



Partnered
Since 2019



LAAS NEWS

September 2020

LAAS Bi-Monthly Newsletter • September edition 2020

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Welcome back Day Options

We were excited to see Day Options officially re-open on August 3rd. Throughout Covid-19 we unfortunately had to close Day Options to ensure the health and wellbeing of LAAS Clients.

During the closure LAAS utilised the opportunity to undertake both big and small renovation projects and upgrades to the Day Options building and facilities. These new upgrades will see LAAS Day Options transform into a state-of-the-art space to assist Clients meet their NDIS goals.

Read more about these new developments on page 8

12 Edwards Street,
Loxton SA 5333
Ph: 8584 6569



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facebook.com/laas/

OFFICE & BOARD NEWS

Chairperson's Message



It's so exciting that the Day Options Centre is now open for business again. It's still a work in progress but what a transformation! By all accounts, the clients are enjoying the new look too and happy to be seeing one another again.

Management has embraced the new working environment, and everyone is looking forward to the finished product.

Our AGM is coming up in November. Please contact the office for information on membership and how to vote. Growing our membership gives strength to our organisation and helps improve the support services we provide.

I would like to encourage you all to send feedback.

Feedback is a powerful tool for both the person giving it and the organisation receiving it. Not everyone sees or experiences the same things from the service and what seems fine for one may not be acceptable to another.

All feedback is welcome

and essential for our organisation to grow and be the best support possible for those we serve.

You can send feedback online through the website or, if you prefer, contact the office for assistance in giving feedback in hard-copy form. Forms may be emailed or posted.

Please send your feedback!

Pam Davis
Chairperson
LAAS

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

Engagement & Quality Officer

Sophie Wiese

General Manager Accommodation & Day Options

Leah Cunnah

Human Resources Officer

Kelly Leigh



LIFESTYLE ASSISTANCE AND ACCOMMODATION SERVICE



Position Vacancies - Support Worker

Are you looking to kickstart their career in disability support or know someone who is? We are seeking passionate and friendly people to join our team as a support worker.

Our support workers provide in-home and community support to our clients. We are committed to providing our clients with maximum choice and control of their service. We value participation and collaboration and offers outstanding levels of training and support to all employees.

Do you have or are you currently in the process obtaining:

- » Certificate III in Disability, Aged Care, Community Services or individualised Support
- » Manual Handling
- » First Aid
- » DCSI Clearance Disability

What duties would you perform as a support worker?

- » Personal Care: Showering, dressing, transferring (manual transfer or hoist transfer), hair care, nail care and makeup
- » Complex Health Support: PEG feeding, bowel and bladder care, medication assistance, ventilator
- » Meal Preparation: Preparation of breakfast, lunch or dinner and/or assistance with consuming.
- » Domestic Assistance: May include bed making, general cleaning, washing dishes, doing laundry and any reasonable request.
- » Community Access: Assisting out in the community including when shopping, at events, family occasions, social outings. Can also include assistance at work, school or place of study.
- » Transport: Assistance travelling to and from shopping, specialised classes, events, appointments, work or school.
- » Gardening: Light gardening and general home maintenance

If you are interested in the role or know someone who might be, please contact us via (08) 8584 6569 or apply on our website at <https://laas.com.au/careers/>

Employee Satisfaction Survey

We have collated the results from the July Employee Survey completed by LAAS staff. The survey focused on satisfaction, feedback, rostering and communication. Twenty-eight staff in total completed the survey, providing a great insight into the overall satisfaction of employees at LAAS.

The majority of those who completed the survey are accommodation support workers at LAAS and the majority of employment status is permanent part time. It was great to see that 42% of staff who completed the survey have been employed with LAAS for less than a year.

During the satisfaction component of the survey, staff responded positively with the majority enjoying working at LAAS and recommending us as a great place to work. The staff really enjoy working with LAAS clients to support them in reaching their goals.

Staff feel that LAAS communicates information to them in a timely and effective manner, particularly via Basecamp, which they have

found to be a very informative and easy platform to use. Satisfaction levels regarding communication at LAAS were high.

As an employee of an organisation, it's important that you feel supported to carry out your job effectively. The majority of LAAS staff said they felt strongly supported by the LAAS management team and that they receive constructive feedback. This feedback assists employees to provide high-quality services to clients and maintain professional development. LAAS staff feel that they can provide feedback about any aspect of the organisation comfortably.

