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Sue Chapman, Trinity Green, Dawn Brodie

Together We Can!

On Thursday 28th February, we were thrilled to present the inaugural “Together We Can” Carer Forum at Technology Park. It was an incredible day that saw us all spoiled for choice when it came to the many amazing speakers who took time out of their busy schedules to share their knowledge and wisdom with everyone. Not only did we have the opportunity to learn, ask questions and connect with each other over a lunch, we were also treated to the sweet sounds of The Sisters of Invention who put on a heartwarming performance for all.

We would also like to extend our huge congratulations to Trinity Green for taking home the door prize of a weekend away in the Barossa staying at the Barossa Novatel, including 2 x nights respite for her child. Trinity we hope you have an amazing time!

Of course, the day would not have been the same without every single person who came along. We are so grateful you could be there and we hope you got a lot out of the day!

For more about the event, including feedback and photos, head to pages 5, 10 and 11.

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A Note from The Chair

Here we are in Autumn, enjoying some more moderate temperatures at last – but for most of us, still no rain! Our Carer Forum on 28 February was a very interesting and stimulating day (albeit extremely hot). The speakers were all excellent, and I think everybody learnt something new – I certainly did. Did you know that if you are travelling in the country and can't get a signal for your mobile phone, you should head for a train line – usually you will get a signal there! (Hand tip from SA Ambulance!) I enjoyed speaking with many new faces, and I look forward to another one being arranged in the future. And congratulations to the winner of the weekend away at Novotel Barossa, Trinity Green.

There seems to be a never-ending stream of news about Royal Commissions at the moment, all of thought-provoking. One of them is particularly relevant to us. That is the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability. The terms of reference have not yet been set, but I hope that they enable rigorous investigation of any allegations put before them, and we see all those seeking to be heard given that opportunity. The well-being and safety of those clients we care for is always uppermost in our minds. If recommendations come out of the Commission which lead to improvements for the entire industry, then that can only be a good thing.

The year is flying by – Easter and the first term school holidays will be upon us very shortly. Hopefully everyone will have some time spent with family and friends enjoying the lovely autumn weather.

Finally, as I write this, it is two weeks since the dreadful events in Christchurch, New Zealand. Our organisation has staff members and clients of many faiths and nationalities. But we all share in a desire to help those less fortunate. We are all part of the EBL family. You are all valued and respected. I believe that first and foremost we are all much more the same than we are different.

Sue Chapman
Chairperson
EBL Disability Services



A Word from Wendy

As the seasons change yet again, I reflect upon all that has happened since our last newsletter. I am filled with optimism and gratitude for the opportunity to work with so many passionate, caring and dedicated people. From our Carer-led Board, Carer Advisory Group, Foundation, Innovation Group, EBL staff and the EBL community, it is safe to say we are all part of something very special.

As many of you will be aware the Royal Commission into Aged Care Quality and Safety launched in Adelaide in February 2019. I echo the sentiments of our Chair, Sue Chapman in relation to the recent launch. That is; “the well-being and safety of those clients we care for is always uppermost in our minds.” We support a robust review of the aged care sector and welcome the recently announced Royal Commission into abuse, violence and neglect in the disability sector should it occur. We strongly endorse the view of the government that “Australians must be able to trust that their loved ones will be cared for appropriately.”

I also join Sue in honoring the memories of the 50 lives lost in the terrorist attacks on mosques in Christchurch. Such a distressing and traumatic event. We are beyond sad and horrified at the scale of these attacks. While we are a diverse country with differing opinions we are united in our grief for those involved.

On a lighter note, the feedback from those who attended our inaugural “Together We Can” forum in February was very positive overall. Your comments provided us with important insights about how we can improve for future events. I also congratulate Trinity Green, mother of a child with a disability, who is the deserving recipient of the holiday in the Barossa. The forum was well

attended by carers and we thank you for your support! For more information about the forum and to check out some of the feedback and photos from the day, please see pages 5, 10 and 11 of the newsletter.

These last few months saw some big milestone celebrations with Nick celebrating his 50th birthday and Amy turning 21! Happy birthday Nick and Amy, we know you both had a great day supported by nearest and dearest! In addition to that, with the Superloop in town, we can only imagine how excited John was when he hit the track to soak up the car racing atmosphere given his lifelong passion for motor vehicles.

