



Community Options Illawarra Inc.
Community Options - Quality Options

COI CONVERSE ILLAWARRA & SHOALHAVEN NEWSLETTER

CEO REPORT



Welcome to the



edition of COI Converse.

There has been a lot of activity since our last newsletter was sent.

The Board has embarked on "Governance" and "Probity in Employment" training, as well as the CEO and Operations Manager, Lesley Andrew.

Unfortunately Kylie Hayes has left the Board due to ill health. We wish her well and hope that her health issues improve.

The remaining ten Board members have been busy ensuring that the organization is running well and meets all the financial, statutory and legal requirements of funding bodies, as well as improvements to the case management practice and brokerage service to carers and people of frail age and those with disabilities.

The **Strategic Planning** process is under way with a meeting on 25th May that set our direction with the following goal for the next **15-20 years**

being:

-Innovative person centered alternatives to traditional service delivery to meet the changing needs of the population

And agreement on:

-The core purpose to be "To support people to maximize their quality of life", and

-The core values to be the following: Client focused, Commitment to job, Compassion/Empathy, Good organization, Integrity - ethics, Personal flexibility, Quality focus on outcomes, Tolerance and Social Justice.

A further Strategic Planning day on 8th September 2011 will inform the detail for the next 3 years.

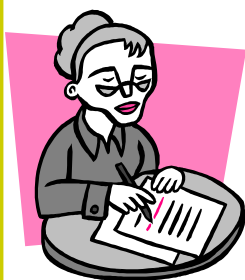
Staff members have attended a number of consultations about the coming changes to the service sector with the federal government

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taking over payment for services to people over 65 years of age (55 years for people from Aboriginal and Torres Strait Islander backgrounds) from July 2011 and the state government has had a number of consultations across the state about the disability service sector changes and person centered planning.

The **Community Care Common Standards** apply to services for people over 65 years of age and the **Disability Service Standards** apply to services for people with disabilities and under 65 years of age. There are 3 Community Care Common Standards:



1. Effective Management

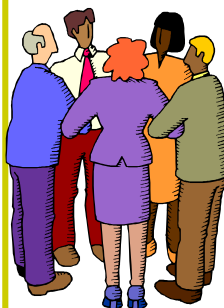
which requires the service provider to demonstrate effective management processes based on a continuous improvement approach to service management, planning and delivery.

2. Appropriate Access and Service Delivery which states that each service user (and prospective service user) has access to services and they receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/ or their representative.

3. Service User Rights and Responsibilities which states that each service user (and/ or their representative) is provided with information to assist them to make ser-

vice choices and has the right (and responsibility) to be consulted and respected. Service users (and/ or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

The survey results from surveys for service users/carers were overwhelmingly positive and service provider surveys also were more positive than last year. Staff survey also showed significant improvement in some areas from last year with some areas still requiring attention. Improvement activities for the following 12 months will be concentrated in the following areas:



1. Information provision to service users to assist decision making

2. Cooperative working relationships with other organizations

3. Staff members' ability to challenge how things are done

4. Staff training processes

5. Effective communication within the organization.

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The next few months are going to be busy ones for Community Options Illawarra with our normal operations of case management and brokerage for people of frail age, people with disabilities and their carers; special projects for people with dementia; improving access for people from Culturally and Linguistically Diverse (CALD) backgrounds and Aboriginal and Torres Strait Islander communities; carer support activities for older parent carers of people with disabilities, including a carer retreat; and futures planning for their sons and daughters.

Anja Nivala

CEO

Events



Community Options Illawarra participated in the Biggest Morning tea in June 2011. The morning tea was held in our Shellharbour office with staff and service providers attending. We had a lovely time with lots of cakes, slices, sandwiches and other yummy treats which the staff contributed.

Support for the biggest morning tea will raise vital funds for cancer research, prevention and support services. In 2010 over \$10 million was raised.

ART from the HEART

Community Options Illawarra Inc., commissioned Bessie Kallinikos from “Art from the Heart”, who runs the Saturday creative arts tutoring program me with The Disability Trust, to produce some paintings for the walls of our new Shellharbour office. The students had a number of blank canvases in which to discover different visual art techniques such as impasto and piping. They were encouraged to foster their own sense of self, and develop confidence through exploring creative art processes.

Bessie reported the project fostered problem solving skills, particularly on how to project small images, such as Community Options Illawarra Inc’s logo, to a large image on the canvas. Students gained a sense of process and the steps required to develop a concept into a final product.