Staff were asked what they liked the most about LAAS.

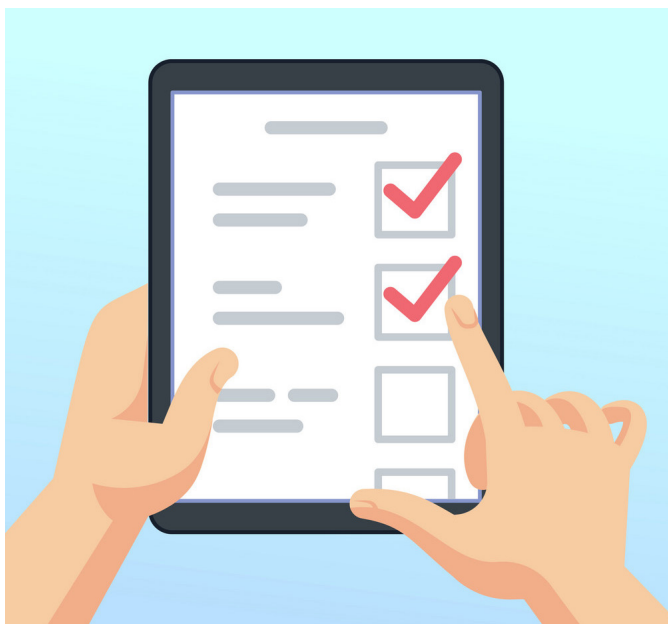
This generated the following responses:

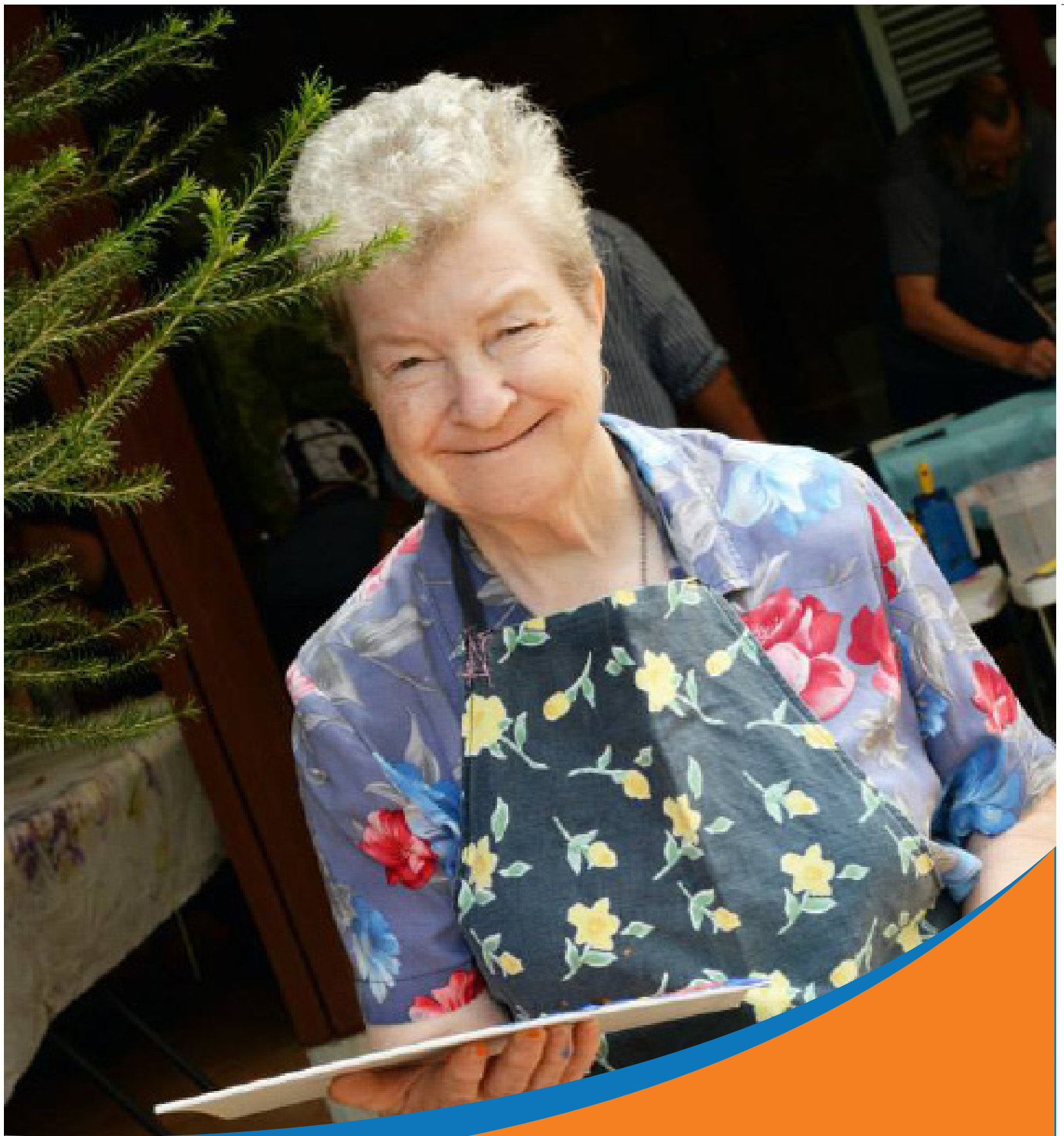
- Team efforts
- Support workers are very helpful on shifts
- The clients are awesome and the resources available to clients are excellent. Staff are working above and beyond to accommodate client needs

