



Partnered since 2019

LAAS Newsletter

Winter edition - 2021 —————

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Chairperson's Message

Welcome to the Winter addition of our Newsletter. We've certainly had a mixed bag of weather conditions, with Renmark recording its coldest May Day on record!

I'd like to congratulate the Day Option clients, staff and Operations team on their successful opening of the renovated Day Options centre. If you are like me and were unable to attend the event but would like to see the venue, contact the office. If we get a small list of names, we may be able to have a morning tea and tour of the building.

It's a busy time for LAAS with more things happening throughout the service. The Board has been active in gathering information and engaging external services to make sure we are on the right track for how we operate, deliver service and engage in the community, now and into the future.

As a Board we would

love to meet with family members and have your valued opinions heard. With COVID-19 always hovering in the background, it makes it difficult to arrange special events like family engagement sessions, despite how carefully we plan them. I would like to personally invite any member to call the office and book a time for a personal discussion. I'm happy to come to you or meet for a cuppa somewhere. Please contact the office; they are ready to take your call.

I'd like you to all consider feedback. I assure you all, feedback is welcome and actioned. It is through feedback we are able to improve the service we deliver to those we serve.

Kind Regards

Pam Davis
Chairperson

Board Representatives

Chairperson

Pamela Davis

Secretary

Rosemary Sandow

Treasurer

Gary Ooyendyk

Committee Members

Cindy McDonald

Sandra Mitchell

Karen Brown

LAAS Team

General Manager

Jeremy Mills

Chief Operations Officer

Susan Crispe

Corporate Services Manager

Megan Walker

General Manager Accommodation & Day Options

Leah Cunnah

Engagement & Quality Officer

Sophie Wiese

Human Resources Officer

Bronwyn Smith

Administration Officer

Ethan Grosse



Day Options Opening

On the 30th April LAAS celebrated the opening of its newly renovated Day Options Facility. After 18 months of hard work and planning LAAS was proud to present the newly renovated Day Options Facilities to the public. On the day LAAS welcomed stakeholders, Allied Health professionals, clients, families and many community members. Each visitor was taken on a full tour of the building, received a goodies bag and were able to experience the new sensory room.

93.1 FM did a live broadcast

in the afternoon and both Sue Crispe and Leah Cunnah spoke about the changes LAAS has made and the programs available at Day Options.

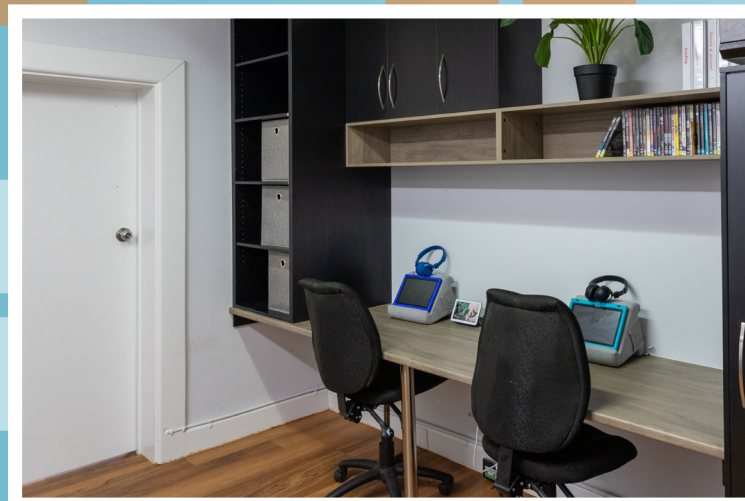
As part of the opening the LAAS Day Options Life Skills group was made responsible for catering on the day. The group opted to cook a BBQ and created an action plan identifying what was needed, how many people were expected, work within a budget, order supplies, set up, cook on the day and clean up afterwards. On the day they catered for more

than 60 people!

There were prizes and giveaways throughout the day with the main prize being won by Shelley Westbrook.

The day was very positive with great feedback received from the attendees. If you missed out on attending our opening but would like the opportunity to tour the facility please contact the LAAS office on 0499 907 675.





Welcome to Bron!