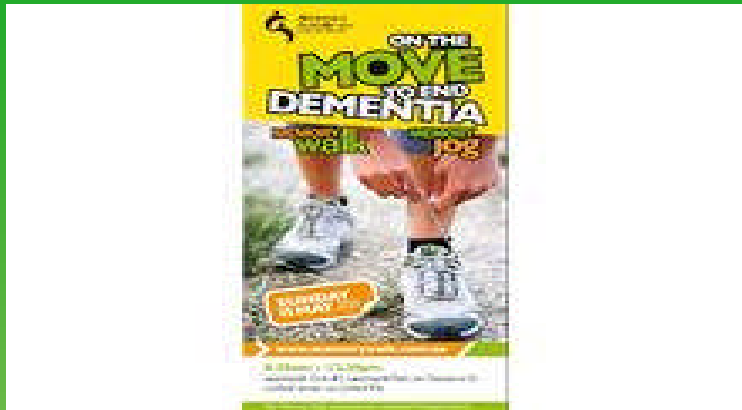
Development of artistic practice was demonstrated by all. Shane’s ability to apply the paint fluidly on the canvas, and Amy’s confidence to take risks with the paint were evident in their work.

Bessie reported the activities were valuable from an individual and group perspective. The success of the group, and the art work produced is a testament to the enthusiasm and guidance provided by the beautiful and colorful teacher, Bessie Kallinikos.

Community Options Illawarra Inc. would like to take this opportunity to thank all of those people involved in the project, and look forward to inviting you to our Shellharbour Office to view the work.

[Sample art work below](#)





Reminder

2011 MEMORY WALK

Illawarra Memory Walk 2011 will be held on Saturday 17 September 2011, 10.00am to 2.00pm Stuart Park Wollongong.

Alzheimer's Australia and the Illawarra Dementia Support Network Group have again collaborated to host the Memory Walk event for the third year running. The Memory Walk raises awareness and much-needed funds to support people and their families living with dementia.

Memory Walk information will be posted on the Alzheimer's Website where you can register for the walk, form a group or donate funds.

There will be a variety of activities, entertainment, Dementia specific service providers present to provide information, raffles and lucky door prizes.

Currently 269,000 Australians are living with dementia, 1 in 3 living in NSW. Dementia is now the 3rd leading cause of death in Australia and is expected to quadruple to about 1 million people by 2050.

All proceeds support Alzheimer's NSW to help us fight dementia. Please assist in any way you can. If you require further information please contact Dianne 42248610, Kate 42041006 or Jill 42248602.

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Alzheimer's
Australia NSW
Living with dementia

Family Carer Education

Corrimal

Are you a Son or Daughter of Someone who has Dementia

SEMINAR TOPICS:

Understanding Dementia

Common beliefs about Dementia

The impact of caring on sons and daughters

Services to support carers

Bookings essential

Please call the Carer Respite Centre on 1800 052 222 if respite care is needed

When Tuesday 6 September 2011 Time 6.30pm-8.30pm

Venue Corrimal Community Centre - Lilly Pilly Short Street Corrimal

To register your participation please contact

Lorraine McCabe on : (02) 4227 7248

REGISTRATION IS ESSENTIAL

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Staff Snippets

Welcome new Staff members

Community Options Illawarra Inc welcomes the following new staff members:-

Lisa Chelberg— Based at Milton office Ph: 4421 4234

lisa.chelberg@coi.org.au

Tegan Bezzina – Based at Wollongong office Ph: 4224 8617

tegan.bezzina@coi.org.au

Kathy Litchfield – Based at Wollongong office Ph: 4224 8614

kathy.litchfield@coi.org.au

We will also be recruiting for a full time position in Bungendore and Shellharbour

There has been a re organization of the management structure. The changes include : Financial Administration Officer (Patricia Smith) will now be *Finance & Administration Manager* .

We will also be recruiting internally for three *Senior Case Managers* who will be allocated to each of the following: - Wollongong, Shellharbour, Shoalhaven /Southern Highlands.

We bid farewell to Wendy Wong from the Nowra office. Wendy joined Community Options Illawarra Inc in March 2008. We wish Wendy all the best for the future.



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Wollongong Office: ```` Ph: 02 4226 3611

Shellharbour Office ```` Ph: 02 4297 100

Nowra Office `````````` Ph: 02 4421 4234

Milton Office `````````` Ph: 02 4454 1701

Bungendore TBA

Email: info@coi.org.au



Visit Community Options Illawarra's new website for program information and much more

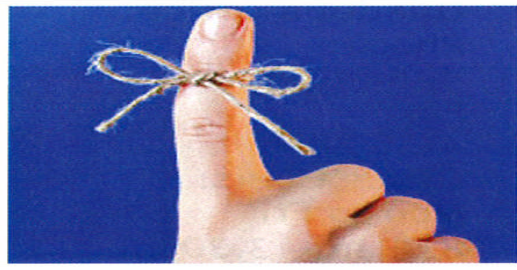
www.coi.org.au

Any contributions, letters, items of interest, your stories, and other information will be acknowledged and published in the next newsletter.

Everyone is WELCOME to contribute.

Send to: PO Box 1433, WOLLONGONG NSW 2500 OR

Call Maria Ph: 02 4226 3611/ email: maria.puljic@coi.org.au



ACCOUNT PAYMENTS

If paying an account through the bank please remember to use your name or invoice number as a reference.

Please note: we will no longer issue receipts when paying by cheque.