- The clients I have the privilege to support and the training that is frequently offered to upskill.
- I like that the clients are encouraged to live independently and given a range of choices and community activities to participate in
- Working with the clients I work with and assisting/ supporting them to gain and maintain abilities and enjoy a good quality life
- the opportunity to make a difference to people
- The community and that they are constantly providing training for staff to improve
- The support we get from management when needed.
- The people I work with and the clients our organisation supports

It was fantastic to read through the different comments provided about what staff love about LAAS. The feedback that we received in the employee satisfaction survey has allowed us to review specific areas within the organisation to improve upon.

We would like to thank all employees that took the time to complete the survey and provide us with your invaluable feedback.





Head Office

-  12 Edwards Street, Loxton SA 5333
-  admin@laas.com.au
-  8584 6569

Day Options

-  12 Edward Street, Loxton SA 5333
-  admin@laas.com.au
-  (08) 8584 6569

 [Facebook.com/Laas](https://www.facebook.com/Laas)

 [Laas.com.au](https://www.laas.com.au)

NDIS Feedback and Complaints

You have the right to complain directly to the NDIS about the services you receive. Complaints are important - they can assist providers improve the quality of services they provide, your complaint can help others too.

LAAS always encourages its Clients, families and employees to provide feedback about any aspect of the organisation. This will greatly help us to provide high -quality services to Clients

The NDIS Commission collects and uses personal information, including sensitive information, for the purpose of performing functions as set out in the Act.

What happens when you make a complaint?

We will resolve your complaint as quickly as possible at your local office. Our Complaints Procedure requires that we:

- take immediate action where there appears to be a high risk of harm, neglect or abuse
- aim to acknowledge complaints within the next business day from receipt
- call you within two business days of acknowledgement
- aim to resolve complaints within 21 business days of receipt
- publish information on our performance

How is the complaint resolved?

When we contact you to talk about your complaint we may ask you to provide more information to help us understand the nature of your complaint.

We will contact the person or organisation you are complaining about, provide them with details and ask for their comments and relevant information. We will let you know what they say in response to your complaint.

Complaints can be resolved in many different ways and the officer who is handling your complaint can provide you with information about how similar complaints have been resolved.

If you are dissatisfied with the outcome of your complaint you can ask for a supervisor or manager to review your complaint and how it was handled. After this, if you are still not satisfied, you may seek assistance from the Commonwealth Ombudsman:

If you don't agree with a decision

If you think that a decision made by the NDIA is wrong you can lodge an application for internal review of a decision.



