



Community Care TASMANIA

(formerly Community Care NESB)

NDIS Newsletter

June 2020

Hi everyone

The impact of COVID 19 on our lives has been huge. Equally important has been our ability to adapt to the new 'normal' that we now live in as a consequence of COVID 19; I sincerely thank you all for rising to the challenges we face at present, and for adhering to the new measures that needed to put in place, such as exercising social distancing, staying at home when you can, and adopting and maintaining all the extra hygiene practices now required,

CCT has always taken seriously the need for everyone in our organisation to implement and practice infection and safety measures; however, the additional lengths we have all needed to instigate, to help protect staff and clients during the COVID 19 pandemic has been truly exceptional. The response by our staff in following and implementing all the new guidelines has been wonderful.

In meeting the new challenges posed by COVID 19, not only have we upgraded our procedures to keep everyone safe, we have also seen just how much the wider community values and supports the care we provide to vulnerable people in the community. This has been amply demonstrated by the "over and beyond" assistance CCT has received from people and other organisations in the community, as well as from you. We have tapped into our extensive network of businesses to help us resource and procure face mask materials etc, and our call out to members in the community to volunteer their time, and resources to make face masks and to help us continue to work safely in the community has seen an exceptional response. It has been incredibly gratifying to know that the excellent reputation this organisation has in our community has been so resoundingly endorsed.

One of our greatest achievements amidst the COVID chaos has been finding out just how well we have pulled together as a team. A true testament to our teamwork has been our success in communicating and responding effectively and safely. Good will, you just can't buy it!

Stay safe and well, and keep happy everyone. Best wishes,

Wendy Mitchell, CEO



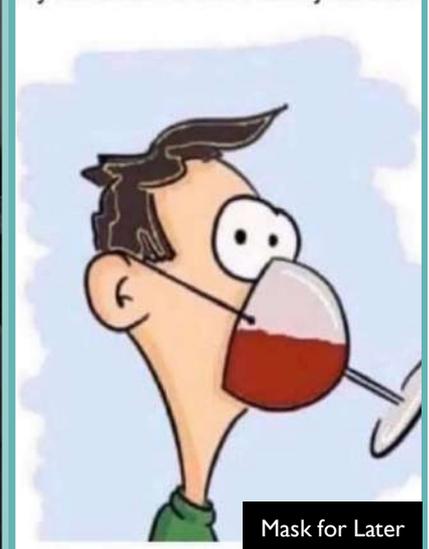
LGH staff member wearing a face shield organised & donated by CCT, 28 April

How COVID-19 changed our lives

Mask for Now



My face masks have finally arrived!



Mask for Later

Clem, who has worked as a Support Worker with CCT for 13 years, has seen a lot of changes over the years, but facemasks are a first!

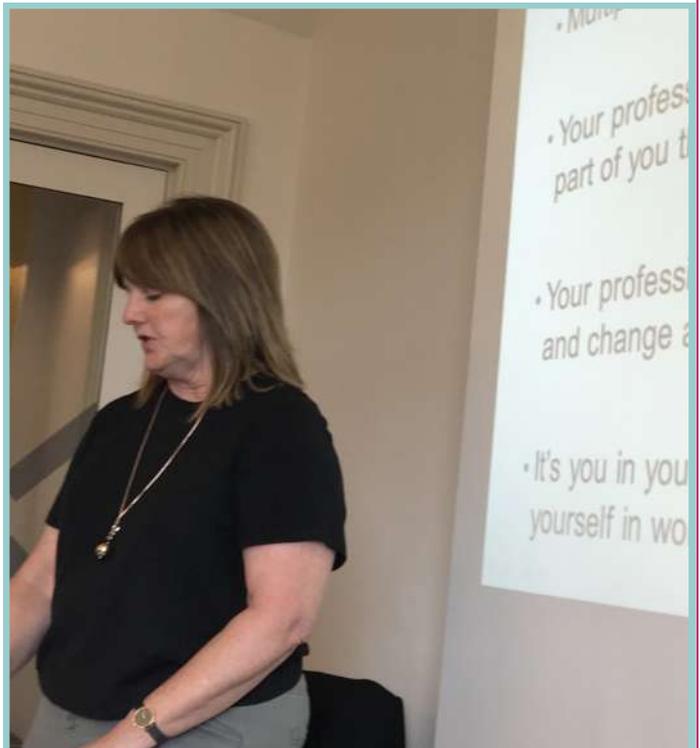
Navigating the NDIS and Client Support

In February CCT held four three-hour training sessions on Navigating the NDIS and Client Support for Support Workers – one in Ulverstone, two in Launceston, and one in Hobart. A shorter training session was also held at the CCT office for our Rostering and HR staff.

