



Partnered
Since 2019



LAAS NEWS

June 2020

LAAS Bi-Monthly Newsletter • June edition 2020

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Overview of the Disability Royal Commission

The Disability Royal Commission investigates reports of violence against, and the neglect, abuse, and exploitation, and reports of violence against people with disability. The Royal Commission is independent of the Government and has broad powers to hold public hearings, call witnesses under oath, and compel the giving of evidence.

Read more about the Disability Royal Commission and the important role it plays in protecting people with a disability on page 3.

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OFFICE & BOARD NEWS

Chairperson's Message



Welcome to winter! A big shout out to all our dedicated staff, who always do their best for the members they serve.

Just a quick note about COVID-19: rest assured, LAAS community, that Operations has no intention of being complacent. Things are in place and we are keeping up with changes and following guidelines as outlined by Federal, State, and Local Government.

The new 2020 Board has continued to attend training sessions, not only on how best to govern under the NDIS framework but also on how we can best serve the LAAS community. Our next full training day is coming up in July.

Membership

We would like to start building our membership pool. Under the new constitution, we have full membership and associate membership.

Only full members have the power to vote on important matters, such

as who governs and issues of discussion. Full members are participants and up to two of their family members/ lawful guardians, or three family members if the participant does not have full membership. Associate membership is for the rest of the population.

I'd like to encourage all who can to join, especially family members. Where you live is now no barrier. With modern technology at the forefront, attendance at important meetings and voting can now be conducted electronically.

If you have not already done so, please check out the new website:
<https://laas.com.au/>

Feedback is welcome. There's even a feedback form available on the website.

Thank you all.

Pam Davis
Chairperson of LAAS Inc.

Board Representatives

Chairperson

Pam Davis

Treasurer

Pam Davis (Chair of Finance Sub-Committee)

Committee Members

Rosey Sandow (Chair of Risk Management Sub-Committee),
Sandi Mitchell, Kylie Scott,
Cindy McDonald,
Tony Meissner

LAAS Team

General Manager

Jeremy Mills

Chief Operations Officer

Sue Crispe

Corporate Services Manager

Megan Walker

Quality & Compliance Officer

Sophie Wiese

Human Resources Officer

Kelly Leigh

Seniors

Day Options:

Arndt St: Tily Gregory

21st Sims Parade: Kaye Howes

Kokoda St: Leah Cunnah

Edwards St: Sue Crispe

Kaesler St: Leah Cunnah

Schick St: Leah Cunnah

Lexia St: Sue Crispe

Mary Starr Dr: Sue Crispe

Disability Royal Commission

You may have heard the term “Royal Commission” in the news in recent years. Australia has previously seen Royal Commissions into Aged Care, Banking, and the Catholic Church, all of which were well-publicised. These Royal Commissions resulted in many changes within their respective sectors.

The Disability Royal Commission was established in April 2019 in response to community concern about widespread reports of neglect, abuse, exploitation, and violence against people with disability. These incidents might have happened recently or a long time ago.

In Australia, a Royal Commission is the highest form of inquiry on matters of public importance. Royal Commissions have broad powers to hold public hearings, call witnesses, and compel evidence under oath. Royal Commissions make recommendations to the government about what should change.

To gather information, community forums will be held across Australia for people to share their feedback and ideas. There will also be public and private hearings for the Disability Royal Commission to hear from people who have been asked to give evidence by the Commissioners. Due to Covid-19, all public hearings have been postponed until further notice. However, the Commission encourages submissions via phone, in writing, or via video.

This Royal Commission will enable people with disability to share their personal stories and inform the development of a more responsive, empowering, and inclusive community for all Australians.

The Disability Royal Commission will investigate:

- preventing and better protecting people with disability from experiencing violence, abuse, neglect, and exploitation;
- achieving best practices in reporting, investigating, and responding to violence, abuse, neglect, and exploitation of people with disability
- promoting a more inclusive society that supports people with disability to be independent and live free from violence, abuse, neglect, and exploitation

The Disability Royal Commission gathers information through research, public hearings, and people’s personal experiences conveyed in submissions, private sessions, and other forums.