LAAS Strategic Plan 2020 - 2021

Strategic Goals	Financial Sustainability	Brand Awareness	Governance
Aspirations	<p>We will build a business that is viable and sustainable into the future</p> <ul style="list-style-type: none"> Increasing client base Increase service offerings including expanding day option services Improve financial systems and reporting Explore partnership beyond 2021 	<p>We will ensure Lifestyle Assistance and Accommodation Service is known as a premier service across the Mallee and Riverland</p> <ul style="list-style-type: none"> Increase marketing Increase community engagement Exploring partnership beyond 2021 	<p>We will have a governance team that has the required skills to lead the organisation into the future</p> <ul style="list-style-type: none"> Develop Board recruitment and retention strategy Increase and build Board skills Expand membership base

ACCOMMODATION & DAY OPTIONS NEWS

Welcome Back Day Options

Four months after the service was forced to close due to COVID-19 restrictions, LAAS officially reopened its doors to Day Options for LAAS clients in August.

Despite the uncertainty caused by the closure, LAAS well and truly made the most of the time by undertaking several upgrades to the building.

Clients will be able to enjoy a brand new, state-of-the-art sensory room, which will greatly assist with skill development and capacity building, with technologies and equipment to arrive in September 2020.

LAAS Chief Operations Officer Sue Crispe said the upgrades had been a long time coming, having been in the pipeline for over 18 months. "With a lot of planning and visualising, finally seeing everything come to fruition is fantastic," she said.

"This is a great opportunity for people with disabilities in the Riverland and Mallee region to have state-of-the-art facilities locally, not just in the metropolitan areas."

A new salon will be opened as part of the new developments, featuring hairdressing stations, and manicure and pedicure stations. Clients will be able to enjoy nail painting and foot spas in the

newly outfitted pamper room.

Other upgrades have been made to the common area, bathrooms, and outdoor seating area, and extensive electrical and reverse cycle air conditioner installations have been made.

An office administration area has been established allowing Day Options to become the hub for all LAAS business.

LAAS General Manager Jeremy Mills said it was an "exciting time" for the organisation.

"LAAS is strongly focused on reinvesting back into the organisation to upgrade all facilities including Day Options and accommodation services, ensuring all clients have modern state-of-the-art facilities," he said.

LAAS looks forward to hosting an open day in December for all members of the Riverland community to come and experience its Day Options Centre.



RENAME DAY OPTIONS COMPETITION!

*We are
renaming Day
Options and
want your
ideas!*

*PRIZE
\$200*

*Staff can
nominate via
basecamp,
Clients &
families can
call the office*





PEOPLE & CULTURE NEWS

Support Worker of the Month



LAAS is pleased to announce that the support worker of the month is Jonty Godra! Jonty nominated by the management team as he responds to all communication in a timely manner.

Jonty offers to fill shifts at short notice and provides excellent feedback, going above and beyond in his role to support LAAS clients. Jonty is a high valued team member at LAAS, congratulations for being the support worker of the month!

Healthy Habits



Over the next month LAAS employees will be completing a three-part nutritional training course with local Nutritionist Lynley Seaman.

The first session focused on giving staff a deeper understanding of how a balanced diet, full of complex carbohydrates, vegetables, fruits, dairy and protein helps your whole body operate.

The things we eat each day shape our bodies, from the bacteria in your stomach to enzymes used every day to help us grow and function. Engagement was high, with everyone asking questions and learning about different ways to help make our clients diets more diverse. Staff learnt about the Australian guide to healthy eating and had a sample diet shown in comparison. They were also shown how to read food labels when comparing products to find out how healthy something really is.

To finish off Lynley showed everyone a simple breakfast recipe using different seeds, oats and yoghurt that is an easy way to add more fibre and protein to our client's diet. Session two will consist of staff bringing in some of the clients favourite recipes and finding ways to make them healthier.

QUALITY & SERVICES NEWS

Feedback, whether it be reporting an incident, making a complaint or offering a compliment, is an important sign that people are exercising their fundamental right to express their views about what is, and what is not, working with their NDIS supports. The guiding principle is that people with disability have a right to have a say about and be involved in decisions affecting their lives.

Complaints are also one of the best ways to identify problems with service delivery and how they can be fixed. Fostering an organisational culture that values and learns from complaints is one of the most important ways LAAS can meet people's needs and continuously improve their services.

Like complaints and other feedback, incidents provide an opportunity to review practices and procedures and identify where improvements in service quality and safety can be made.

Our incident management system provides us with a tool to identify patterns of behaviour or systemic issues that can be continuously improved in providing support to people with disability.

Any client, family member, partner, independent advocate,



stakeholder, employee or member of the public may provide feedback in regard to services provided by LAAS.