In all, nearly 70 people had an opportunity to attend this training that was supported by Boosting the Local Care Workforce NDIA Transition Assistance funding. The overwhelming consensus from the feedback received was that everyone left feeling they knew and understood a lot more about the NDIS, and had gained a deeper understanding of what it means and what it takes to be a professional support worker; how our actions and conduct craft a professional identity that will matters to each of us.

While the format of each training session was essentially the same, the delivery of each had its own unique stamp generated by the different experiences and perspectives shared by the mix of presenters and participants. The one constant in all sessions, however, was the skilful presentation given by our expert NDIS trainer, Leanne McMurtrie, who got us to examine the 'who' of our professional identity, the 'what' of our scope of practice, and the 'how' of our practice framework. The success of doing this was greatly enhanced by Leanne's relaxed training approach, which, as one support worker commented, 'made it much easier to participate in as there was no pressure to do so.'

Other presenters attended each session, a local representative from the NDIS presented an overview of the NDIS, and two CCT case managers, Pam and Amie, alternated at each session to outline what and how CCT's policies and procedures comply with NDIS regulations.



NDIS Trainer & consultant Leanne McMurtrie at the session at Wrest Point, in Hobart, 19



Ulverstone Monday 11 February: Leven Centre, Mt St Vincent



NDIS Senior Community Engagement officer, Rachel Gowland presenting at Punchbowl Christian Centre, Punchbowl in Launceston, Monday 17 February

Meet the new NDIS Care Team

We are delighted to announce that we now have a full NDIS team again. Two new staff members - Maighan and Bec – have joined Marcia,, who will team lead the trio; each bringing a diversity of skills that will greatly improve the quality and direction of how we deliver our NDIS services to you.

As the roll out of the NDIS is both a new and massive undertaking, getting everything to work optimally was always going to take some time to perfect. We knew we were fortunate when Marcia joined us last July, bringing a wealth of knowledge and experience that were put to great use in reviewing our program to prepare us for our first NDIS audit that took place in December 2019.

While preparing for the NDIS audit, Marcia took the opportunity to identify what steps were needed to improve our services. These included encouraging clients to have greater participation in developing support plans reflecting the new NDIS guidelines, and providing our support staff more training in understanding how the services delivered under the NDIS scheme differed from those that they were used to under the Aged Care model.

With a full team of passionate and committed NDIS coordinators now on board, our business practices are being fine-tuned and consolidated so we can assist as many people as possible live independently that we do ourselves out of a job. A review of all support plans is underway, and developing appropriate resources, such as meal plans where needed, pictorial timetables to assist those with literacy challenges, and better progress reporting that show what is working and what is not in helping people achieve their NDIS goals are being put in place. We are also broadening our service offerings to include the Coordination of Supports, enhance better capacity building, and provide more supports in some regional areas by recruiting NDIS qualified support workers.

To effect these changes we rolled out an extensive and intensive staff training program on 'Navigating the NDIS and client support' in February. In addition to learning more about the aims and objectives of the NDIS from experts in the sector, and hearing from NDIS clients what the scheme means to them, support workers were invited to look at their own practices and appreciate just how vital their first-hand observations and feedback is in trouble-shooting problems and concerns when they arise, and likewise, keeping us informed on what was working successfully.

To improve our services we are implementing and adopting better communication practices. These include ensuring better handovers and follow ups between support staff and office staff take place; a revamping of our promotional materials to reflect the new NDIS standards and best practice; preparing a more streamlined and accessible client handbook that will be made available to all clients when completed (although this may take a little while as finding sufficient time and resources is tricky, particularly at the moment while dealing with the extra challenges of COVID-19 thrown into the mix)

Hopefully all these new checks and balances will help us work better and smarter, and that many of you reach the goals you have set for yourself. We know the joy and satisfaction that brings to everybody. Recently one of our clients scaled back the support he needed from five days a week to only two shifts a week after he met his goals of living independently, being able to shop and cook for himself, get a job, and making great inroads to get a drivers licence. While such success stories do us out of a job, we figure if we get this right we will have plenty of work from new clients hearing about how brilliant we are!!!



L-R: Bec Smith, Marcia Brandwood, Maighan Brandwood

Meet your NDIS Team Members

Marcia Brandwood

Marcia, who joined CCT at the beginning of July is passionate about delivering quality services to vulnerable people. She has worked in a variety of roles in the disability sector, including working as a coordinator, counsellor and educator in the aged care sector supporting people living with dementia, as a Case Manager at Alzheimer's Australia for six+ years, and nine years at Bapcare working as a State Local Area Coordinator for ISP clients, before moving into the NDIS space when the NDIS trials commenced in 2013. Marcia has also worked with young children as an Early Intervention Coordinator.