Say hi to the newest face in the Office: Bron! She has joined the LAAS administration team as the new Human Resources Manager while Kelly is on 12 months maternity leave. We're very excited to have Bron with us and are looking forward to her time with LAAS. We also wish Kelly the best as she goes on maternity leave. Please welcome Bron into the LAAS family!

Hi my name is Bron,

I live in Barmera with my partner and 2 children. I play Netball and softball for Cobdogla; I also coach junior netball!

I'm very excited to be taking on the HR/Admin position and look forward to getting to know everyone!

LAAS Bingo Night HUGE Success!

The LAAS Bingo Night, held at The Loxton Club on May 20th, was a massive success! There were many prizes to be won, plenty of food to be eaten, and numerous attendees for the event. In fact, the Club needed to bring in extra tables to accommodate everyone because of the turnout. This all resulted in LAAS raising more than \$800 for the evening! This is an amazing figure, and we certainly impressed the Charity For All Bingo Association, who were kind enough to offer us the opportunity.

LAAS would like to sincerely thank all the people who contributed to the night. Those who volunteered with the catering, the donations of raffle prizes, the staff and clients who came and participated in the event, and for those who couldn't be there on the night but offered their best wishes for the proceedings. There are many people to be grateful towards for helping make this night possible, so to all of you, we cannot thank you enough!





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.

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.

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

In line with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018, LAAS is committed to investigating and dealing with all feedback in a fair and timely manner. This is to ensure all relevant parties are consulted at every stage of the feedback process and a resolution achieved.



www.laas.com.au

Please feel to provide any feedback online via <https://laas.com.au/contact/feedback/>

How to Provide Feedback



Website

The LAAS Feedback page includes a form in which individuals can provide feedback to the organisation. Feedback can remain anonymous.



Paper copy

Each LAAS location has paper copies of the feedback form.



Verbally

You can speak to an operations employee who can fill out the feedback form on your behalf.



Electronically

You can request an electronic version of the feedback form that can be sent to you via email.



BECOME A LAAS MEMBER

Join and make a difference in the organisation

WHAT ARE THE BENEFITS OF BEING A FULL MEMBER?

- Full voting rights at all General Meetings
- Eligible to join the Board
- Have a say in the direction of the Association

For membership enquiries call (08) 8584 6569 or
email admin@laas.com.au

Easter Lunch at Cobdogla Steam Museum

On the 1st of April, LAAS Day Options and SIL clients were invited to an Easter outing at the Cobdogla Steam Museum. Upon arrival, the clients thoroughly enjoyed a train ride which was run by the museums volunteers; followed by a picnic lunch together. In the afternoon, everyone

was given an Easter egg basket and participated in an excitable egg hunt! The event was a huge success and one that all clients and staff enjoyed. A big thanks to Leah, Meg and Ethan for organising the event!



Proloquo and Ready-2-Go!

THAT'S A HOOT:

Proloquo2Go's friendly owl logo makes the app friendly-looking and appealing.



Proloquo2Go is a form of AAC (Augmentative and Alternative Communication) presented as a symbol-supported communication app. Proloquo is designed to promote communication, development of language, and aid in providing a voice to those who may not have one. At Day Options, we have two iPads with Proloquo installed.

Proloquo features different customization settings, meaning it can have profiles set up for beginner to advanced level communicators. Proloquo2Go is commonly set up by a speech therapist but can be set up by staff who are trained in its use. Setting up Proloquo relies on an understanding of its use as the layout of symbols and the quantity used to begin with are crucial for client success when using the program.

Core words appear in the same location across folders to support learning through motor planning. Having core words in the same spot across all folders means that once the location is learnt, the client can rely on fluency and muscle memory to easily select the most commonly used symbols they

may need. This means that as they grow more comfortable with the program, their communicating will become fluid, similar to how we learn to use a keyboard – eventually, you learn where certain keys are without having to think as much. These core words will often be similar if not identical for many users, and the other symbols located on the home screen can then be customized to whoever the profile is being made for. Once set up, a Proloquo profile should only be added to, not rearranged or reduced, as the user will learn the placement for each word and changing this placement will confuse them.