LAAS provides several options for submitting this feedback:

Over the phone, call the office on **(08) 8584 6569** and request to provide feedback or a complaint to staff.

- By email, send an email to hr@laas.com.au with as much information as you can provide, including date, time and location of any events where possible.
- Submit a physical form, either in person at our office or by request we can post out a print copy of our

feedback for which can be mailed back to: **12 Edward Street, Loxton SA 5333.**

- Online form on the LAAS website (www.laas.com.au) which is publicly accessible

To assist in identifying what incidents/complaints/feedback might look like, we have included a summary on the next page including information from the NDIS Safeguarding Commission.

What is an Incident?

A client incident is defined as 'an event or circumstance that occurred during service delivery and resulted in harm to a customer'.

A registered NDIS provider's incident management system must cover the following incidents:

- Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability.
- Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and that have caused serious harm, or a risk of serious harm, to another person.
- Reportable incidents that have, or are alleged to have, occurred in connection with providing NDIS supports or services to a person with disability.

What does the phrase 'harm to a person with disability' mean?

Harm to a person with disability includes an actual or potential adverse or negative impact on the physical or psychological well-being of that person.

The level of harm caused is not a determining factor in deciding whether the incident is one that must be managed under the incident management system. Incidents where there is no

harm caused but the incident could have resulted in harm to a person with disability must still be managed under the incident management system.

What is a 'reportable incident'?

For an incident to be reportable a certain act or event needs to have happened (or be alleged to have happened) **in connection with the provision of supports or services by the registered NDIS provider.**

- A reportable incident is:
- the death of an NDIS participant
- serious injury of an NDIS participant
- abuse or neglect of an NDIS participant
- unlawful sexual or physical contact with, or assault of, an NDIS participant
- sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
- the unauthorised use of a restrictive practice in relation to an NDIS participant

What is Feedback?

Feedback in regard to LAAS is defined as information provided on the organisation's or an employee's performance in the delivery of services and how they have met the client's desired outcomes.

Feedback may take the form of complaints, suggestions or compliments and is used as a basis for improvements in service.

Feedback Examples:

Compliments

- Client reports being very happy with service provided
- Support worker providing support is complimented by the Client
- Organisation is complimented on its communication
- Service delivery is complimented on its flexibility in re-arranging services to meet the needs of Clients
- Organisation is complimented on providing value for money service

Complaints

- Client reports being very happy with service provided
- Support Worker is criticised for providing poor service
- Organisation is criticised for poor communication
- Organisation is criticised for its lack of flexibility in rearranging services
- Organisation is criticised for being expensive
- Support Worker is criticised for not facilitating a client's choice
- Support Worker criticised for not turning up to a rostered shift without providing notice to the office
- Support Worker criticised for breaching the code of conduct

Suggestions

- Provide more staff in service delivery
- Other suggestions for improving service delivery
- Provide greater recognition to Support Worker who exceed service delivery expectations
- Suggestions for newsletter content

Mental Health First Aid

In July, staff were offered the opportunity to complete 2 full days training in Mental Health First Aid. This course covered:

1. Ways to identify warning signs that somebody may be suffering a mental health problem.
2. How to have sensitive and appropriate conversation about mental health with a client.
3. Processes to follow in responding to somebody with a mental health challenge.
4. Where to refer participants to seek help for mental health issues.
5. How to respond appropriately in mental health emergency situations.

The course was contextualised to relevant scenarios which the team may face and were able to unpack as a group and for practice conversations. LAAS hopes the staff found the course worthwhile and walk away with greater confidence, knowledge and skills in being able to have conversations both at work and in their personal lives.



Proteus Leadership Program

The two-day Proteus Leadership Program was attended by management in Loxton.

The program has been designed to equip leaders and teams to confidently perform in various areas. These areas include, communicating effectively and to get their ideas heard and accepted, understanding themselves and of others so that they can build and lead high performing teams.

Being able to create and lead positive culture change both personally, and in the workplace and to have conversations that matter with all stake holders in the business. We hope the staff who attended in the organisation can implement the skills and strategies learned into their own leadership role.

CLIENT NEWS

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





In August we celebrated
Luke's birthday!

The day began with a
refreshing nature walk,
making the most of the
sunny weather.

This was followed by
a delicious cake which
didn't last very long!

