

181 Fairy Street  
P.O. Box 1011,  
Warrnambool 3280  
Phone: (03) 5564 3444

46 Brown Street  
P.O. Box 397  
Hamilton 3300  
Phone: (03) 5572 1028

admin@southernstay.org.au  
www.southernstay.org.au

# Newsletter

Issue 15 - October, November, December 2021



**choice** **inclusion** **achievement**

## What's inside

- CEO report pg 2 - 4
- NDIS Update pg 5
- Expression of Interest pg 6
- Mission Statement pg 7

- All Southern Stay staff are compliant with the Chief Health Officers directions for mandatory vaccinations of Authorised Workers

**OFFICE CLOSURE CHRISTMAS/NEW YEAR  
PUBLIC HOLIDAYS**

**MONDAY 27TH DECEMBER 2021**

**TUESDAY 28TH DECEMBER 2021**

**MONDAY 3RD JANUARY, 2022**



### **Happy First Birthday**

Happy Birthday to the Ryot Street precinct. This has been a wonderful addition to Southern Stay and a great lifestyle change for the eight residents.



### **TV Stars**

Ryot Street residents Rhiannon, Kevin and Bruce worked with Fitzmedia on the development of the new Southern Stay TV commercial. The new launched at our AGM on 18th October 2021.

### **New Offices**

Both redevelopments of 42 and 46 Brown Street have been completed with removalists moving the office back on July 31<sup>st</sup>.





## Chief Executive Officer Paul Lougheed

Welcome to this edition of the Southern Stay newsletter

### NDIS

The NDIS continues to grow and produce great outcomes for participants. From this September 450,000 NDIS participants have received support from over 11,600 active NDIS providers employing around 270,000 workers across twenty occupations.

By 2024, around 500,000 participants will require support from almost 353,000 workers. In this newsletter you will read just a sample of the stories that show the impact of the NDIS in peoples lives.

### Annual General Meeting

Southern Stays' AGM was held on Monday 18th October via ZOOM. These AGM's have traditionally been a big event with over eighty attendees, guest speakers, staff presentations and reflections of achievement. Unfortunately for the second year running we have had to tone down the celebrations and look to meet on-line.

We will continue to share stories from the last twelve months and will look to celebrate staff achievements. This year we launched our new website and TV advertisement at the AGM. All residents, participants and family members are welcome to become members of Southern Stay (\$5.00 annual membership). All members are invited to the AGM.

The AGM provides an opportunity to farewell two Board members Karly Saunders and Michael Tudball. Both Karly and Michael have volunteered their time to steer and steward our organisation through challenging times. During his four years on the Board, Michael has provided strong support to the CEO with the amalgamation process, COVID planning and the development of Scoresby Street. Copies of the Annual Report are available from our office and on our website.

### COVID 19 Updates

From August 5th—10th and from August 21st—9th September, Victoria was placed into sixth and

seventh lockdowns. Despite these lockdowns staff have continued to provide essential supports to those in the community and fun, creative, engaging activities for residents in their homes. With very short notice staff have again stepped up and arranged additional supports and cancelled supports where required. Communication letters have been sent out to all staff, participants and families. There is an increased understanding from participants and families as to why we need to put restrictions on service in place. Thank you for your understanding with these restrictions.

As you would now be aware the Government has changed its focus of COVID-19. There are clear indications that we will be living with COVID into the future and that vaccinations are the key to moving forward. The communication has not changed, Vaccinations are the key! **Vaccinations keep you, your family, your colleagues and your community safe.** The amazing success of vaccines overseas and the opening up of countries shows that we have much to look forward to .

As a family member or NDIS participant you are eligible as a priority for vaccinations. Pfizer vaccinations are available to residents, participants and carers at Warrnambool and Hamilton hospitals with just a phone call.

At the time of writing this, there were over 20,000 local acquired cases in Victoria. Regional Victoria is not immune with a number of cases rising in Victoria. With increased vaccination rates there is increased optimism about restrictions and lockdowns easing. There will be a lot to look forward to in coming months.

### Scoresby Street

If you drive past 13 Scoresby Street, Hamilton you will see the start of the development of our new fully wheelchair accessible house which will be a home for four residents with high complex support needs. This 1.6 million dollar project is being made possible through the NDIS. Southern Stay is committed to ensuring that Scoresby Street is built to a high

## Chief Executive Officer Paul Lougheed

standard, part of the community, safe, secure, supportive, accessible, environmentally sustainable and a 'home'. An expression of interest flyer has been included in this newsletter which details further information.