The symbols themselves can be customised, and using images of the client themselves doing an activity, their own bag, a photo of the place they attend, makes it personal and helps to solidify in their mind that that symbol will communicate what they specifically are

"a Proloquo profile should only be added to...as the user will learn the placement of each word..."

wanting – to aid in recognition even if they do not have full understanding of the words used or the name of something, they will recognise the image if it is something they see, do, use or own themselves. For the more advanced communicators, there is a type option, which allows

them to write out what they want to say, and then speaks it aloud for them. This bypasses the searching for symbols, or the limitations of not having those symbols available, but does rely on the user being able to spell and recognise letters. Some may find this easier than symbols, but often users will use the symbols provided as the images are easier to learn and recognise.

In the initial learning/use of the device, especially in a new environment or to

communicate to new people, staff should say yes to requests made by the client (within reason!) as this will show them that they are being understood, that it is a tool that will help provide for their wants and needs, and so that they do not immediately reject it as not being useful to them. It encourages use and promotes their sense of control and to feel understood. As they take to using the device more regularly, more opportunities to say no or place boundaries will be available. This obviously does not negate saying no to unsafe, inappropriate or behaviour of concern requests.

"The design and intent of Proloquo is for the client to use this as their voice."

familiar and actively using the program, staff should have no need to use it anymore.

The design and intent of Proloquo is for the client to use this as their voice. They will have access to the program at all times ideally, and can use this to communicate to anyone, anywhere. For those just beginning to use it, it may take time to adjust and actively interact with the program, so staff are able to model the use to them.

It is not a tool to tell the client what we want of them, or what to do. To model, asking a question they can respond to is a good place to start. Pressing the symbols for "you" "want" and "eat" at mealtimes gives them the opportunity to reply, with options such as "yes", "no" or in their food folder, the type of food they usually eat. When you press each symbol, the program will say the word out loud, and then if you press the top bar where the symbols have been selected, it will say the whole sentence. Once the client is familiar with the layout and using the program to respond, they can be encouraged to then be the ones to select the initial symbols, by stating "I want eat" instead. Once a client is



THE PROLOQUO HOMEPAGE: Some users can begin with as little as 3x3 grid size on their pages. It is better to start out small and increase when needed, as starting too complex can be overwhelming, and reducing will disrupt their learning of the layouts.



THE TOP BAR: When they press a symbol, the sentence forms at the top of the screen.

"Proloquo2Go is an award-winning symbol-supported communication app providing a voice to over 125,000 individuals who cannot speak. It is designed to promote growth of communication skills and foster language development through research-based vocabularies."

Day Options Weekly Planner

Each weekday focuses on a different area that the clients can engage in by using tailored activities to strengthen skills

Monday - Sensory Activities

LAAS clients begin the week engaging with a range of sensory-based activities. This includes spending time in our new sensory room – enjoying calming sounds and pictures, feeling movement and relaxation sitting on the waterbed or exploring the visual treat of various bubble tubes and light displays.

Other activities outside of the sensory room include:

- » Nature walks outdoors, exploring sights and smells of nature.
- » Gardening activities – digging in the soil/planting seedlings.
- » Sensory doughs/sands – to feel and explore.
- » Smells and taste – making juices with fresh fruit to try.

Tuesday – IT & Communication

On Tuesdays, there is a range of communication and IT activities. This is where clients spend time with staff in the IT room researching different topics and interests of their choice

LAAS has recently begun using the Proloquo2GO program. A communication aid that many of our clients are familiar with. We look forward to utilising this program and seeing more clients engage with it to assist with communication.

Other IT & communication activities include:

- » Purchasing and reading through newspapers and magazines together – talking about current events and other items of interest.
- » Visiting local libraries to explore and borrow books.
- » Using cameras and smartphones/tablets to explore photography, including taking pictures and editing/printing.
- » Letter and card writing.

Wednesday – Cooking & Crafts

Wednesday is always a firm favourite for clients who enjoy cooking activities. On some weeks, clients can expect to make a meal to share for lunch; in other weeks, it may just be healthy snack items that are prepared. Cooking activities focus on encouraging healthy recipe and ingredient choices as well as healthy portion sizing. We also encourage clients to be involved in the shopping process, including preparing shopping lists, locating ingredients in the supermarket and purchasing them at the register.

