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Newsletter

Issue 16 - January, February, March 2022



choice

inclusion

achievement



'Country to Coast'

Southern Stay has engaged local indigenous artist Asha Roche to develop an artwork for Southern Stay that reflects the themes of inclusion, community, land and sea. Asha has subsequently developed an amazing piece which will be displayed in our office and used for some promotional material.

This artwork depicts the work of Southern Stay and their inclusion of all people from country to coast. The artwork features mountains in a natural desert colour to signify the visual difference in country further from the coast, the central meeting place and the symbolism are the representation of the people who work with and the people of all diversities that Southern stay reach ,the 'U' shaped symbol in all sizes and colours are to represent that diversity, the colours used in yellows are to represent the life, shine and openness that Southern Stay show. Lastly is the coast regions feature, using the ocean and calming blue to represent our coast line and the people from this region.



Chief Executive Officer Paul Lougheed

Happy New Year from the Leadership Team at Southern Stay.

Community Events

Community events are making a comeback! There are many events running over the next few months including a W'bool Food & Wine Festival (Jan 16th), Model Railway Exhibition (8th & 9th Jan), Port Fairy Folk Festival! (11th March), sprint cars, summer markets and much more. Many of these events provide a great opportunity to engage with community. For further information check out the local Government events pages <https://www.warrnambool.vic.gov.au/events> & www.visitgreaterhamilton.com.au/whats-on/



Remembering Leanne Storer

It was with great sadness that we heard of the passing of Hamilton support worker, Lee-ann Storer in November after a brief battle with cancer. Lee-ann was much loved by residents, participants and co-workers. She had been a caring

and professional support worker, who provided proactive, person centred supports, for Southern Stay/Stay Residential participants for over 10 years. Lee-ann was a key staff member at Kent Corner and Gordon Street, had previously worked at respite and most recently was enjoying supporting participants in the Hamilton Staying Involved social programs. Her passion, care and commitment made a positive difference to the lives of many people. In conversation with Lee-ann's family proceeds from Lee-ann's funeral, donated to Southern Stay, will be used for the front garden at our Scoresby Street house.

Accreditation Update

In November the Southern Stay Board made the decision to discontinue our ISO accreditation and focus primarily on the NDIS Practice Standards. The key change will be a focus on participant outcomes as opposed to systems and processes.

This has been a big decision by the Board as we

have had this accreditation in place for over 10 years. Many factors were taken into consideration for this decision including ISO suitability, stakeholder understanding of ISO, costs, time and the introduction of additional NDIS Practice standards. ISO was never a requirement for Southern Stay. The ISO framework will be maintained to ensure we meet the quality framework requirements of the NDIS Practice Standards. This decision has also been prompted by an expansion of the NDIS Practice Standards (41 new standards!) and the increasing compliance requirements associated.

What does this mean? Southern Stay will be focusing more on consolidating systems and process with the aim of making policies and forms more relevant and easy to use. We will also be focusing more responding to the individual needs of participants and supporting people to achieve their goals.

Port Fairy Liberty Swing

Port Fairy-Belfast Lions Club, in partnership with Pacific Hydro, Moyne Shire and SW Community Foundation have recently installed a new fully wheelchair accessible Liberty Swing and other accessible equipment at Martins Point playground in Port Fairy. A great initiative!



Time for Boosters?

Southern Stay wants to support all our NDIS participants, as much as possible, to commence their boosters and understand the benefits of vaccination. If you have anyone wanting further information about vaccinations or boosters please refer them to the Disability Liaison Officer at South West Healthcare, Michelle Hawker on 5564 4246.

Scoresby Street

The Scoresby Street development is well underway with concrete poured and the frame started. Completion should be in April / May 2022. We have

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also received confirmation from an SDA Assessor that the design and build will meet SDA category of High Physical Support. This is important to ensure that the build meets the Platinum Level of the Liveable Housing Standards (highest level of accessibility in design!)

Southern Stay has received \$25,000 from the family of Fiona Clarke as a contribution to the development of Scoresby Street. Fiona Clarke had strong links to local farming families and passed away last year. Southern Stay was identified as a recipient of the funding by the family after seeing the work of staff in the community.

Scoresby Street Steering Group members Ken Hatherall and Keith Haines on site during construction.



Complaints – We Want the Feedback!

Southern Stays complaints management process has been amended significantly based on work undertaken by our peak body National Disability Services. Participants and families have the right to complain and have their feedback heard and responded to.

Our complaints and feedback policy, form, brochure and register have all been amended based on what is considered best practice in complaints management. Key changes include a focus on capturing, documenting, responding effectively and reviewing complaint outcomes.

A 'Complaints & Feedback' form (previously called 'Your opinion Counts' form) is available for all participants and family members. Please encourage any residents, participants or family members with concerns, complaints or feedback to complete this form. This will ensure that feedback is actioned with

an acknowledgement, answer, action or apology.

Ryot Street resident Rhiannon Newman joined Mayor Vicki Jellie and Warrnambool City Council CEO Peter Schneider to promote the new accessible pathway at Lake Pertobe "The footpath at Lake Pertobe is great. It make it easy for me to view the lake and access most parts of the park. Accessing the park can be hard especially when the grass is wet and muddy".



Traineeship Award

Isobel Doukas started her Certificate III in Individual Support traineeship with Southern Stay Disability Services in February 2021. Over that time she has shown to be patient and approachable when participants need assistance. During her training, she has worked in both day programs as well as residential houses. She has worked diligently to build rapport with each participant, especially those with challenging behaviors.