Colbrico Builders have been identified as the preferred builders for the construction of the new building. Colbrico have build over fifteen Specialist Disability Accommodation (SDA) properties including our Kent Corner house in Hamilton, which highlights their quality workmanship. Construction is set to be completed by April 2022.



### Royal Commission

The Royal Commission into the abuse of people with a disability has now been operating for two years. The scope of the Commission is considerable, leaving a difficult task in tracking all the right information. Updates have been coming thick and fast and it has been challenging keeping up to date with what is happening. Last month the Commission released its fourth progress report covering the period 1st January to 30th June, 2021. Of note is that abuse in group homes is still a strong focus for the Commission. Information from private sessions of the Royal Commission highlights that abuse continues to be reported in a range of settings including schools (26%), state/federal services (21%), workplace (15%), medical environments (15%), family and domestic relationships (12%) and group homes (7%). More information regarding the Royal Commission can be found at: <http://disability.royal.commission.gov.au>

### Footy Tipping 2021

A big thank you to Alicia and Daniel for organising the Footy Tipping competition this year. A number of participants joined a Zoom celebration at the end of the footy season to hear the announcement of the footy tipping winners. Congratulations to Daniel Pearson, Tania Barker and Sean Purcell for being the joint winners of the 2021 Footy tipping competition. All participants at the Zoom presentation received a prize for their efforts in dressing in team colours. Next year we hope to run the presentation in person!



### Changes to Hamilton STA Booking Calendar

Roberts Street/Kitchener Street respite house in Hamilton continues to provide a valuable short term accommodation option to participants and families. Please note the booking requests have now been extended out to six months. This will give families the opportunity to plan ahead. Additional booking requests can still be made outside of this if needs change.

We will endeavour to meet everybody's requests however we may need to discuss with you to make changes if we need to accommodate emergency situations.

All bookings are tentative and will not be secure until we have a signed Schedule of Supports and the NDIS funding has been approved.



## Chief Executive Officer Paul Lougheed

### Jetty Flat Redevelopment

The Jetty Flat building that is used for Southern Stays Young at Heart programs has received \$500K funding to improve facilities including improved wheelchair accessibility. Another \$395K funding has been provided by the Warrnambool City Council, Cricket Victoria, Russell's Creek Cricket Club and Warrnambool BMX Club. Work will commence in May / June 2022 and will require relocation of programs for the second half of 2022. Further information will be provided to Young at Heart participants closer to the date.



### Staff Updates

Glaiza Galicia has been successful in applying for the role of House Supervisor at Loyola Avenue and Peter Street, Warrnambool. Glaiza has worked for Southern Stay for a number of years and has now stepped up into this leadership role.

Congratulations also to Marianne Finn who has been successful in applying for the position of Individual Support Coordinator in Hamilton alongside Bec Rowbottom. We also welcome Lizzie Hallam and Sam Milne to the Hamilton Administration team.

Sadly we say goodbye to Tiara Kurniawan who has returned to Melbourne with her family. She will be greatly missed in the Hamilton office

### Remembering Julie

Since the last newsletter it was with much sadness that we heard of the sudden passing of a valued Southern Stay staff member, Julie Membrey aged 59.

Julie was a committed, friendly, caring and professional support



worker who provided exceptional support to participants in the Warrnambool Individual Support Program, Coffee Club and Social Programs area.

Julie is greatly missed by the participants, family members and all staff that she engaged with. Her contributions over the last twelve years at Southern Stay made a positive impact on many peoples lives.

### ISO Certified

Thank you to those involved in the last ISO9001:2015 audits. Special mention to our Quality Manager, Graeme McDonald, for leading this process. Only one minor non-compliance issue was identified relating to undertaking internal audits. Actions will be put in place to address this. Accreditation against ISO9001:2015 highlights that Southern Stay is meeting the highest standards of service delivery and service design.

### Choose to Shine

*Life can be difficult at times. When you are born with a disability or acquire a disability, life can provide additional challenges. Over the past 18 months we have witnessed many of our participants doing extraordinary things. They have not let a pandemic hinder their growth or stop their dreams. Instead of feeling sorry that they have not been able to socialize with friends or family they have chosen to celebrate and continue to shine. Routines have changed and more activities have been organized in the home. Eating out has not been possible so cooking new and different foods in their home has been completed. Travel has been limited so exploring our own community has been the focus. On line learning has been completed by many participants with many enjoying this new way of learning. COVID has been tough however our participants have chosen to shine.'*

Operations Manager,

Gayle Boyle



## NDIS update - Bridie West NDIS Services Manager



### Plan Management Passport - Download your Passport today!

We're excited to share with Southern Stay Plan Management participants the new Passport app, designed to help you make the most of your NDIS life. Here's what you need to know...