As Marcia had confidently referred clients to CCT when working in her previous roles, knowing they would receive quality, person-centred support, the decision to apply for her position at CCT was an easy one.

Having seen how challenging it was to get needs met without adequate funding, Marcia finds it wonderful connecting with NDIS participants who now have reasonable and necessary support being put into place. She is looking forward to supporting the delivery of services to our NDIS clients.

In her spare time, Marcia enjoys family time, music, movies, regular trips to the beach and baking treats she says she "shouldn't be eating!"



L-R: Marcia and Maighan taking a lunch break

Maighan Brandwood

Maighan is new to the disability sector and is thrilled that CCT recognised that her skill set was eminently transferrable to the role of Disability Coordinator. 'It is exciting to have a role where I can help people to live better lives,' says Maighan, and she is delighted to have an opportunity to work in this space.

Maighan has always been interested in working with marginalised groups, so she enrolled at Adelaide University to study International Development. After finishing her degree, minoring in International Relations and Public Relations, she decided she was not ready to enter the field yet. She also wanted to move back home to Tassie, where she took a job working as a compliance officer at Centrelink while considering what new direction to take. It was through helping vulnerable people in this role that she realized her interest in marginalized groups was still there.

Frustrated that her role in compliance allowed no continuity of care or follow-up with the people she was trying to assist, Maighan started to look for a job where consistency in care would be possible; she felt that she had hit the jack-pot when the role of Disability Coordinator came up at CCT. She is very grateful that the organization was so open to looking at what was possible for both her and the business, and the mutual benefits of how her skills and training could gel and set new directions in its disability services.

Maighan loves bush-walking and camping, and she also loves to cook and bake. Recently she has acquired a passion for photography, but rather than using a digital camera she prefers old-fashioned cameras that use film. Maighan is a big fan of all things Retro. She loves shopping and discovering the variety and beauty she finds in old stuff. She is always amazed by how well most things were made in the past, compared to the mass produced and often inferior products made today. Maighan is not interested in inferior anything, be that the care she provides people, or the things she buys.

The line-up of your NDIS Case Coordinators



L-R: Maighan, Bec and Marcia, in COVID-19 attire

Bec Smith

It is not surprising Bec works in this sector. Since the age of five she has been exposed to the world of disability after her father, a former policeman, had a major stroke when he was in his early forties. The resultant paralysis left him with severe and significant disabilities and only able to talk in three-word sentences. He died following another stroke when he was in his 60s. But Bec recalls her father as an amazing human being; 'He was always a dad to me, and I have grown up walking the walk and talking the talk that people with disabilities are like everyone else'.

Bec began working in disability as a Support Worker in group homes after her four children were old enough to take care of themselves. When she realized that many people working in disability did not have her experience of living with someone with a disability, and found out how important it was to have properly trained staff who had the right training and philosophies, she took on roles to stay abreast of what was happening in the sector and work for better outcomes for both workers and clients. These included working as a Local Area Coordinator and Community Engagement facilitator for Mission Australia in Devonport, a Disability Employment consultant for WISE employment, a Trainer and Assessor for a Registered Training Organisation (RTO), and as a Team leader of In-home Tenancy Services and Coordinator of Supports for St Michaels. But Bec is very happy to be back working in the community again and working with clients and their families.

When not working, Bec loves spending time with all the animals that share her 30 acres on the West Tamar- her Great Dane and Foxhound and eight horses, which include a retired performance horse, retired race horses, a couple of brood mares and a foal. Horses are one of her great passions; she even shares a birthday with them on the 1 August, the date all race horses take as their official birthday. Bec also loves spending time with her adult children and she can't get enough time to spend with her mother in Longford, where she grew up. 'I hope one day that my mother will move in with me', says Bec. 'If I end up half the person my mother is I'll have done well'.



L-R: Maighan, Bec and Marcia, without COVID-19 attire

CCT's COVID-19 Response: All hands on deck with new office priorities



CEO Wendy , Case Manager Team leader Tanya & and Operations Support Molly bottling hand sanitiser



Nique in admin labelling hand sanitisers for distribution, when she is not taking your calls, awesome job Nique.

When COVID 19 was pronounced as a pandemic, CCT quickly put in place measures to safeguard staff and clients. Many of office staff were set up to work from home, to ensure we met the new 1.5 metre social distancing requirement, leaving a skeleton staff still working from the office.