It is envisioned that a final report will be handed to the Australian Government by 29 April 2022, recommending how to improve laws, policies, structures, and practices to ensure a more inclusive and just society.

LAAS prides itself on being a zero-tolerance organisation and welcomes the Royal Commission into Violence, Abuse and Exploitation of People with Disability.

We Value Your Feedback

Feedback is extremely important to us so we can work out what we're doing right and what we need to improve on. This is to ensure that we can provide quality services for our Clients as well as a safe, rewarding and positive work environment for all of our employees.

What types of feedback can I provide?

You can provide all types of feedback, whether that be a compliment, complaint or suggestion for improvement. It is just as important to let us know when we are doing something right as well as when there is an issue to give us a balanced view of the organisation.

How can I provide feedback?

You can provide feedback through a variety of channels.

- By filling out a hard copy feedback form at each LAAS locations
- By requesting an electronic version which the operations team can email to you
- By completing a feedback form on our website: <https://laas.com.au/contact/feedback/>
- By speaking to an operations employee who can fill a feedback form out on your behalf

Once you provide feedback, it will be assessed and responded to depending on the type of feedback provided.

For compliments: You will receive a letter of acknowledgement and thanks from the relevant individual/department

For complaints: Please see below for a detailed explanation of the complaints management process

For suggestions: This information will be

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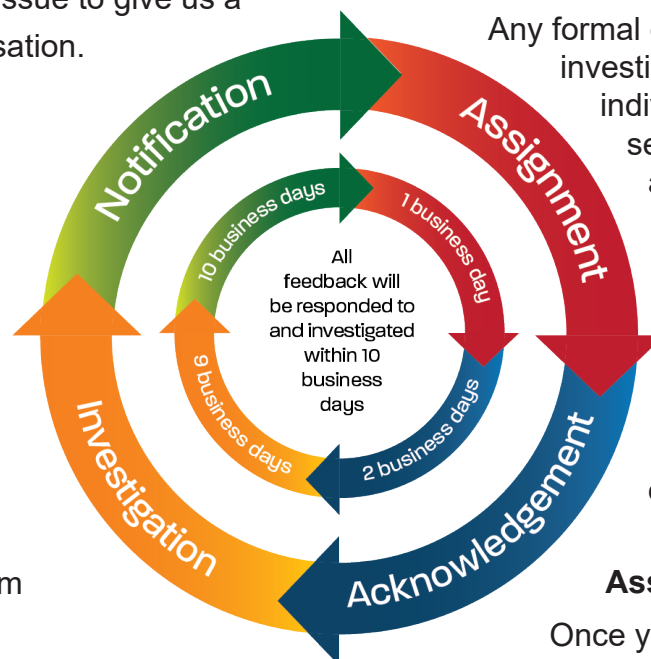
placed on a Continuous Improvement form and assessed

For comments: You will receive a letter of acknowledgement and thanks from the relevant individual/department.

Complaints Management Process

Any formal complaints will be investigated by the relevant individual/department (please see the previous page for a break down of who investigates what) and responded to within 10 business days.

Please see the flowchart on the left depicting how the investigation process will occur:



Assignment

Once your feedback form has been received, it will be assigned to the relevant individual/department for investigation.

Acknowledgement

You will receive formal acknowledgement of the receipt of your feedback form.

Investigation

Your feedback will be investigated. You may be contacted to provide further information or context around your feedback.

Notification

You will receive notification of the results/ outcome of the investigation.



Head Office

-  39 East Terrace, Loxton SA 5333
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Day Options

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 Laas.com.au



Supporting Our Community

Our community was severely impacted during the COVID-19 pandemic, with many families and businesses suffering as a result. We have put our hands up to help those who have suffered these past several months get back on their feet.

LAAS has joined a campaign titled 'Community Matters'. We will participate with our partner organisation, Enhanced Lifestyles, as well as several other businesses in the Riverland and Mallee region.

