

Broadmeadows Disability Services

“A spirited community facilitating
partnerships & pathways “

.... an inclusive, responsive service
supporting people to explore &
contribute to their community

January
2009

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Message from the CEO:

I would like welcome you all to the new year and trust you had enjoyable Christmas and New Year celebrations with those important to you. 2008 has been another successful year for BDS - a year of growth, development and consolidation.

The past 12 months has seen the development of our 2007 - 2010 Strategic Plan underpinned by the development of an operational plan. Through the board of management, the introduction of sub committees has resulted in two committees being established. The Finance sub committee and Vehicle sub committee. The Finance committee meets monthly prior to the board meeting and the Vehicle committee meets at least bi-monthly depending on work required.

A number of vacancies arising from staff leaving to take up new opportunities with other agencies has enabled consolidation of our future directions through a reorganisation of the staffing structure. This will facilitate a more focused approach to service delivery.

Two Manager positions will support the continued implementation of our Operational Plans in 2009. Client Services Manager - *Geraldine Long* will be responsible for the operational aspects of the service, supporting Program Coordinators to ensure optimum service delivery. Program Development Manager - *Simon McDowell* will be responsible for ongoing program development including policy & procedure along with quality framework development & implementation. A number of other changes have been identified and implemented and there is still work to be done this coming year to complete this staff reorganisation.

We continue to foster and enhance partnerships with our local community, opening doors to a raft of opportunities. The establishment of the Broadmeadows Environment, Enterprise & Education Project (BEEEP) has further promoted BDS as an integral part of our local community. The project consist of 12 partner organisations (including Brotherhood of St Lawrence, DHS, Neighbourhood Renewal & local schools) focused on investigating sustainable learning and employment opportunities which support environmentally conscious strategies for both BDS members and the broader community on the BDS site.

The first endeavour of the partnership is the Broadmeadows Community Tool Library (BCTL) which will be based at BDS. This joint effort by BDS and the broader community will provide a tool borrowing service along with activities for people to share and acquire practical skills. The shed has already been erected and fit-out will continue in early 2009 leading up to the official opening in May 2009. Other projects include a community garden project with the local primary schools and community groups, a bike rejuvenation program and the resurrection of the nursery.

BDS through the BEEEP was fortunate to receive significant funding from Department of Sustainability & Environment Neighbourhood Renewal Project and recently we were advised that we received funding from DHS as part of the Changing Days initiative to employ a Community Development Facilitator for 12 months which is critical to the success of BEEEP. A transport review for Day services was also completed early in the year with recommendations implemented. Ongoing monitoring of transport services will be undertaken to ensure sustainability of current transport provided.

I hope that you are all looking forward to the challenges of the coming year and will join in celebrating our achievements along the way.

Barb van den Vlekkert

Disability Act 2006

The Disability Act 2006 has brought about many changes for people with disability. The new legislation has introduced changes that have made service providers much more accountable and rightly so.

The areas covered within the Act are:

- Planning for individuals
- Strengthening rights in residential services,
- Building strong complaint & review systems
- Service Access
- Protecting the rights of people on restrictive intervention & compulsory treatment.

BDS are working on a number of projects to support these changes including -

- A project with Disability Accommodation Services Central for “I person I plan” roll out.
- Development & implementation of new complaints policy (available on BDS website check it out)
- New systems being developed to support individualised funding
- New compliance for reporting restrictive intervention.

As a staff member you should familiarise yourself with this legislation.

Quality Management Framework

The imminent integration of an externally assessed quality management framework aims to ensure that services are provided in accordance with consistent performance criteria. The review and development of policies and procedures will be ongoing to ensure compliance with relevant legislation and best practice.

The establishment of Industry & Outcome Standards attempts to cover all the elements that constitute high quality services for people. These standards are used to measure, monitor & improve our services and define the line between acceptable and unacceptable practice.

“Standards are simply about doing things in a consistent way. Standards form a part of our everyday lives, and assist to establish a common language that defines quality and establishes criteria for safety, rights, reliability, efficiency and support user outcomes”

(Understanding the Quality Framework for Service Providers—DHS 2007)

In the next 12 months BDS will be reviewing all current policies as well as drafting new policies. Staff can have input and provide feedback on policy development through the BDS website in the staff section. Further to this all draft policies are tabled through the OH&S committee for consultation. Simon McDowell will be leading this piece of work in his role as Program Development Manager.

BDS Web Site Update (www.bds.org.au)

Our new website was officially launched in October 2008 at the AGM meeting . The new website has a number of new sections including information about programs and activities, information links for families and a dedicated staff resource section.

In the staff section you will find:

- the latest OH&S minutes,
- current policy and procedures, policies under review or in draft,
- Code of Conduct,
- forms for downloading including Incident reports, leave forms etc,
- minutes of staff meetings &
- training resources/PowerPoint's from recent training

If you have any ideas for additions to this section please speak to Simon. The staff section is password protected . All staff were given username and password on their pay slips late last year. If you do not remember this please contact your coordinator who will advise you. Passwords will change throughout the year. When this occurs the new username & password will be given to you on the bottom of your pay slip.



We are aiming to update the website regularly so please don't be a stranger to it!!

Recruitment

In line with strategic direction BDS will be streamlining recruitment across all program areas. BDS will be scheduling recruitment sessions four times throughout the year for Direct support positions across all program areas and as required for office positions. The first recruitment drive will commence by end January 2009.