As our Carer-led board continues to connect with carers and the broader community, we continue to navigate the ever changing NDIS. We strive to do all we can to ensure you always have the knowledge and support you need. Running the inaugural Carers Forum was just one of the ways we wanted to provide our support and again, we are so grateful to everyone involved who was part of this incredible day. As always, we want to ensure your voice is heard and your questions answered. Should you have any questions about the NDIS, your plan, or wish to discuss anything further, feel free to contact us on 8252 1000.

With the Easter break just around the corner, I would like to take this opportunity to extend a heart filled thank you to everyone at EBL and the wider community for your hard work and dedication. I am truly humbled to be part of the EBL family and look forward to working closely with you all as we continue to work together to ensure those living with a disability live rich and meaningful lives.

Wendy Warren
Chief Executive
EBL Disability Services



EBL Carer Advisory Group



It was our great pleasure to host the inaugural EBL Disability Services Carer Event "Together

We Can" on the 28th February. The day was filled with so many highlights and I echo Sue and Wendy's comments - congratulations Trinity.

As the mother of a child with a disability, I felt the forum was a huge success in that I learned so much about some of the great services available, many of which are highlighted in this newsletter. As always, we thank you for supporting this special event and look forward to running similar forums in the future. It was heartwarming to read your feedback which included the following comments:

"Well executed forum = Lots of information. Covered wide spectrum."

"Loved the highly organised, but relaxed and engaging format. 1 hour lunch break perfect for those additional conversations with friends and presenters for more detail etc. Pamphlets appreciated too. Thank you!"

"Enjoyed was informative."

"I learned a lot. Thank you."

"Really informative."

"Learned a lot. Grateful for the opportunity to get more in depth information."

"Very relevant information. Really enjoyed the length of talkers, was great to talk to others over lunch. Please run this again was valuable and would definitely need to come again due to sometimes missing a bit."

"Well run, singing group fantastic."

"Thank you for putting on the forum. I am new to NDIS and there is a lot know/learn. Could you please include details of those mentioned above in newsletter or send to EBL members via email? Thanks."

The next exciting event we have is the annual Carer Mystery Bus Tour which is scheduled for end of May. Details about this event will be sent out in the coming weeks. This is a great opportunity for carers to come together to enjoy a special day away from the daily grind. We would love to have you join us.

As always, please don't hesitate to contact me directly on 0411 483 976 if you have any questions, suggestions or wish to discuss a sensitive issue. We represent the voice of carers and your feedback is important to us.

Dawn Brodie

Convenor
EBL Carer Advisory Group

Inaugural Carer Forum, Together We Can!

We were honoured to showcase the inaugural "Together We Can" Carer Forum on Thursday 28th February, 2019.

All topics presented on the day proved very helpful and informative with people hearing from a range of different speakers across the following topics:

- NDIS Readiness
- Support Coordination
- Plan Management
- Respite
- Day Options
- Harrow House
- Innovation - Housing & Technology
- Technology for Ageing & Disability SA Inc (TADSA)
- Legal/Advanced Care Directives
- Disability Advocacy & Complaints Service of SA (DACSSA)
- SA Ambulance
- Holiday Explorers

Of all the people who attended, 100% said they would attend the event again.

For your copy of the Ambulance Extended Care Paramedic referral guide presented on the day, head to the back page of this newsletter.

Congratulations Trinity for winning the spectacular door prize to enjoy a 2-night stay away at the Barossa Novatel and respite for your child!



Royal Commission Announcement

Ronald Sackville AO QC has been appointed the Chair of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. He will be assisted by:

- Barbara Bennett PSM
- Rhonda Galbally AC
- Andrea Mason OAM
- Alistair McEwin

The Terms of Reference, detailed in the Letters Patent, indicate that Commission should inquire into what should be done to:

- prevent, and better protect, people with disability from experiencing violence, abuse, neglect and exploitation

- achieve best practice in reporting, investigating and responding to violence, abuse, neglect and exploitation
- promote a more inclusive society that supports the independence of people with disability and their right to live free from violence, abuse, neglect and exploitation

It will cover all forms of violence, abuse, neglect and exploitation of people with disability, in all settings and context.

The Commission is to report by 29 April 2022.

The Federal Budget allocated almost \$528 million for the conduct of the Royal Commission over five years, with \$149 million to be used for counselling and other supports to assist people with disability to participate.

A website will be established shortly.

"Alone we can do so little; together we can do so much."
- Helen Keller



Together We Can!