The campaign will focus on the welfare of our people and the economic recovery of the Riverland and Mallee community.

Initially, the campaign message will focus on the community's current situation and the ongoing process of recovery in our regions. Each participating partner brand will be intrinsic to the campaign and an essential part of the message content and delivery.

Stage 2 of the campaign will focus on the economic and cultural recovery of our regions. This will see participating partners, along with 5RM and Magic 93.1, launch a regional economic stimulus promotional event, allowing other businesses in retail, service, manufacturing, tourism, hospitality, and trades at all levels to participate.



This event will be a “Stay Local, Shop Local, Live Local” promotion. A significant online campaign will be launched, centred on the hashtag #Community Matters.

It’s not known what the duration of this initiative will be, but at this early stage, organisers are looking at a period of at least 6 months to launch, develop, and embed this concept into the collective consciousness of our region.

The first step is to launch a comprehensive radio, television, social media, and online strategy featuring the contributing local businesses. A series of community-based messages from these businesses will be at the heart of the campaign, running on 5RM, Magic 93.1, and the Win Network.

In addition to uplifting and improving our state of mind, our confidence, and the economic development of our region, 5RM, Magic 93.1, and the WIN Network will be running a food drive with Riverland Food Bank and our

community partners. There will be drop-off points around the region to donate food items. Preferably, these drop-off points will be with one of the chains like Foodland.

Currently, in stage 1, we are featuring on 5RM, Magic 93.1, and KIX Riverland.

The Community Matters campaign is a fantastic initiative that we are very proud to be part of. The important relief it will provide to the Riverland region is needed for those who were severely impacted by COVID-19.

ACCOMMODATION & DAY OPTIONS NEWS

A Day Options Update

As our clients and families are aware, LAAS took the proactive step to temporarily close our Day Options facility in response to the COVID-19 pandemic. During the pandemic, the priority of LAAS has always been to ensure the health and safety of clients and staff. We now look forward to reopening as state restrictions begin to ease. Our planned reopening will be on the 3rd of August, but this is dependent on state restrictions and any further outbreaks of the COVID-19 virus in South Australia. LAAS will be in personal contact with our clients and families mid-July to ensure a smooth transition back into day options and to give a progress update as to the reopening date. If clients would like any additional community support prior to Day Options reopening, please don't hesitate to contact the office on 0499 907 675.



Schick Street Chicken Project

Recently, the clients at Schick Street were given a chicken coop. After discussion between clients and staff, it was decided that they would use a part of their large backyard to raise some chickens and hopefully end up with some nice pets to care for (and, eventually, some yummy eggs to eat). The current plan is that Schick Street will try to source some chicks to raise into chickens. Staff and clients have been using the internet to research how to raise and look after them properly. The clients will also be getting a local library card, so they can go out and borrow books relating to the subject too! Clients and staff have been working together to make the backyard chicken-friendly by repairing some fences. They have also been researching items required for the project online and will be creating a list and budget for all of the things we will need to make this idea a reality. Research for this project has also opened up lines of conversation with the clients about other types of farm animals.

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Creating Healthy Blends

LAAS Clients have been busy these past couple of months by getting creative in making some delicious smoothies! Here's a few smoothies that they created.

Nutty Banana Smoothie

1 banana (frozen)

1/2 cup zucchini, skin removed and chopped into cubes

2 tbsp almond butter

1/2 tsp cinnamon

1 cup almond milk (or light coconut milk)



A tall glass filled with a vibrant pink smoothie, topped with a layer of white foam. In the background, a white bowl contains fresh raspberries and strawberries, some of which are partially submerged in the smoothie.

