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Welcome Glenn!

It is with great pleasure that we announce the appointment of our new Chief Operations Officer, Mr. Glenn Stanton.

Glenn has extensive experience in supporting people with developmental disability, Autism and associated complex medical conditions. In particular, he is an experienced leader and NDIS specialist. In his previous role Glenn was responsible for the oversight of supported independent living, short-term accommodation, day programs, learning and lifestyle and in-home support. Glenn's warmth and passion for the work we do is evident when you talk to him about his 20 year career in the disability sector. We believe he is an excellent cultural fit for our clients, families and the entire EBL team. Glenn commences his new role with us on 23rd July and we look forward to working with him to support our future success under the NDIS.

Welcome to the team Glenn!

“Our mission is to provide quality lifestyle support and accommodation services to enable people with disabilities to enjoy active fulfilled lives.”



A Word from Wendy

In what seems like a blink of an eye, it is time to put on the woollies and rug up for yet another winter. While we keep ourselves warm, the EBL team continues to work diligently to ensure our clients and families are getting the support they need as we transition through the NDIS rollout.

To assist with this, it is with great pleasure that we announce the appointment of our new Chief Operations Officer, Mr Glenn Stanton. Glenn has extensive experience (20 years) in supporting people with developmental disability, Autism and associated complex medical conditions and behavioural challenges. Glenn commences his new role with us on 23rd July and we look forward to working with him to support our future success under the NDIS. Please join me in welcoming Glenn to the team!

Our longest serving senior manager, Mr Peter Norton will continue to play an important role at EBL as our Program Manager - Accommodation. Over the past 20 years, Peter has demonstrated a tireless commitment to people living with disabilities and their families. He has been critical to our success over the past 6 years and we are delighted that he has accepted this significant role to support our future growth. Thank you Peter for all that you do to support our team, clients and families. Your dedication to providing quality 'client centric' service is inspirational.

While on the theme of thanking and welcoming amazing people to our community, I would also like to take this opportunity to welcome Diana Smith and Rachel Wilson to the EBL team. Diana will be overseeing the running of both Day Options programs and Rachel is the new House manager of the children's service. Welcome Diana and Rachel, we are thrilled to have you on board!

We are also excited to announce the addition of a second Day Options site at Harrow House in Frewville. With the current program at full capacity and increasing interest from numerous new clients and families, the timing to expand our offering could not be better. I would like to thank Lynda Woods and Diana Smith for their part in leading the teams that have established our Day Options programs.

Coming up in October, we will be holding our first Carers Conference in the northern suburbs. This day is dedicated to supporting and informing carers about a range of different topics. In particular, NDIS, advocacy, behavioural management, legal advice, how to find ethical providers, accommodation and much more. Be sure to keep your eye out over the next few months for more details about the day. A lucky door prize is on offer for attendees which is a weekend away in the Barossa with respite provided (free) by EBL for any family member with a disability. This is an event not to be missed!

Finally, to assist with navigating the NDIS, we have included a glossary of commonly used terms in this edition of the newsletter for your reference.

As always, thank you to the passionate and dedicated employees who continue to support our efforts – we are so very grateful.

Wendy Warren

Chief Executive
EBL Disability Services

EBL Carer Advisory Group



Thank you to all Carers' who have returned their surveys - your feedback is appreciated!

The data you give us provides a valuable source of information to ensure we keep improving our services. While surveys were due back by May 11th please be assured that we are still happy to get your feedback. The majority rated EBL services as "Very good" or "Good". This shows us how committed EBL staff are to do their best for clients. To have perfect

survey results would be amazing and certainly something we continue to aim for. As the surveys are anonymous, EBL cannot address any problems raised with you directly. However, EBL staff would like to resolve any issues you may have, so please phone or call in to talk to the appropriate person to clear up your concerns. If you would prefer someone from the Carers Advisory Group to assist you with approaching EBL, please leave your name and contact details at reception and your call will be returned by one of our members.

EBL are in the process of organising a Public forum in October with guest speakers on some of the topics

requested through the survey. It will be open to the general community so if you know others that would be interested in coming along please let them know when the details are published. We will send each of you an invitation in the coming months with a program attached - we would love to see you there.