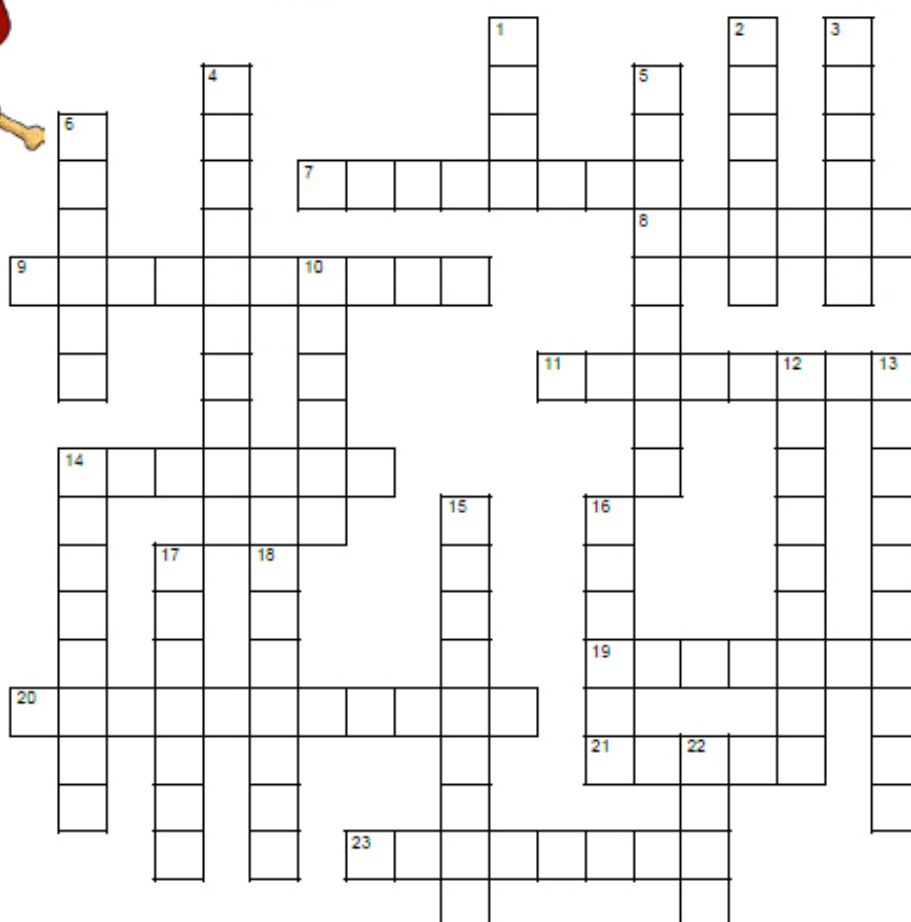
Happy Birthday Luke!



CROSSWORD



Sports Challenge Crossword



Across

- 7. Oldest organized sport in North America.
- 8. You need snow for this sport.
- 9. Players score by throwing a ball through a hoop.
- 11. You need water for this sport.
- 14. Played on an indoor alley.
- 19. Bat and ball sport AND the name of an insect.
- 20. Another name for ping-pong.
- 21. Game with scrums and an oval ball.
- 23. It involves hiking, throwing, catching and

Down

- 1. Unarmed combat sport using holds and leverage.
- 2. Played with rackets.
- 3. Waling in the countryside.
- 4. Might be played on the beach.
- 5. Graeco-Roman contact sport.
- 6. Unarmed combat sport using the hands and feet to deliver blows.
- 10. Fist fighting.
- 12. Played by two teams on ice skates.

- 13. Might be done on parallel bars.
- 14. Played on a "diamond".
- 15. Played with a shuttlecock.
- 16. The US name for a sport the rest of the world calls football.

- 17. The Tour de France features this sport.
- 18. Might be done on concrete or ice.
- 22. Played with clubs.





Working Together To Build A Better Future

Crossword Solution



Across	Down
7. Lacrosse	1. Judo
8. Skiing	2. Tennis
9. Basketball	3. Hiking
11. Swimming	4. Volleyball
14. Bowling	5. Wrestling
19. Cricket	6. Karate
20. Table tennis	10. Boxing
21. Rugby	12. Ice Hockey
23. Football	13. Gymnastics
	15. Badminton
	16. Soccer
	17. Cycling
	18. Skating
	22. Golf