Berry Ginger Zing Smoothie

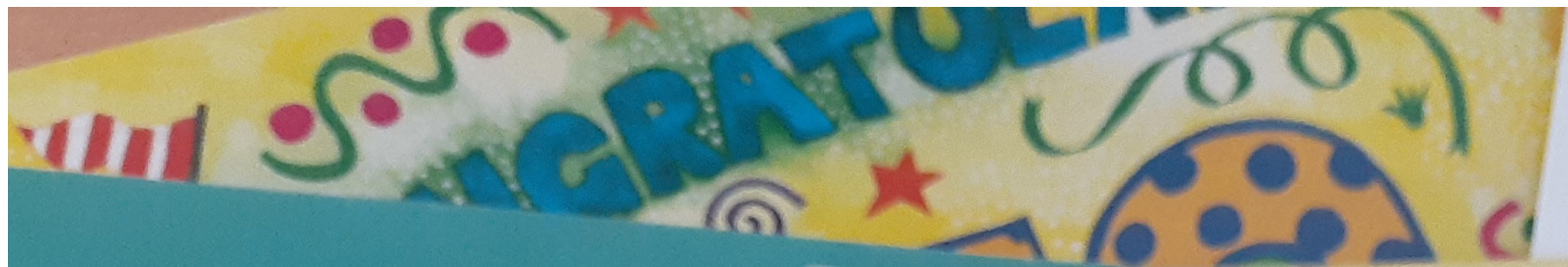
1/2 cup raspberries (frozen)
1/2 cup strawberries
1/2 cup cauliflower (Steamed for easier digestion)
1-inch cube ginger
1 cup almond milk



A glass filled with a light green smoothie, topped with a generous amount of green powder. A purple and white striped straw is inserted into the smoothie. In the background, a bunch of yellow bananas is visible on a wooden surface.

Daily Greens Smoothie

1/2 cup spinach
1/4 avocado
1/2 banana (frozen)
1 tsp chia seeds
1/2 tsp cinnamon
1 cup almond milk



School



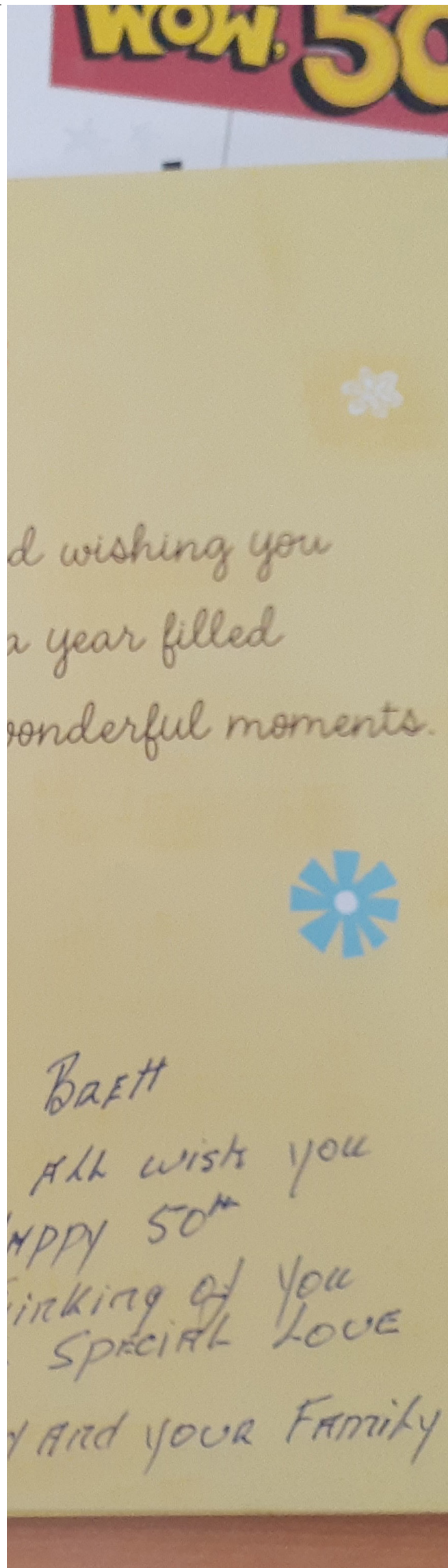
Baby Birth



Family

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DEAR
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Mom Dad



LAAS clients have celebrated many birthdays and special occasions since the last newsletter. In April we celebrated the birthdays of Graeme and Alan, and in May Brett turned 50! Each client chose to celebrate their birthdays in their own special way. Graeme was excited by his birthday and staff purchased a special cake to celebrate. Graeme had presents delivered and visits from his family on the day.