Dawn Brodie

Convenor
EBL Carers Advisory Group



All Dressed Up and Somewhere to Go!

One of EBL's valued community housing partners is Unity Housing. Unity held a disco recently for some of their tenants who are supported by EBL. It was a great night and lots of fun was had by all!

Day Options Update

With the growth of our Yarnbook Day Options program increasing and further interest from numerous outside contacts, we decided to expand our Day Options program from one site to two sites. In doing this, we were able to expand from a single service in the North to the East where access to Day Options (Learning & Lifestyle) programs is limited. Although both programs provide a holistic curriculum they are also tailored based on the functionality of the people in the group. Each program offers unique opportunities to enable life skills development for the individuals who participate.

Our second program operating out of Harrow House is growing rapidly. We would like to thank the Harrow House Board and of course our CEO Wendy Warren for passionately sharing the vision of utilizing this exceptional space to be used as a Day Options program. We've been operating for approximately five weeks and are receiving positive feedback from clients, parents and care givers. There is ample room to enjoy a range of activities inside or outside in the beautiful gardens. One of our participants has said that "it is a nice open environment and it is a cool place to be" Ashlee. Thanks to all involved for their hard work and commitment to support the Day Options to expand and grow.

Harrow House Day Options offers individuals activities such as:

- The use of a large bank of computers and Ipads allowing individuals to strengthen their IT skills and to interact with specific educational programs relevant to them.
- An art therapist attends weekly to support art activities such as paint, clay, collage, textile, canvas arts and a wide range of art activities aimed at strengthening creativity and developing art appreciation.
- Weekly music therapy program is facilitated by a singer song writer/music teacher who engages participants to express themselves through song, music, dance and drama.
- Exercise programs include swimming and walking groups.
- Tending garden beds where program participants can plant and nurture vegetables and herbs for use in cooking. (Thank you HARROW!!)
- Cooking facilities are available where individuals can increase their independence and build their skills.
- Various outings where individuals can increase community inclusion.

Kind Regards

Diana Smith - House Manager of Day Options

Lynda Woods - Client Services Coordinator

For more information on Day Options, contact EBL on **8252 1000**.

Day Options Fun!



Mini Golf and Bowling

Michael, Steward, Michelle, Clint and Matt enjoying community access at the Barossa Bowland and mini golf!

Go The Crows!

Shane was super excited to be supported by Memory to attend the CROWS vs Weston Bulldogs on the 18th May. And to top off an excellent evening Shane's Team won!! **GO THE CROWS!**



Sun and Sand Sculptures

Michelle, Kelsey, Monique, Emma and Caitlyn from one of the girls only groups travelled to Port Norlunga recently to experience the wonderful sand sculpture displays!



Bayan's 50th!

Everyone was all so happy to Celebrate Bayans 50th Birthday. **Happy 50th Bayan!**



Music Group Rock Out!

Everyone had so much fun at the combined Day Options groups music group at Glenside.