Despite the reduction of staff physically working in the office, it has been very much 'business as usual'. But in responding to COVID 19 realities, our 'business as usual' has been supplemented with the addition of a raft of extra tasks that have made our workplace 'business not so usual!! It has been a hive of extra activity with all available hands on deck mobilised to find or create protective items we needed to get out to staff and clients, such as hand sanitisers, extra gloves and aprons, disinfectant sprays to wipe down surfaces, and of course face masks.

Not surprisingly, with everyone after the same sorts of things, getting the necessary supplies in the quantities we have needed has been difficult. As a consequence we have had to fall back on our own ingenuity, which has meant setting up a virtual cottage industry. This has involved everyone in the organisation taking on extra roles, from filling hand sanitiser bottles, and labelling them, as pictured above, to making detours on the way to and from work to drop off face mask making kits, and/or collecting completed ones to a wonderful army of volunteer sewers, just to name a few. What it has demonstrated is the great teamwork that has come into play!!

CCT'S COVID-19 Response: CCT's Face Mask & Face Shield Making Pro-

In March Community Care TASMANIA put out a call on social media and in the *Examiner*, asking for volunteers to sew fabric face masks to help protect our staff and clients and limit the spread of COVID 19. The response was immediate and overwhelming. We received offers of help from 150 people from around the state. From Scamander to Cygnet, Avoca to Penguin, Ringarooma to Railton, Hadspen to Bruny, and pretty well everywhere else in between, people volunteered to sew, and/or donate the materials needed to make the face masks required.

By the end of April 2000+ face masks had been made and distributed to our staff and others working in the community. A further 3000 face masks made by another 200 volunteers for the Tassie Face Mask Project, with whom we have been collaborating, have also been gratefully received and sent to our clients and other vulnerable people in the community. Thank you.

In addition, Community Care TASMANIA also thanks the 50 volunteers who have taken part in assisting us in developing and producing face-shields to increase supplies needed. We have been working with individual students operating in garages, groups, such as Queechy High School, and with businesses, like The Print Division Tasmania, who have utilised their 3D capability to help design face shields we are now distributing to medical personnel to help keep them protected.

Seeing how well our community can and does pull together to lend a helping hand in a time of crisis is gratifying. We all benefit. Our staff and clients say: 'Thank you to everyone involved for making these amazing face masks!!' And volunteers too have been grateful to have a purpose: As one summed up:

'I had a wonderful time helping out the community; it made me feel special that I could contribute in some small way.'

So while there is no denying that the impact of COVID-19 on our lives has been huge, our ability to rise and adapt to the challenges it has presented has been equally remarkable. All of us at Community Care TASMANIA sincerely thank all who have volunteered their help in these extraordinary times. As Winston Churchill once said: '

We make a living by what we get; we make a life by what we give.'



Volunteer sewer Jackie from Deloraine dropping off her second box of face masks

We have sent out facemasks to all our clients and we ask you to please wear them when our staff come to assist you at home. All CCT Support Workers have received several days worth of face masks to allow for washing them and for them to change and wear a fresh mask with every client they visit.

Please note, wearing face masks are an added safety precaution to help keep both you and our staff safe; wearing a facemask on its own will not prevent you from contracting COVID-19. Should you require more face masks please contact Community Care TASMANIA, to let us know how many you need. You can let your Support Worker know, or ring us at the office on P: 6334 0990 Or freecall 1300 722 400, or email E: admin@cct.org.au

Please get the COVID Safe app on your phone

CCT CEO, Wendy, Mitchell is encouraging everyone to download the government's 'COVID Safe' app to their phones. 'I will be supporting all our teams across Tasmania, office workers and support workers working in the field, to download the app' says Ms Mitchell, and she is hoping people in other businesses and organisations will encourage their staff to download it too. The app doesn't track you; it stores data on your phone of people you have come in contact with for 15 minutes or more. If by any chance you test positive for COVID-19, or have crossed paths with someone who has tested positive, the encrypted data on your phone will allow the health department to quickly trace and isolate others who may be potentially at risk. Their ability to act quickly to contain and minimise outbreaks will help keep us all much safer.



CCT office staff maintaining the new socially distance rules: L;R Nadia, Lou, Debbie, Wendy, Kristine, Tanya and Kellie got the COVID Safe app

FOR SALE: Vita X Scooter 2016



One of our NDIS clients has a Vita X Scooter 2016 for sale. A tough and reliable off-road scooter ideal for walking tracks it has 873klms on the clock.

Sale Price is \$3,300.00 (Negotiable)

For further details contact Llew on: 0407 344 320