Craft activities include:

- » Decorations/cards for the various holidays celebrated throughout the year.
- » Painting and drawing.
- » Researching craft activities of interest – shopping for required items together

Many of our clients come to us with ideas for craft activities they wish to do. We endeavour to include these requests in our programming each week to ensure interest and engagement.

Thursday – Community Outings

On Thursdays, clients explore the Riverland region by attending local places of interest. LAAS Day Options clients spend the day out of the centre, enjoying a packed lunch out by the river, or purchase food from local restaurants/café's.

We are always on the lookout for activities and events around the Riverland for clients to attend – including Chaffey Theatre shows and local festivals/activities.

We hope to include day trips to Mildura or the Adelaide Hills for some variety in the future.

Friday - Health/Exercise and Pampering

Clients finish off the week with a day of health and relaxation. On Friday mornings clients attend the Berri gymnasium, where they have the entire building to use as they please. Trampolines, foam pits and other gymnastics equipment is available for clients to use.

In the afternoon, time is spent relaxing, either in LAAS's new pamper room or the sensory room, having a relaxing massage, foot spa, or nails painted. Clients also enjoy going to a local venue for a drink in the afternoon as a social and fun way to end a busy week.

For any enquiries regarding Day Options programming or to pass on any ideas for activities/events, please contact Leah Cunnah at leah.cunnah@laas.com.au

LAAS Employee of the Month



Mithil (left) was nominated for Employee of the Month by his co-worker Surjit (right). Mithil has been employed with LAAS for less than six months and has transitioned into LAAS effortlessly. He is efficient, a fast learner, compassionate, honest and hardworking. Mithil is a valued worker for LAAS and we are excited to see him to continue to succeed in his role as a Disability Support Worker.

Barb is receiving Employee of the Month for being reliable, flexible within her role and supporting co workers and clients in fulfilling shifts at short notice. She completes all her duties efficiently, interacts and supports clients in a caring, enjoyable way. Barb is always willing to support new workers and offer advice and knowledge when needed. Barb is a valuable worker for LAAS and we look forward to seeing Barb continue to exceed in her role as a Disability Support Worker.



Staff Engagement

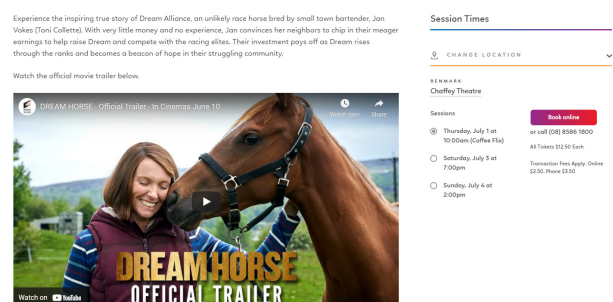
On Wednesday 5th of May, LAAS held a staff engagement session at the Berri Hotel for a few hours in the morning. There were icebreaker and Get To Know Games, and even some prizes to be won. It was great to have staff who weren't on shift come along and continue to build and strengthen relationships with fellow staff and Office staff. Sophie will continue to organise staff engagement sessions in the future.

There are two scheduled staff engagement events in the coming months:

On Tuesday 15th of June, there will be a coffee club at Arrosto Coffee in Renmark at 10am

On Thursday 1st of July, we will be attending a Coffee Flix screening of the film 'Dream Horse' at the Chaffey Theatre in Renmark at 10am.

Be sure to mark these two dates in your calendars and we look forward to seeing you there!



If you have any ideas or suggestions for future events, please email Ethan or Sophie at ethan.grosse@laas.com.au or sophie.wiese@laas.com.au.

Day Options Closure Dates

PLEASE MAKE NOTE OF THE FOLLOWING DATES FOR
DAY OPTIONS

Queen's Birthday - 14th June

Day Options closed

5th - 9th July

Mid Year Closure

Take care and enjoy the time off!



LIFE SKILLS

PROGRAM

My name is Greg Draper and I have taken on the new role as the Life Skills Mentor. I was appointed to this role in mid-March of this year, and have been given the task of “teaching” Life skills to a number of clients at LAAS. I have come from a teaching background as a Secondary Teacher, former Scuba Instructor and former Soldier in the Army Reserve.