Opportunities will be advertised externally through a variety of mediums including the BDS website. Job descriptions and key selection criteria will be available for all positions at time of advertising and can be sourced on the website.

There will be information sessions conducted as part of the direct support recruitment which will be held in both an evening and weekend sessions.

Staff will be advised via pay slips when there is a recruitment process being conducted.

Staff are encouraged to apply for positions of advancement if they are suitably qualified.

Training

Training has been scheduled for all staff for 2009. This year all staff will be trained in January after the holiday break, prior to the commencement of all programs. First Aid training including CPR and Infection Control has been scheduled. All staff would have all received correspondence to confirm this.

Members & families have been notified that training has been scheduled and where necessary alternative shifts have been arranged.

It is a mandatory requirement of BDS that all staff hold a current First Aid Level 2 & CPR certificate to continue working with us. If you do not attend this training made available to you, it is your responsibility to ensure that you have an updated certificate prior to yours expiring. In the event that your First Aid elapses you will be required to renew your First Aid & CPR prior to continuing to be offered shifts.

Any requests to support staff in payment or time off for training other than that provided by BDS requires staff to apply for approval by lodgement of a formal request in writing. These requests are to be addressed to the CEO for consideration by the Finance committee.

Consideration will be given to work related study that benefits the role undertaken by the person making request. All requests will be responded to in writing.

OnCall - After Hours Support

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Just to remind staff that OnCall should be contacted for the following:

- Staff support outside of office hours
- To inform of illness/inability to attend work

On Call Pager 9483—7995

Please ensure that you provide the operator with:

1. Your name
2. Contact number
3. Your request is urgent or non urgent

Please note:

- Urgent calls will be returned within 10 minutes
- Non Urgent call within 30 minutes

If you do not receive a return call within 30 minutes, please re-send your message.

Can all staff please adhere to On Call protocols when placing a message.

We don't want staff to tell us what the call is for over the pager, we will discuss it with you over the phone.



Wage Payments

BDS pay periods end each fortnight on a Tuesday night. Wages are processed on the following day (Wednesday) and funds are sent to banks for release to your accounts on Thursdays.

In some instances, this may mean that you are not able to access your wages first thing on Thursday morning and may have to wait until later in the day. Other people may find that they are able to access wages as early as Wednesday evening. This is completely dependant on your bank and is outside of BDS control.

We strongly recommend that all staff review and align any direct debits/payments in line with the above.



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BROADMEADOWS DISABILITY SERVICES

We're on the web!
www.bds.org.au

Staff Meeting

The next Home First RASP & Escapade
staff meeting is scheduled for:

Wednesday 4th February 2009

5pm - 6:30pm

Intensive support program

A review of all services has been conducted as part of the structure reorientation. This review identified a number of challenges particularly for individuals receiving intensive supports. As a result, a decision was made to transfer the support of individuals receiving intensive support programs across to Day Services.

Work commenced to progress this strategy in September 2008 and will continue in 2009. Ongoing consultation and negotiation with individuals effected will be undertaken to ensure consistency of services provided. This strategy aims to provide consistent services and improved support for staff from both peers and managers.

For those individuals that have not been contacted Geraldine Long is managing this process and will be in touch in early 2009 to progress this reorientation.

Day Services

As a result of the service orientation there are now 4 Team Leaders each with a portfolio - intensive support, community inclusion, recreation/leisure & education/life skills. Programs will sit within one of these areas. Team Leaders will be allocated 2.5 days non contact as a result of these changes.

Prior to the end of the year members and staff were consulted about the team compilation and as a result some members were moved (at their request) into new teams.

Further work in this area will be done upon return from the holiday period.

EB Update - Home First

In July 2007 BDS management commenced the process to review the expired EB for Home First staff.

A staff meeting was called and a consultative committee of 7 staff was

Statement of Purpose:

BDS is an inclusive, responsive service supporting people to explore and contribute to their community

"A spirited community facilitating partnerships and pathways"

Last year consultation was sought by members, families/carers, staff and other stakeholders to contribute to the new strategic plan 2007-2010. At the recent AGM in late October 2008 the new strategic plan was launched. We also launched a new statement of purpose - "BDS is an inclusive, responsive service supporting people to explore and contribute to their community". Our new catch cry was also launched - "A spirited community facilitating partnerships and pathways".

The strategic plan has four key areas:

1. **Grow and achieve** - "We strive and support people in achieving their dreams and aspirations".
2. **Dynamic and responsive support** - "We facilitate the right people and the right supports"
3. **Inclusive community** - "We encourage people to be active community members"
4. **Industry Leader** - "We value sustainable business management focused on service delivery excellence".

An operational plan has also been developed. This plan determines the tasks and areas of responsibility for management to ensure that the strategic plan will become reality. Further to this, work plans will be established by CEO, Managers & Coordinators to drill down on tasks further.

The strategic plan can be viewed on the web site.

elected to represent staff. Meetings were held throughout 07 & 08 and in September 08 communication was sent to staff advising of pending ballot.

Prior to ballot being actioned HACSU advised BDS Management that it was representing some staff. This meant that the current process had to be suspended. HACSU have advised that they have met with the staff that they represent and have requested a meeting.

A meeting has been scheduled for January 13 2009. Staff will be kept informed of progress. The new EB will also include RASP & Escapade staff who currently sit outside of any agreement.

"All that is important is this one moment in movement. Make the moment vital and worth living.

Do not let it slip away unnoticed and unused"

- Thoreau