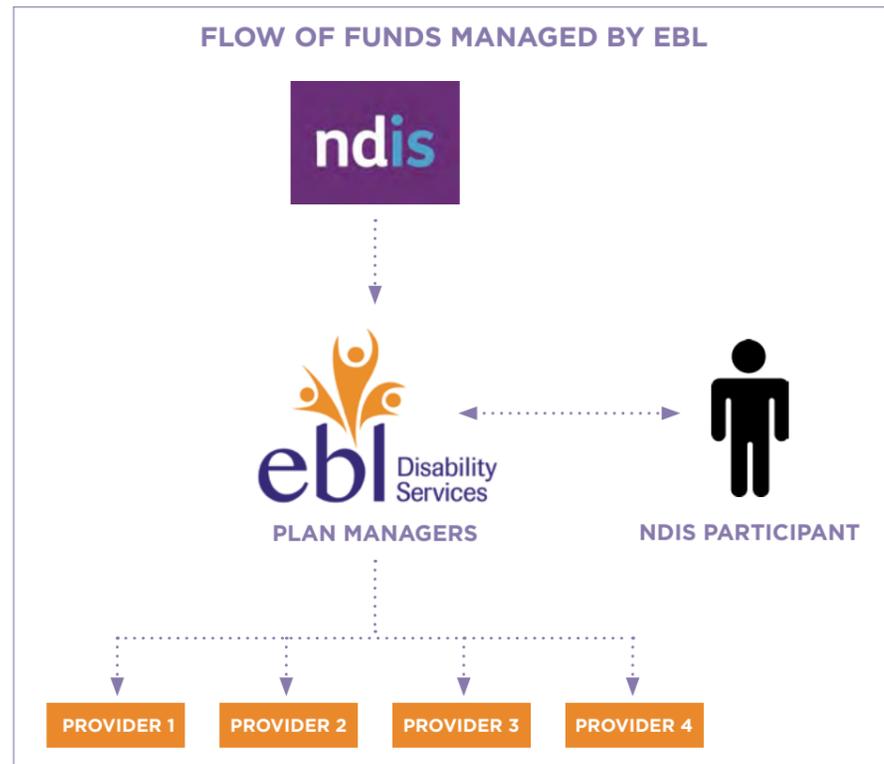


Plan Management - Flow of Funds

Understanding the NDIS and managing the funds in your plan can sometimes be stressful and confusing. At EBL, we can help.

The below diagram demonstrates the flow of funds process when working with the Plan Management team at EBL.

Contact the team at EBL Disability Services at plan.management@eblds.org.au or on **8252 1000** to discuss your options today.



Welcome Diana And Rachel!

We are thrilled to have two new House Managers join our team at Davoren Park, Diana Smith, who is overseeing the running of both northern and eastern Day Options programs. Rachel Wilson, is the new House Manager for the children's service. We welcome you both into the EBL community and are all very excited to have you on board!



Rachel Wilson



Diana Smith

NDIS Glossary

There are words used to explain parts of the NDIS that might be confusing. As you work more with the NDIS, you will hear and read new words that are important for you to understand. The NDIS have pulled together following list of words and what they mean.

A

Access Request Form

The form people fill out that helps NDIA identify if a person is eligible to become a participant.

Access requirements

The criteria someone must meet to become a participant in the NDIS. The access requirements are:

- Age: under 65 years.
- Residency: live in Australia and be an Australian citizen or have paperwork letting you live here permanently.
- Disability: your disability is permanent (will not go away) or you need early intervention (to be treated early that will help by reducing the future needs for supports).

Approved plan

See 'Plan'.

C

Carer

Someone who provides personal care, support and help to a person with disability and is not contracted as a paid or voluntary worker, often a family member or guardian.

Choice and control

A participant has the right to make their own decisions about what is important to them and to decide how they would like to receive their supports and who from.

Community engagement

Describes the range of ways people are involved in the wider community.

Community services

Activities and interests (not supplied by government groups), which are available to everyone in the community e.g. social, study and sporting interests.

D

Disability

Total or partial loss of the person's bodily or mental functions (The

Disability Act 1992). Describes a person's impairment of body or function, a limitation in activities or a restriction in participation when interacting with their environment.

E

ECEI - Early Childhood Early Intervention

Providing support early in life to reduce the effects of disability and to improve the person's functional capacity.

Eligibility

Whether a person can become a NDIS participant or not. This is determined using the information on the Access Request Form.

F

First plan

The start of a participant's journey with NDIS. An NDIS plan documents a participant's goals and the supports needed to work towards these. NDIS plans are reviewed regularly. See 'Plan'.

Formal supports

Supports participants have to book and pay for. See 'Support'.

Full plan

See 'Plan'.

Full scheme

The dates when the NDIS will be available to all eligible residents:

- ACT - July 2016
- New South Wales - July 2018
- South Australia - July 2018
- Tasmania - July 2019
- Victoria - July 2019
- Queensland - July 2019
- Northern Territory - July 2019

Full scheme roll out

The same as full scheme.

Funded supports

Supports the NDIS pays for through a participant's plan. These supports must be reasonable and necessary. See 'Support'.

Funded support package

The funding available to a participant. There are 3 budgets in a support package: Core, Capacity Building and Capital.