What are “Life Skills”? I am glad that you have asked.

Life Skills are those things that we do every day without thinking. The things we take for granted. For people with physical and mental disabilities, these skills are missed, overlooked or just ignored when assisting people to grow to adulthood. Many such people become adults and do not know how to clean themselves, cross a road safely, or know how to ask questions to get information they need. They can be shy, introvert and lacking in the confidence needed to be treated just like any other adult.

This program is designed to assist these clients in developing skills in many of these areas. Some clients already have abilities in various areas covered, but not all. Some clients need to develop these skills in many areas. Some clients just need encouragement to fully ‘bloom’ as a confident adult in our society.



The Life skills program has been broken into ‘Units’, each running around two and a half sessions a week in four week blocks. The first two units covered the topics of Road Safety and Conversation and Relationships. Road Safety looked into topics such as pedestrian crossings, crossing a roadway, crossing with traffic present, the dangers of heavy vehicles and pedestrians, safety in car parks and how to keep safe when walking on a roadway where there is not a footpath present, or there are works affecting the footpath or roadway. Likewise, the unit on Conversation and Relationships looked into how we talk to friends and family against how we talk to professionals, say a Doctor for example. We looked at the appropriateness of language when at home and in public, and what language some people may find crude, rude and offensive. Many of the sessions required

outings to appropriate places where these skills could be demonstrated and practiced.

The second two units are on Personal Hygiene and Domestic Skills. With Personal Hygiene, topics include the importance of being clean, wearing clean clothing, washing ourselves and why we do this, toileting, dealing with our own sickness or sickness in others. Domestic Skills look at keeping the kitchen clean, rinsing and washing dishes, household chemicals and their safe use, vacuuming and mopping, food hygiene and teamwork.

The third units will look at Work Skills, and Independence Skills. These units will look at areas such as the work environment and what am I capable of doing for work? How can I get the skills necessary to do the job I want to do? And with Independence Skills, this unit will look at buying items in a shop, money, saving money, personal choice and

being confident in what they know and what they can do.

So far, this program has yielded some really encouraging results. Just one example: The Day Options area was cleaned by the clients who are a part of the Life Skills group, and their standard of cleaning impressed all who were able to see it! They should be proud of the standard that they achieved!

I believe that this program will encourage clients who undertake it to become more independent and confident. Evidence of this is seen in some client's willingness to volunteer to do certain jobs, and in the confidence with which they undertake it. I also believe that I am making a difference (with the help and encouragement of colleagues). Clients are enthusiastic about what they are doing, and the change in personalities can also be seen when dealing with peers and strangers.

	Module 1	Module 2	Module 3
Unit 1	Road Safety	Personal Hygiene	Work Skills
Unit 2	Conversation & Relationships	Domestic Skills	Independence Skills

Sims Backyard Bash



Luke has been busy working in the backyard; tidying and rearranging the layout so as to make room for the new barbeque and table and chairs set that will be going in. Good job guys - you're real greenthumbs!



Peter's Adelaide Trip

In March, Peter and his support worker went to Adelaide for a little holiday. They drove to Adelaide Zoo and spent the day looking at the animals, and enjoyed some Chinese food for tea. They stayed at Tanunda Caravan park in a cabin specially designed for people in wheelchairs. Peter thoroughly enjoyed his time away and we're glad it went so well!



Edward Street Working Bee



There were a few hiccups with broken garden tools but thanks to Meg we were able to get some new ones to finish the job. Here are some before and after pictures for everyone to see.



Working Bee at Edward street on the 22nd of May was a success. Thank you to all the staffw/non-staff and clients that came to help make Edward St garden more pleasant to look at. The garden is looking 100% better now thanks to all your hard work.



Thanks to Beech Home Hardware for supplying the bark and with the extra couple scoops of bark we were able to do the back garden as well. Special thanks to Sam, Anne-Marie, Kosta, Jonty, Brett, Surjit, Meg and Jamie with the front yard and Patty with the back yard.