She ensures delivery of high-quality service, appropriate support, asks for help when unsure and goes above and beyond when needed. She is eager to learn, professional and respectful to staff and participants. She supports people in working together to ensure that services we provide our participants are of excellent quality. We have watched her excel both as a support worker and as an individual coming into her traineeship with little experience to a valuable member of our staff.

After speaking with staff members of our team that work with Isobel daily, it is clear they all feel lucky to

Chief Executive Officer Paul Lougheed

have been given the chance to meet and support Isobel throughout her traineeship and watching her achieve so much.



Isobel's positive outlook and attitude has a direct impact on participants and staff she works with. She understands how effective teamwork makes a difference, notices when people need extra support and can be relied upon at all times. Isobel's caring and professional approach has been recognized with a nomination from Westvic for Trainee of the year. All staff support this nomination and we wish Isobel all the best.

Skills for Life Graduation

Skills4Life participants began their "Certificate I in Adult Literacy and Numeracy" course in February, and successfully completed and graduated from this course in September this year. Their graduation was spread over two days which included those who weren't able to attend in person so they joined the celebrations via Zoom. To see the happiness, pride and sense of achievement in our participants faces is priceless. A massive congratulations to the Class of 2021 on a job well done!

We are very proud of the resilience, self-reliance and perseverance participants have shown during COVID restrictions and lock-downs which forced many to continue their course via remote learning. Every participant joined with a smile on their face and the willingness to learn on Tuesdays and Thursdays. It was great to see the support and encouragement staff, families and carers provided

during these trying times.

We would like to thank Ian Clarke, our trainer from genU who worked tirelessly to ensure participants have the resources they need at all times. His interaction with participants, encouragement and creativity really helped participants in achieving their goals in learning. We also want to acknowledge and thank families, carers and all staff who have supported us through lockdown and restrictions by making sure Zoom learning went smoothly. Your continued support and encouragement are greatly appreciated.

Thank you.





wdeaworks

ALL ABILITIES TRIATHLON

10:00AM SUNDAY 30TH JANUARY 2022





This event is available to participants of all ages and abilities, the focus is on participation and fun! The race will consist of a modified format to support individual needs.
Please note: Participants do not need to complete all three elements of the race to participate, they are welcome to only swim, or bike/trike or run/walk/roll or a combination of two instead of all three.

50M SWIM + 1KM BIKE/TRIKE + 500M RUN/WALK/ROLL

Members of the Warrnambool Tri Club will be on hand to support and mentor all participants, however if participants require individual assistance during the event, they are advised to bring a support person.

LOCATION: The Pavilion, Warrnambool Foreshore Precinct
COST: Free
AGE: All ages
WHAT TO BRING: Running shoes, bathers, towel, goggles, helmet and bike/trike

IMPORTANT INFORMATION: Registrations can be completed by contacting South West Sport. Registrations close Thursday 27th January 2022 & no registrations will be taken on the day. Contact South West Sport (03) 5561 1689 or email sws@southwestsport.com.au for more information.



EVENT SPONSORED BY:




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Reflections of 2021



Reflections of 2021

Operations Manager Gayle Boyle has reflected on the last 12 months and shared the following;

‘Over the year many participants struggled with social isolation and no regular face to face contact due to re-occurring lockdowns. It was essential for our participants who were isolated with limited family support to retain connections to the outside world. This resulted in staff assisting participants to maintain their friendships through Facetime, video calls, Zoom and phone conversations, whilst also completing regular welfare checks. These initiatives certainly helped decrease the feelings of isolation and aimed at increasing a sense of “normality” in people’s lives. Providing this

essential care within the constant changing regulations provided some level of consistency.

Throughout COVID19 we have certainly seen some outstanding examples of our community working together to help those who need it the most. Warrnambool City Council provided meals to some of our participants with no family supports that were required to self-isolate due to COVID testing. Foodshare assisted families/individuals who were struggling financially and staff provided help outside participants conventional supports to assist them emotionally.

It is only when people all work together that our most vulnerable can be supported and protected.’

Leadership Team

Chief Executive Officer

Paul Loughheed

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

Kripa Shetty, Angela Griffin - Warrnambool

Samantha Milne - Hamilton

Administration Trainees

Lacey Herbertson - Hamilton

Isabella Baker - Warrnambool

NDIS Services Team

Intake - *Karina Walker* **Plan Management** - *Alana Nash, Tania Barker, Katrin Konrad*

Support Coordination - *Tracey Matheson, Craig Agnew, Kata Volarevic, Rebecca Ryan Tom Bishop, Sophia Mason, Darren Osborn*

Administrative Support - *Jessica Bateman*

Individual Supports Team

Nikole O'Neill, Tamara Hammond, 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

TBA

Nikole O'Neill

Gavin & Dales Rd

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,

Day Programs

Contact

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SAVE THE DATE

ALL ABILITIES MULTI-SPORT EVENT

Sunday 27th February 2022

11:00am - 2:00pm

The Arc Stadium, Warrnambool

This event will provide an opportunity for people with a disability to come and try a range of sports available in the South West in a fun and inclusive environment. All ages and abilities are welcome.

To register interest or find out more please email helen@southwestsport.com.au or phone (03) 5561 1689



south west sport