we had the opportunity to learn the basics of sand sculpting. Utilising the small tools provided participants were able to use their creativity and imagination to craft their own miniature sand sculpture creations. What an amazing day!



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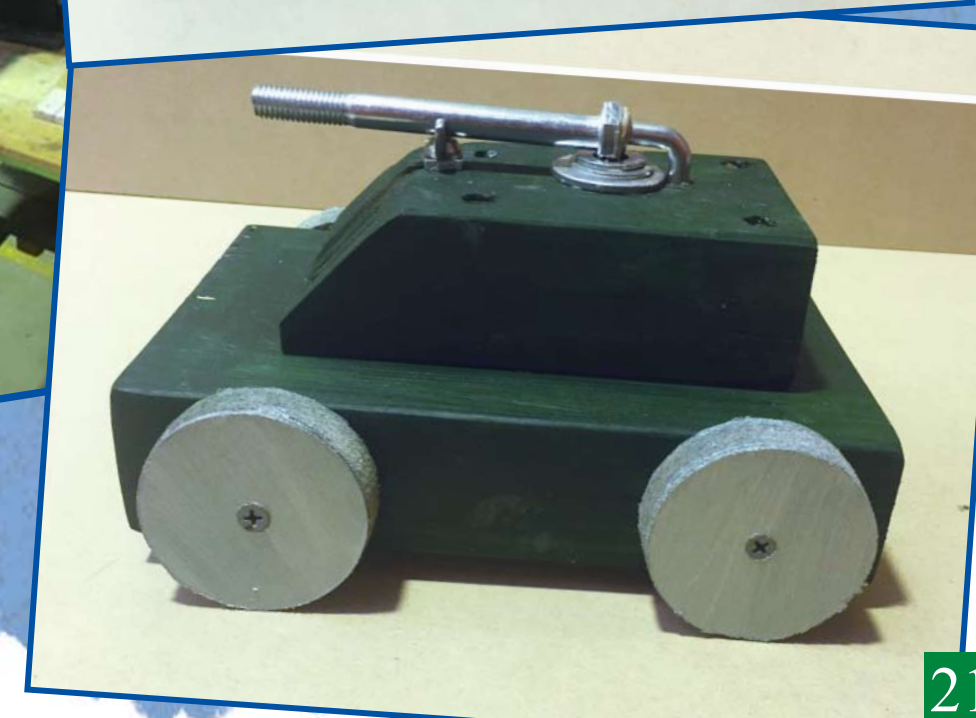
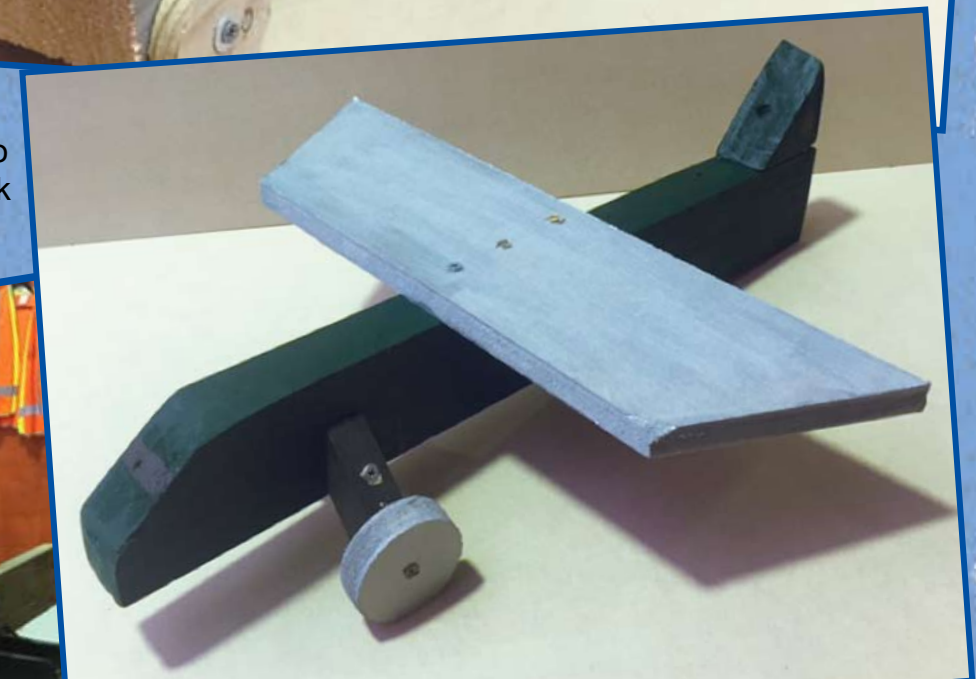
## INDIVIDUAL SUPPORT

### The WorkShed

Since starting back this year, the people at The WorkShed have continued to work on creating a range of timber models in the woodwork program. The models that have been completed so far are a variety of vehicles, which include an army tank, airplane and log truck.

These pieces have been created using pieces of timber which are marked and cut to differing sizes and then sanded, glued, drilled and screwed together.

Some of the models have also been painted and they look GREAT!





# INDIVIDUAL SUPPORT >>>>>

Geoff used the exercises to help promote his motor skills and balance, this in conjunction with support from staff, Geoff socialised with other clients while gaining new experiences.



Peter worked on his balance and co ordination in stretch and movement. These light exercises help Peter to maintain his health and wellbeing while promoting his independence and mobility.

# <<<<< INDIVIDUAL SUPPORT

## BUILDING CONFIDENCE SKILLS

Mark and Janene, supported by staff, feeding the horse building confidence skills when being around animals and community involvement.





Rene enjoys visiting Two Bays walking track and preparing a vegetarian BBQ meal .  
Dino choices to visit cafes and recently visited Beach Cafe in the Seaford Life Saving Club, high on the beach overlooking the pier with magnificent views of the ocean . Dino happily chatted to other guests whilst enjoying a seafood lunch.