Trivia Time

1. In a website browser address bar, what does 'www' stand for?
2. In a bingo game, which number is represented by the phrase 'two little ducks'?
3. According to Greek mythology, who was the first woman on earth?
4. Name the world's four major tennis tournaments.
5. Which author wrote the 'Winnie the Pooh' books?
6. What was Freddie Mercury's real name?
7. What was the first music video to play on MTV in 1981?
8. What classic film does this iconic line come from: "*We'll always have Paris?*"
9. What is the name of the Twitter bird logo?
10. What substance are hair and finger/toenails made of?
11. Which tropic sits above the Equator: Capricorn or Cancer?
12. Who is famous for saying, "*Now I am become Death, the destroyer of worlds*" after witnessing the first nuclear explosion?
13. What is the name of the first film in the Marvel Cinematic Universe (MCU)?
14. What is the final world in the Bible?
15. What is the pigment that allows plants to photosynthesise?

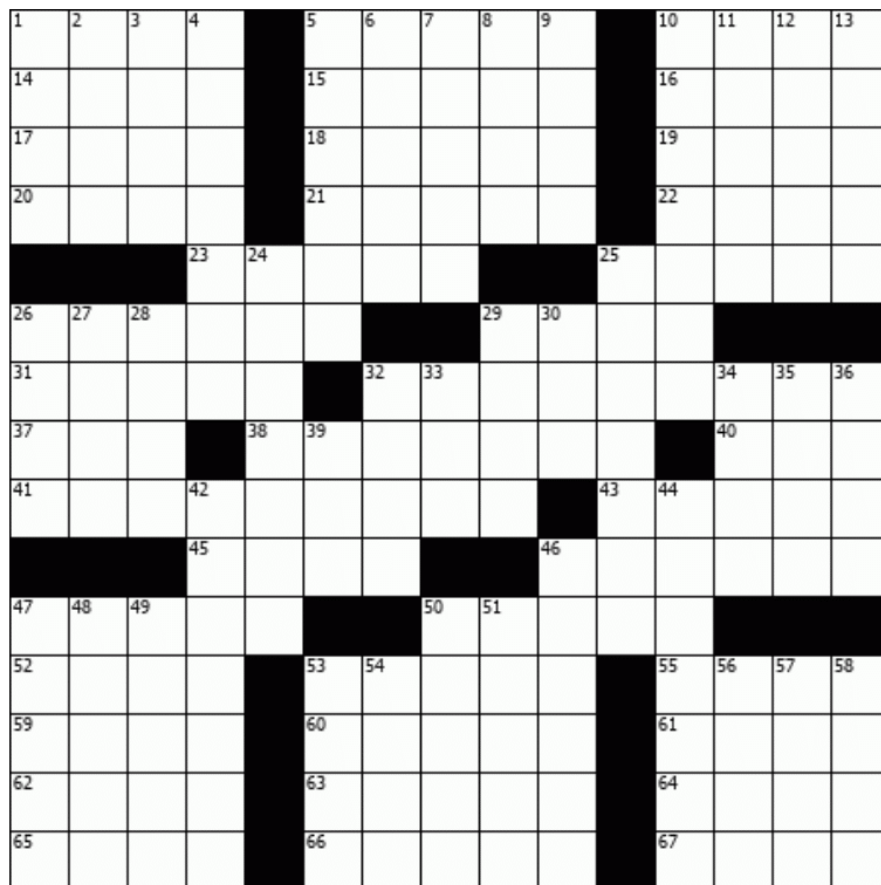
..... Did you know?

The tiny piece at the end of a shoelace is called an **aglet**. The word 'aglet' originates from the Old French 'aguillette', which is the diminutive of 'aguille', meaning 'needle'. This in turn comes from the Latin word for needle: 'acus'. Hence, an aglet is like a short needle at the end of a shoelace.