#### What is Passport

Passport is an app for iOS and Android devices that lets you manage your NDIS life in one place. Within the app, you will be able to track your funds, approve invoices, store and share your NDIS documents, and find service providers. For more details, visit [www.mypassportapp.com.au](http://www.mypassportapp.com.au).

#### How do you sign up?

You can download the app today! Visit [www.mypassportapp.com.au](http://www.mypassportapp.com.au) for the link to download on the App Store or get it on Google Play. You'll need to enter your NDIS Plan Number and this unique code **907074**

#### Why are we telling you about the app?

We're passionate about ensuring you can make the most of your NDIS life. We've been working alongside the app's developers to bring you a meaningful and practical app that reduces the hassle and simplifies all your NDIS admin.

#### Want to know more?

Give our Plan Management team a call or come in and see us and we can help you set up the app and show you how to use it. Visit [www.mypassportapp.com.au](http://www.mypassportapp.com.au) or simply download Passport and give it a go!

Please refer to the flyer attached for further information on this exciting new app.

### The NDIS Services Team

We are growing. The Support Coordination team continues to grow thanks to the great word of mouth feedback from our participants.

Tom Bishop is joining the Support Coordination team on Oct 26th having come from the NDIA, working as an NDIS Planner. Tom has moved to Support Coordination as he wants to follow a participant's journey, develop good relationships

and support participants to meet their goals. Tom has worked closely with our Support Coordination team over the past 3 years and has been the planner for many of our participants. The team are thrilled to have Tom on board.

Bec Ryan has moved from the Intake Officer Position to the Support Coordination. After identifying an interest in Support Coordination Bec has dedicated herself to learning the skills and NDIS knowledge required for Support Coordination. Bec's participant focused approach, friendly nature, attention to detail and great people skills are just what is needed for the position. An Intake Officer position is currently being advertised.

Tom - "Hi Everyone, My name is Tom and I am excited join the team at Southern Stay as a Support Coordinator. I have been working for the NDIA for the last 3 years and look forward to assisting others best utilise their plan and support them to work towards achieving their goals. I enjoy getting outdoors being active playing/watching all sports and am a passionate Blues supporter. I love animals and have 2 cats and 2 dogs who I love spending time with at the beach. My wife April and I are also very excited to welcome our first child early next year. I look forward to meeting you all in person soon! "



Bec - "Hi everyone, my name is Bec and I am excited for the challenges that my new role as Support Coordinator will bring. I have enjoyed my role as Intake Officer with Southern Stay and the background knowledge of NDIS it has given me over the last 3 years. Now I look forward to assisting participants to implement their plans and work towards achieving their goals. I enjoy getting outdoors with my family, especially doing hikes around Tower Hill and beach walks at Killarney beach. I also have a love hate relationship with running! I love animals and grew up riding horses. I have 2 cats and 1 dog, 2 kids and 1 husband! If I haven't already met you, I look forward to meeting you all over the coming months."



# Expressions of Interest

## 13 SCORESBY STREET



A modern, architecturally designed home positioned in the heart of Hamilton



PLANS ON DISPLAY AT 181 FAIRY ST WARRNAMBOOL & 46 BROWN STREET HAMILTON

13 Scoresby Street is a modern, architecturally designed home positioned in the heart of Hamilton.

The residence is close to public transport, health services and the central business district with many shops, cafes, community services, theatres and restaurants available.

The house has been built to the highest levels of accessibility. When completed the property will offer a unique and quality lifestyle option for four residents, in a safe and supportive environment.

