



**Congratulations to the graduates of the Australian Quality Framework (AQF) Certificate training programme. Story page 4.**



## Holiday Dates

The Rooks Road Head Office is closed from midday Tuesday, 23rd December 2014 to Friday 2nd January 2015 inclusive.

Community Options (Witt Street, High Street, My Life, My Future and Seniors) is closed from midday Tuesday, 23rd December 2014 to Friday, 16th January 2015 inclusive.

Nadrasca Industry is closed from Wednesday 24th December 2014 to Friday 9th January 2015 inclusive. (Christmas Early Return Crew only returns on Monday, 5th January 2015).

## The Cost Impost of RED TAPE

### *Compliance, Regulations, Guidelines and Risk Management*

#### *From the Desk of the Chairman*

Nadrasca understands its responsibility to provide a safe and healthy work environment and a secure place for the people we support. We also appreciate the need for accountability and transparency to government. However, over the last 10 years, the introduction of the Disability Act 2006, Disability Service Standards, State Disability Plans, Quality Frameworks and ISO 9001-2008; reporting to both Federal Government departments and agencies; following additional guidelines; and being subject to continual audits (now in excess of 20 days a year) are beginning to have a huge financial impost. This is in addition to internal audits which are conducted to conform to Nadrasca's Quality Management System and audit requirements.

Nadrasca's Board recently commissioned an audit and was shocked by the cost of compliance and risk management. Nadrasca has to comply with over 100 State and Commonwealth Acts and Regulations, as well as be audited and certified to Disability Standards at Commonwealth and State level, in addition to certification for ISO9001-2008. The cost of Compliance and Risk Management is \$3,142,072 or 28% of the company's revenue.

The largest costs were associated with Occupational Health & Safety (\$1.149M), Compliance (\$773K), Insurance and WorkCover costs (\$371K) and costs associated with Risk Management (\$309K). This totalled \$2.602M. The balance was a combination of compliance meeting costs (i.e. OH&S meetings, quality meetings and OH&S training), audit costs, salaries attributable to risk management and compliance, and capital and service costs associated with OH&S systems and essential services.

This audit included the additional reporting now required by the Australian Charities and Not-for-Profit Commission (ACNC). We advised the ACNC that over 26,500 hours per annum are spent on reporting to government departments and agencies. Examples are reporting to the Disability Services Commissioner, the Office of the Senior Practitioner and the Workplace Gender Equality Agency. In a recent survey, Federal Government policy, regulation and funding have been identified as having the biggest negative impacts on the Australian Not-For-Profit sector.

Naturally some of this is simply the cost of doing business, particularly workplace safety and the cost of workers compensation. However, Government Ministers and MPs continually talk about reducing red tape, yet introduce legislation, and the bureaucracies create more red tape, regulation and compliance. Almost 70% (\$7.902M) of our revenue is government-funded. However, there has been no additional funding for extra compliance costs. In fact, productivity dividends have been applied to indexation that has reduced funding in real terms. We are not sure that this cost of compliance and risk management, in excess of \$3M, is good use of taxpayers' money when our principal purpose is to support people with a disability.

Our concern is that, as the NDIS is introduced, there may be additional costs and compliance regimes introduced to add to the burgeoning cost of government compliance.

The Nadrasca Board and Management would like to thank you for your support, and wish you Season's Greetings and a Happy New Year.

**Mike Poole**  
Chairman



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# Nadrasca Community News

Recently several staff and I attended the **Belonging Matters Forum *Transforming Services to Create Better Lives*** led by facilitators **Mary Kealy** and **Michael Kendricks**. Michael's interests include: Leadership; Service Quality; Safeguards for Vulnerable Persons; Social Integration; Innovation; Values; Advocacy; the Role of Individual Persons and Small Groups in Creating Solutions; and Personalised Approaches to Supporting People.

*"If you treat an individual as he is, he will stay as he is; but if you treat him as if he were what he ought to be, he will become what he ought to be and could be".*

*Goethe*

Mary Kealy, former CEO of Brothers of Charity, Clare, Ireland, has led a radical change in the provision of support to people. The agency's focus changed from supporting people in segregated group settings to supporting each individual to pursue Opportunities and Supports enabling them to live, embedded in Community. Mary is now a Lead Consultant for Leap (Ireland), an organisation whose mission is Empowering Families Experiencing Disability to Create Self-Directed Lives.

The move from traditional group-based services and programmes to more personalised services is an emerging need, particularly with the implementation of the NDIS. There is an increasing emphasis on supporting people who rely on services

to become active, empowered and valued members of their communities. Transforming traditional services is not easy or automatic. The *My Life, My Future* service was created with this underpinning philosophy, although at present we still work under a group support model. The usual individual funding provides a 30-hour a week group programme. In the future, an individual's package will be determined by what that person actually needs.

**Do you need Accommodation Services or require an Individual Support Package from the Department of Human Services (DHS), now or in the future?**

Over the past year, many people have enquired about applying for Accommodation services and registering for DHS funding. If you receive a pension, you don't automatically qualify for State funding. We urge you to investigate the **Disability Support Register (DSR)** for future funding, either for Accommodation Services or Individual Support Packages. See the attached Tip Sheet from the Victorian Advocacy League for Individuals with Disability (VALID) on how to go about this process.

All of us at Nadrasca Community wish everyone a wonderful Christmas and a safe New Year. We look forward to another year of fabulous possibilities.