Amy's 21st

On February 1st, Amy turned 21 and enjoyed celebrating the day with her sister Ashleigh, work friends, house mates, Ashley and Shay, along with friends from Ashburton. Amy choose Coopers Ale House as her place to enjoy the evening to celebrate her special occasion with the special people in her life. Amy had a lovely time and was very happy with the very colourful cake she choose to share with everyone.

Happy birthday Amy!



Nick's 50th Birthday

Happy Birthday to Nick who recently celebrated his 50th birthday! We hope you had a great day Nick!



John at Superloop 500

With the Superloop 500 in town, we can only imagine how excited John was when he hit the track to soak up the car racing atmosphere given his lifelong passion for motor vehicles. John liked the dirt bikes and classic cars, and his favourite car was the Team Army burn out car. He even got a poster of it for his room!



NDIS Participant Plan Review

Your plan review is an opportunity for you to check if your supports are working for you and they are helping you work towards, and achieve your goals.

Depending on your preference, a plan review can be done face-to-face or over the phone. You are welcome to bring along, or include in the call, a family member, friend, advocate or other person when your plan is reviewed.

Your first NDIS plan review usually falls 12 months after your plan started. If you haven't heard from us six weeks prior, call us on 1800 800 110 or find and call your nearest office via our website at www.ndis.gov.au/contact/locations.

If you feel your needs are unlikely to change and you don't think you will need a plan review in 12 months' time, we can offer you a future plan up to 24 months.

Your plan may change over time

The NDIS is designed to increase a person's skills and independence so they can live a better life. As you work towards and achieve your goals, the amount of support you need will likely change.

If a service, early intervention support or assistive technology has increased your independence and decreased your need for additional support, you may need less funding, or no longer need any funding through an NDIS plan. This means you may not need NDIS funding now, but you can contact us again in the future if you need to.

People who have an episodic disability (a disability where the impact on your day-to-day life fluctuates) may also see their NDIS funding levels change over time, just as their disability changes over time.

Plan reviews for children under seven

The aim of early intervention is to provide support as early as possible to reduce the impact of a child's disability or developmental delay on their daily life.

If your child receives Early Childhood Early Intervention (ECEI) support, their ECEI Coordinator will usually do their review.

At each review your child's NDIS access is assessed and each review's timing depends on their needs. We need to check all their ECEI supports are right and working effectively. If your child's development has improved and they have achieved their goals, they may not need support from the NDIS anymore.

Before your child's 7th birthday, your ECEI Coordinator will consider their future support needs. If they have not had an NDIS plan before, your ECEI Coordinator will consider whether they might be eligible to become an NDIS participant and get a plan.

Source: www.ndis.gov.au/participants/reviewing-your-plan-and-goals

“We lead by example, treating all in our community with genuine respect and equity.”

Support Coordination

As an NDIS participant, you (or your nominee) become responsible for getting started, understanding your plan and its budgets, and finding and connecting with supports and services in your community to achieve the goals in your plan.

A Support Coordinator is someone who could be funded separately in your NDIS plan to help you do just this!

They are like the person you can look at and say 'I have my plan what do I do now?'

They should be like a partner to you to 'breathe life into your plan' and become your contact person.

At present, they must also be a person or provider who is registered by the NDIA to provide this service.

The official definition of Support Coordination by the NDIA is:

'Assistance to strengthen participant's abilities to coordinate and implement supports and participate more fully in the community. It can include initial assistance with linking participants with the right providers to meet their needs, assistance to source providers, coordinating a range of supports both funded and mainstream and building on informal supports, resolving points of crisis, parenting training and developing participant resilience in their own network and community.'

You can find more information about Support Coordination in our Mixed Messages: My First Plan and How Do I Help People to make the most of their Planning Meetings blog on LinkedIn (link below). If you think you need Support Coordination, you will need to discuss needing assistance for implementing your plan in your planning meeting.

Mixed Messages Article: www.linkedin.com/pulse/mixed-messages-my-first-plan-how-do-i-help-people-make-libby-ellis/

Local Area Coordinators (LAC)

An LAC may be the person you meet with during your first planning meeting, and then perhaps afterwards.

Because of the large number of people coming through the NDIS, LACs have been tasked with gathering data and information from people in their planning meetings, and will pass this information onto the NDIA so they can turn it into a plan. That is, they have taken on a planning role, although only the NDIA has authority to create an actual plan with dollars against it.