Alan enjoyed his birthday in April. Alan liked opening his presents and made good use of his new items. His favorite presents were a new sketchbook and new sunglasses.

One very special birthday was Brett's, who turned 50! A small party was held with his housemates and staff in attendance. Staff put up decorations to make the day special and organised a BBQ and not one but two cakes! Family attended by Facetime and phone. Everyone who attended had a great time. One very special memento of Brett turning 50 was a card his parents made. The card included beautiful photos of Brett as a baby, a photo of Brett during his school days, and a lovely family photo. I'm sure this will be treasured for years to come.

A Name Day is a tradition in some countries in Europe, Latin America, and Roman Catholic and Eastern Orthodox countries in general. It consists of celebrating a day of the year that is associated with one's given name. The celebration is similar to a birthday. Kosta celebrated his Name Day in May. Kosta was very happy and smiling when staff wished him "Hronnia Polla" for his Name Day. The great part about Name Days in Greek culture is that there is a 40-day window of opportunity in which to pass on well wishes.

Many LAAS staff also celebrated birthdays in April and May. Happy Birthday to members of the LAAS team who celebrated birthdays. We hope you were also spoilt with cake and presents!

PEOPLE & CULTURE NEWS

Employees of the month

LAAS would like to congratulate Leah Cunnah and Tina Sutton for being nominated for Employee of the Month. Both Leah and Tina were nominated by their peers for their dedication to LAAS and the clients they support. LAAS have chosen to award them both Employee of the Month.



Staff nominated Tina, stating: "She is wonderful to work with. Tina is someone who is definitely in the industry due to her passion, and strives to offer the very best support to our clients. She is always doing different activities with clients and is client-focused."



Leah is a Senior Support Worker who manages 3 LAAS houses. Not only does Leah work hard to ensure the houses are running smoothly and clients are meeting their goals, she also goes above and beyond in regards to supporting the Management Team. Leah was also a pivotal contributor during the audit process and continues to provide ongoing support

Welcome Kelly - Human Resources Officer



Hi everyone, my name is Kelly. I've been with LAAS since March this year and am now the Human Resources Officer based in the Loxton Office. In the short time I've worked for LAAS, I've seen a great team who are always willing to support one another. For the past 10 years, I've worked in the grain industry as an Internal Auditor, Food Safety Officer, and Inventory Controller, so it's fair to say that moving into the disability sector has been a bit of a surprise. I look forward to learning all about LAAS, the NDIS, SIL, disability, and anything else that is thrown my way. When I'm not at work, I love nothing more than spending time with family and friends. One of my favourite past times is fishing, whether in the river or ocean... some may even call me a little crazy about it, which I'm proud to say I have inherited from my Dad and Pop! I'm looking forward to this HR role and learning the ropes. I feel I am easily approachable and friendly and hope that in time I can be a great asset to LAAS.

EOFY Payment Summaries

With the introduction of Single Touch Payroll (STP), there are changes in the way you receive your end-of-financial-year statement (now called an income statement) which can be accessed through MyGov after the 14th of July:

- You may access your end-of-year financial information (now called an income statement) through your registered tax agent or ATO online services using myGov, and this information will be automatically pre-filled in your 2020 income tax return
- If you don't have a myGov account you can easily create one using an email address and password then link your myGov to the ATO. Get started at ato.gov.au/online-services
- If you cannot create or access a myGov account and don't use a registered agent, you can call the ATO on 13 28 61 and they will provide this information to you
- For any further information please feel free to access the ATO factsheet on their website at ato.gov.au/stpforemployees

QUALITY & SERVICES NEWS

Some clients you work with may have behaviours of concern caused by their disability and or mental health. Working with someone who exhibits behaviours of concern can be complex and present some challenges for the workers and their families. Therefore, it is important that workers have the necessary training in positive behavioural support to ensure the following:

- To minimise the risk of harm occurring to the client or the worker
- To ensure that services are in line with the person's rights, choices, and goals, which often reduces instances of the behaviours of concern
- Providing positive behaviour support also reduces the need for restrictive practices, which is something we all need to be aiming for in line with the NDIS Code of Conduct

A new series of films called the Foundations of Positive Behaviour Support have been launched on the NDS Zero Tolerance website. These films provide an overview of positive behaviour support and discuss some of the

foundational elements that are necessary when providing positive behaviour support.

NDS Zero Tolerance Considering Additional Risks
<https://www.nds.org.au/zero-tolerance-framework/considering-additional-risk>

Topics covered in the films include:

- What is Positive Behaviour Support?
- Quality of Life
- Listening and Communicating
- Being Aware of Sensory Needs and Preferences
- Upholding the Values of Positive Behaviour Support



Training Overview

LAAS is continuing to offer support and training to all staff. LAAS is excited to be resuming face-to-face training with staff, while continuing to practice safe hygiene and social distancing when possible. There are numerous online training courses that can be completed on the DSC website. These courses enhance staff knowledge and ensure they understand ways to support and assist all clients. LAAS staff have also completed some face to face training on restrictive practices and defensible documentation.



Training & Assessment Day

Training and assessment days will resume face-to-face on Wednesday, 1st of July. These sessions will be held monthly and anyone interested in being a support worker is encouraged to come along, introduce yourself, meet some of our team, and gain some understanding of LAAS and the roles and responsibilities of a support worker. Keep an eye on the LAAS Facebook page for further details and session times!

CLIENT NEWS

See what our Clients have been up to at home and in the community







Stanley had an fun night out in Renmark during June.

Here he is pictured feeding a new friend he made. Staley had never met nor seen a possum before, it was a completely new experience for him!

That night Stanley had a delicious takeaway dinner with his brother and Support Worker...the possums were quite hungry and were hanging around hoping to get a bite.

CROSSWORD

Birthday Party

DIRECTIONS: Fill in the puzzle grid with the name of each item following the number and direction indicated.

The crossword puzzle grid is a 16x16 grid with the following numbers and directions:

- 1 → (Across, Row 1, Column 1)
- 2 → (Across, Row 1, Column 2)
- 3 ↓ (Down, Row 1, Column 3)
- 4 ↓ (Down, Row 1, Column 4)
- 5 → (Across, Row 2, Column 1)
- 6 → (Across, Row 2, Column 2)
- 7 → (Across, Row 2, Column 3)
- 8 ↓ (Down, Row 2, Column 4)
- 9 → (Across, Row 2, Column 5)
- 10 ↓ (Down, Row 2, Column 6)
- 11 ↓ (Down, Row 2, Column 7)
- 12 → (Across, Row 2, Column 8)
- 13 ↓ (Down, Row 2, Column 9)
- 14 → (Across, Row 2, Column 10)
- 15 → (Across, Row 2, Column 11)
- 16 → (Across, Row 2, Column 12)

The illustrations and their corresponding numbers are:

- 1 → Cupcake with cherry
- 2 → Ice cream cone
- 3 ↓ Popcorn
- 4 ↓ Medal
- 5 → Birthday cake
- 6 → Musical notes
- 7 → Chocolate bar
- 8 ↓ Birthday hat
- 9 → Gift box
- 10 ↓ Fireworks
- 11 ↓ Candy
- 12 → Top hat
- 13 ↓ Clown
- 14 → Balloon
- 15 → Ping pong paddle
- 16 → Balloon



Working Together To Build A Better Future

Crossword Solution



Across	Down
1. Cupcake	2. Prize
5. Ice cream	3. Punch
7. Candle	4. Party Hat
9. Bow	6. Candy
11. Gift	8. Fireworks
12. Music	9. Balloon
14. Chocolate	11. Games
15. Cake	13. Clown
16. Popcorn	