G

Goals

Things a participant wishes they could do or achieve in the future, with the help of the NDIS.

Guardian

A person in a formal caring role, acting for a person with a disability. Parents are usually guardians.

I

Informal supports

The supports participants get from the people around them, for example family, friends, neighbours. See 'Support'.

Insurance model

The NDIS spreads the cost of individual's current and future needs across the broader community. It is available to every Australian that meets the access requirements. It places emphasis on up-front investments to reduce a participant's future NDIS needs.

- Insurance principle
- The same as Insurance model.

L

Lived experience of disability

A person's own experience of living with a disability or having a close relationship with someone with disability e.g. a family member or partner.

Local Area Coordinators (LAC)

LACs are local organisations working in partnership with the NDIA, to help participants, their families and carers access the NDIS. LACs will help participants write and manage their plans and also connect participants to mainstream services and local and community-based supports.

M

Mainstream services

The government systems providing services to the Australian public e.g. health, mental health, education,

(Continued on next page)

justice, housing, child protection and employment services.

Market

A collection of providers offering products and services to NDIS participants.

Multidisciplinary

A team of professionals who work with one another and share the jobs of evaluating, planning and providing services to a participant.

N

NDIA

National Disability Insurance Agency. The Commonwealth government organisation administering the NDIS.

NDIS

National Disability Insurance Scheme. A new way of providing support for Australians with disability, their families and carers.

National Access Team (NAT)

NDIA staff members who work in locations around Australia to review NDIS access applications and decisions relating to a participant's eligibility for the NDIS.

Nominee

A person who is appointed to act and make decisions for a participant who does not have a parent or guardian.

P

Participant

A person who meets the NDIS access requirements.

Participant Statement

Information setting out a participant's living arrangements, relationships, supports, description of day to day life as well as their short and longer term goals.

Person with disability

A person who has any or all of the following: impairments, activity limitations (difficulties in carrying out usual age-appropriate activities), and participation restrictions (problems a person may have taking part in community, social and family life).

Plan

A written agreement worked out with the participant, stating their goals

and needs, and the reasonable and necessary supports the NDIS will fund for them. Each participant has their own individual plan.

Privacy Act 1988

The NDIA Privacy Notice explains:

- What kind of personal information the NDIA needs to collect about prospective and existing participants
- The people the NDIA may need to collect information from
- Why the NDIA needs the information, and
- What the NDIS usually does with this information.

Provider

Someone who has products or services to help participants achieve the goals in their plan. Participants can choose their providers and change providers at any time, this is also known as choice and control.

R

Reasonable and necessary

Reasonable means something fair and necessary means something you must have. The NDIS funds reasonable and necessary supports relating to a person's disability to help them live an ordinary life and achieve their goals.

Registered provider

A disability support provider that has met the NDIS requirements for qualifications, approvals, experience, capacity and quality standards to provide a product or service. See 'Provider'.

S

Sector

The organisations and companies providing disability support services and the peak bodies that represent them.

Self-management (funding)

Participants receive all or part of their NDIS funding and they manage their payments for supports and pay their providers directly.

Self-management

The amount of help a participant needs doing daily tasks, making decisions and handling problems and money.

Service agreement

A contract between the participant and the service provider they have chosen to deliver the supports in their participant plan.

Service provider

See 'Provider'.

Supplier

Someone who provides items to support participants, e.g. equipment.

Supports

Things to help a person undertake daily life activities and enable them to participate in the community and reach their goals.

T

Transdisciplinary

similar to multidisciplinary, but one professional is chosen as the lead participant provider. A full team are involved in working with the participant, however, the lead provider is responsible for coordination and progress reporting for the participant.

Trial phase

A term used to describe the first three years of the NDIS where different ways of working were trialed.

Trial sites

The locations where the NDIS first started working with participants, prior to full scheme roll out, to test out the NDIS.

W

Workforce

refers to people working in the disability support sector.

Contact details

t (08) 8252 1000

f (08) 8255 1066

w eblds.org.au

e admin@eblds.com.au

EBL Disability Services

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Mawson Lakes SA 509