### Key Features

- Highest level of accessibility – Platinum Level of the Livable Housing Standards and 'High Physical Support' design category for SDA
- Fully wheelchair accessible throughout. Extra wide doors and passage ways. Low pile carpet and tiling. Benchtops and appliances at low heights
- 24/7 staffing model
- Central location close to retail areas, hospital, recreation areas and support services.
- Rooms with ensuites and direct access to private courtyards.
- Hoist provision in bedrooms, living areas and bathrooms.
- Storage for aids and equipment
- Capacity for future automation and assistive technologies as required (e.g. automated lighting, automated blinds, voice controls)
- Solar power and recycled water
- Automated fire services
- 2 hour unlimited back up power supply

13 SCORESBY STREET



Before applying the following considerations need to be addressed

- The applicant is over the age of 18
- The applicant is eligible and is able to secure Specialist Disability accommodation through their NDIS funding
- The applicant has the financial means to pay residential charges
- The applicant (or their authorized representative) is prepared to sign a residential agreement
- The SDA design category for this home is 'High Physical Support'



Please contact Lynne Millard 5572 1026 for further information or to arrange an appointment >>>

# Southern Stay Vision, Mission and Values



**Southern Stay**

DISABILITY SERVICES



## our purpose

- ✿ To provide accommodation and support services throughout south west Victoria for people with disabilities.
- ✿ To encourage participation of people with disabilities in the community.
- ✿ To promote the ability of people with disabilities to live successfully and actively in the community.

## our vision

To enrich the lives of people with a disability by promoting choice, inclusion and achievement.

## our mission

To provide a range of accommodation, programs and services based on people's individual needs and to work with our community to enhance opportunities for the people we support.



## our values

As we move forward with our vision we will be guided by what is important to us.



### Participant focus

Refers to being focused at all times on achieving participant goals and aspirations in a safe and supportive environment.

### Empowerment

Ensuring the people we support have choice, control and a voice in determining the supports, services and community activities they need in their lives.

### Respect

We respect the individuality of all and embrace the collective strength gained from each other's support. Respect will be demonstrated by assuring confidentiality and privacy at all times and respecting individual differences.

### Inclusion

Refers to staff genuine belief in the rights of people with a disability to have full social and economic participation in the community

### Learning

Actively seeking feedback and engaging in new learning to improve the quality of services.

Being adaptable and resilient in dealing with stress and disruption

## Management and Administration

### Chief Executive Officer

*Paul Lougheed*

### Chief Financial Officer

*Daniel Pearson*

### Chief Operations Officer

*Lynne Millard*

### Business Manager

*Allison Beveridge*

### Quality & Compliance Manager

*Graeme McDonald*

### NDIS Services Manager

*Bridie West*

### Operations Managers

*Anthony Love (Kerr Street, Ryot Street, Merri)*

*Sarah Lilley (Loyola, Peter, 3 & 5 Worland, Day Programs)*

*Gayle Boyle (Individual Supports, SIL Houses)*

*Jace Hollard (Individual Supports, ASR, Rippon)*

*Emily Wall (Kent Rd, Gordon, Kent Cnr, Respite Hamilton)*

### Human Resources Coordinator

*Jodie Hamilton*

### Assets Coordinator

*Glenn Brock*

### High Intensity Nursing Coordinator

*Megan Kelly*

### Administration & Finance Officers

*Lizzie Hallam - Hamilton*

*Kripa Shetty, Angela Griffin - Warrnambool*

### Administration Trainees

*Jess Norris - Hamilton*

*Alicia Stuart - Warrnambool*

### NDIS Services Team

#### (Intake, Plan Management, Support Coordination)

*Alana Nash, Tania Barker, Katrin Konrad*

*Tracey Matheson, Craig Agnew, Kata Volarevic, Rebecca Ryan Tom Bishop Warrnambool*

*Sophia Mason, Darren Osborn Hamilton*

**Administrative Support** - *Jessica Bateman*

### Individual Supports Team

*Nikole O'Neill, Tamara Hammond, Beth McDowell Warrnambool*

*Rebecca Rowbottom, Marianne Finn, Chloe Wilson Hamilton*

### House Supervisors/Coordinators

*Stacey Crumpton*

*Jess Sparks*

*Josie Lean*

*Mabel Udarbe*

*Anna Baxter*

*Debra Claven*

*Jackie Johnson*

*Glaiza Galicia*

*Kylie Ellis*

*Nikole O'Neill*

*Makerita Savea*

*Kent Rd, Gordon St*

*Respite Hamilton*

*Kent Cnr*

*Rippon Rd*

*Merri, Ryot St*

*3 and 5 Worland*

*Kerr St*

*Loyola, Peter St*

*Ryot St*

*Crawley, Banyan, Gavin & Dales Rd*

*Day Programs*

## Contact

181 Fairy Street Warrnambool 5564 3444

46 Brown Street Hamilton 5572 1028

[admin@southernstay.org.au](mailto:admin@southernstay.org.au) [www.southernstay.org.au](http://www.southernstay.org.au)