Crossword Conundrum

Across

1. Peruvian capital
5. Gorge
10. Mild expletive
14. Eve's partner
15. Actress ____ Berry
16. Country singer ____ McEntire
17. Catherine ____-Jones
18. Detroit products
19. Plenty (2 wds.)
20. West's opposite
21. Does' mates
22. Bestow
23. Diner
25. Go in
26. Attraction
29. Heap
31. Raises children
32. Worship
37. 14th letters
38. Least hard
40. Murmur lovingly
41. Parking lot employee
43. Clumsy
45. Speak imperfectly
46. Raspy
47. Fundamental
50. Fragrance
52. Guinness of "Star Wars"
53. ____ Pan
55. Coffee vessels
59. Skirt length
60. Wear down
61. Source
62. Whip
63. Baseball teams
64. Out of port
65. Roadhouses
66. Poverty-stricken
67. For fear that



Down

- | | | |
|--------------------------|------------------------|-----------------------|
| 1. Lounge around | 24. Poisonous element | 42. Evokes |
| 2. Original thought | 25. Ecstasy | 44. Not artificial |
| 3. Gym pads | 26. ____ code | 46. Religious dissent |
| 4. Nonprofessional | 27. Pre-Easter season | 47. Disney deer |
| 5. Morally pure | 28. Final | 48. Foreign |
| 6. Terre ____, Indiana | 29. Verse writer | 49. Family car |
| 7. Church table | 30. Tax agency (abbr.) | 50. Boulder |
| 8. Walk heavily | 32. Right away (abbr.) | 51. Surrendered |
| 9. Untidy condition | 33. Clamor | 53. William or Sean |
| 10. Police drama | 34. Bakery worker | 54. Historic canal |
| 11. Kindled again | 35. Klutz's cry | 56. Fragrant flower |
| 12. Over | 36. Short message | 57. Nays |
| 13. Starchy veggie (sl.) | 39. Public notices | 58. RBI, e.g. |

Answers on pg. 23

Client Spotlight

Featuring:
Jessica



Favourite thing about Day Options:

Doing craft activities

Favourite dish cooked at Day Options:

Rainbow spaghetti

Favourite colours:

Pink, blue, and purple

Favourite TV show/movie:

Show Dogs (2018)

On a scale of one to ten, how awesome was this interview?

7/10

Favourite outing so far:

CFS Station visit

Which day do you enjoy the most at Day Options?

Wednesday, because I can do craft

Favourite food:

Lasagne

In a fight between a burrito and a taco, who would win?

Taco. Chilli sauce to the eyes, wins every time.

Trivia answers:

1. World wide web
2. 22
3. Pandora - most famous for the myth of Pandora's Box
4. Australian Open, French Open, US Open, and Wimbledon
5. A. A. Milne
6. Farrokh Bulsara - he was born in Stone Town, Tanzania
7. 'Video Killed the Radio Star' by The Buggles
8. 'Casablanca' (1942), spoken by Humphrey Bogart's character, Rick Blaine
9. Larry T Bird - named after the American basketball legend Larry Bird
10. Keratin - it is the same substance that rhinoceros horns and elephant tusks are made of
11. Cancer
12. J. Robert Oppenheimer - he quoted the 'Bhagavad Gita', ancient Hindu scripture
13. 'Iron Man' (2008)
14. 'Amen'
15. Chlorophyll - it also gives plants their green colour

Crossword solutions:

C	L	A	R	A		I	S	E	E		A	L	S	O
R	A	C	E	S		G	N	A	W		L	A	O	S
A	N	N	I	H	I	L	A	T	E		B	U	L	L
B	E	E	N		L	O	G	S		V	I	D	E	O
			S	I	L	O	S		D	I	N	E		
O	C	T	E	T	S			R	E	S	O	R	T	S
L	A	I	R	S		A	R	O	M	A		D	I	E
D	U	E	T		P	L	U	T	O		Y	A	R	N
E	S	T		T	E	E	N	S		P	A	L	E	D
R	E	H	E	A	T	S			S	T	R	E	S	S
		E	L	L	E		S	A	L	A	D			
A	N	K	L	E		H	O	B	O		S	A	R	I
D	O	N	E		C	E	L	E	B	R	A	T	E	D
A	V	O	N		B	R	I	T		A	L	O	N	E
M	A	T	S		S	O	D	S		M	E	M	O	S



LAAS

LIFESTYLE ASSISTANCE AND ACCOMMODATION SERVICE

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Supporting people with disability