The NDIA has also said that a number of people will be allocated an LAC to help them implement their plan, and perhaps this will be for people they think only need a small amount of help to get started – not for those who need Support Coordination.

Plan Management

Plan Management is one of the ways you can manage your NDIS funding package. Remember there are three options:

- Manage your own funds (self-management)
- Get a professional to do it (plan-management)
- Let the NDIA do it (agency-management)
- A combination of the above.

Again, you will need to say in your planning meeting how you want to manage your NDIS funding package – and you can choose a mix of these options in a way that best suits you.

So, a Plan Manager can help with the financial tasks of a plan. For example, organising providers and their payments, processing of claims and invoices and tracking of budgets. They may also do some tasks like a Support Coordinator does – for example, liaising with providers and perhaps trouble-shooting. They are also paid separately in your NDIS plan to do this. They must also be a registered provider.

Like self-management, if you plan-manage your funds, you can use any provider you think will help you achieve the goals in your plan. They don't need to be registered. We have assisted people link with local services that are not NDIS registered to help achieve their goals – local small business advisors, personal concierges and cleaners as some examples.

So choosing a Plan Manager can be a great way of getting the benefits of self-management, but with someone to assist with the financial side of things.

Source for Support Coordination, Plan Management and Local Area Coordinators (LAC) articles: Libby Ellis - [linkedin.com/in/chargeaustralia/](https://www.linkedin.com/in/chargeaustralia/)

Summary

Support Coordination is when someone helps you to implement your plan, get started and find services and supports in your local community.

Plan Management is one of three funding options you can use to manage your NDIS funds, and Local Area Coordinators (LACs) have been tasked with gathering data and information from people in their planning meetings, and will pass this information onto the NDIA so they can turn it into a plan.

“Our vision is to passionately support individuals and their families to lead fulfilled lives.”

Together We Can!



Extended Care Paramedic

Referral guide for staff of residential aged-care facilities

If you think your resident may benefit from an ECP, call one of the numbers below. After giving the details requested, ask to speak to the ECP.

1300 881 700 OR 000

Extended care paramedics (ECPs) can provide treatment to patients in a residential-care setting and thus help avoid unnecessary hospital attendance. All other regular treatment options (such as the patients GP, facility RNs, MRU, RDNS, etc.) should be explored first.

This guide is for your reference only and is not definitive. If you think your resident may benefit from an ECP, call one of the numbers listed above.

ECPs can attend and provide treatment relating to:

Wound care

- > Lacerations
- > Skin tears
- > Abrasions
- > Bites
- > Minor wounds
- > Existing wounds

Palliative care

- > Generalised deterioration
- > Breakthrough pain management
- > Respiratory distress
- > Vomiting
- > Agitation and delirium
- > Issues with medication delivery systems

Infections

- > UTI
- > Cellulitis
- > Respiratory

Musculoskeletal pain

- > Back pain
- > Chronic pain
- > Dislocated jaw

Continence and feeding devices

- > Indwelling catheter (IDC)
- > Supra-pubic catheter (SPC)
- > Feeding tube (PEG)

Note: ECPs only attend if the regular provider is not available, e.g. on-site RN/RDNS/MRU.

Recurrent migraine

- > Head pain similar to previous episodes

Gastrointestinal/genital

- > Gastroenteritis (can assist with facility outbreak)
- > Diarrhoea and/or vomiting
- > Dehydration/heatwave
- > Rectal prolapse
- > Paraphimosis

Allergies

- > Mild to moderate allergic reactions
- > Patient with no history of deterioration

Recurrent dizziness

- > Vertigo/history of Meniere's disease
- > Dizziness with known diagnosis/history of benign causes

Other

- > Clinical assessment post-fall, with or without head injury
- > Behavioural and psychological symptoms of dementia
- > Mild altered conscious state/confusion
- > Exacerbation of COPD
- > Correction of excess anticoagulation from warfarin in suitable patient
- > Ring removal

ECPs aren't *always* appropriate

Certain patient conditions may mean an ECP is not appropriate. When this occurs, an emergency ambulance will be sent.

The ECP program is an initiative of SA Health and SA Ambulance Service. We are keen to get your feedback. If you would like to tell us about your experience, please call our Customer Service Centre on 1300 136 272 or email us at saasenquiries@health.sa.gov.au



Government of South Australia
SA Health



SA Ambulance Service