**Raeoni Turner**  
General Manager, Nadrasca Community

## My Life, My Future News

In the last edition of the newsletter, we shared a story about selling cards at our local florist. The story continues...

**Cary** and **Maria** went up to Posies and Pressies to deliver our latest cards. The owner, Julianne, said she had to close the shop to deliver flowers. What an opportunity for us to grab! We said, 'We will do it!' Now we are delivering flowers when the shop receives an order. We have met so many people in the local area through doing this.

When Julianne offered work to someone who might be interested, Cary jumped at the chance. He is now working at the shop part-time, learning flower arranging, helping with customer service and potting plants. Our cards are still on sale, so if you need some flowers or a special card, drop in on a Tuesday and Cary will take care of you.

**Maryanne Weir**  
Coordinator  
*My Life,*  
*My Future*



*Peter delivering flowers for Posies & Pressies.*

## Seniors News

**It has been an amazing year of accomplishments for the Seniors Service artists. David Rogers** was selected by two students from Our Lady of Sion, who were doing their student placements with us. The students created an artistic figure which represents the contribution of an individual to the community. David was also selected by Arts Access Australia to exhibit his remarkable recycled paper art, based on the Multimedia Exhibition *Discrimination: The Good, the Bad and the Ugly*. For more information go to: <http://aarts.net.au/artsactivated/>

I would also like to extend congratulations to our resident artists: **Judith Costa, Leanne Battle** and **Patty Rodgers** for having their artwork selected by the State Trustees Connected Art Exhibition. On 20 October, the artists attended the opening ceremony. This is a great accomplishment for the artists and staff.

The artists are currently working on table mosaics, carefully placing mirrored glass and coloured tiles together to create some amazing pieces. Congratulations to **Leanne Battle** whose artwork was accepted in the first selection round for the Nadrasca Christmas card.

**Paula Euthimiou**  
Manager, Seniors Service

## High Street News

Everyone enjoyed Footy Day on 26th September. The photos taken show lots of fun and laughter throughout the day. People joined in singing the footy team songs, and certificates and prizes were awarded for Handballing, Best Dressed and Most Consistent. Gift cards were presented to the winners of the footy tipping competition: 1st Shari Moore, 2nd Thomas Hasslinger, 3rd Steven Morbioli.



The 'Creative Expression' group has been very innovative. Using the iPad, they have come up with some fabulous pictures.

Vicki Mitchell was very diligent in collecting gold coin donations from everyone.

We had a Footy Colours Day in September, raising \$60 for 'Fight against Cancer'.

The Chill Out Zone and Sick Bay have been painted, with the Recreation Room scheduled for painting during the October holidays. People are excited as they will be able to display their artwork, which can now be changed every few weeks.

**Hema Kumble**  
Manager, Community Options



Len and Cinderella.



Matt and Snow White.

Characters at night and had some photos taken with them. Bugs Land was really good. The holiday was fantastic.

**Len:** It was the best holiday ever. I went to Disneyland and went on the Simpsons Ride. It was a bit scary, but good fun. I went on the African Ride and saw all the animals. I met Shrek, Goofy, Mickey Mouse, Donald Duck and many others. I had my photo taken with Cinderella, Princess Fiona and Homer Simpson. I bought lots of souvenirs.

## Witt Street News

The past year has been filled with many happenings at Witt Street. The Alrassa Art group displayed their artwork at Sooki Lounge, Belgrave, with the opening night on 1st October. The venue was retro, warm and funky. There was a great turnout for the artists, with many friends and family attending.

In October we had another successful Working Bee with a group of enthusiastic students from Mazenod Secondary College. We weeded and mulched the garden along Maroondah Highway, planted many shrubs, and stained the deck and outdoor settings. We then had a sausage sizzle, working off the food with ball games, followed by more mulching. The Mazenod students left asking, 'What are the projects for next year? We are really keen to join you again!'

Congratulations to **Emma England** and **Caitlin Powell** who recently received their Certificate 1 in Work Education, building their skills with work experience at Nadrasca Industry.

**Betty Hamilton**  
Manager, Community Options

## Accommodation News

Matt and Len recently went on their dream holiday to San Francisco.

**Matt:** In San Francisco we went to Muir Woods, Yosemite National Park, Monterey and the Wine Country, and we went there over The Golden Gate Bridge. We went to the Aquarium on the Bay Ride and I saw dolphins on the waterfront. We went to Universal Studios and I went on the Despicable Me ride – I had to hang on tight. I saw the Muppets theatre and I saw how they made films. At night I saw the fireworks – they were really good. Len and I went to Disneyland and saw fireworks and the Parade of Disney

**Christine went to Bali:** We went on an Animal Safari and saw animals including elephants. We did not go for a ride on the elephants because two people wandered off and we had to search for them! I had to drink lots of (bottled) water in Bali because it was so hot. We did lots of walking and the weather was very warm. We saw the Dragon Festival – it was great. I enjoyed my holiday in Bali.

**Meghan Coulter**  
Manager, Accommodation Services



## Farm News

The Farm crew have been very busy over the past couple of months. The front entrance gate has been widened to four metres for easier access and egress; cucumbers have been planted in the tunnel house and over 250 ears of corn in the south paddock; and four scarecrows have been erected to keep birds away – all with help from Mazenod Secondary College students. **Jason, Ben, Glenn and Bradley** participated in and passed Certificate 1 in Work Education at Rooks Road. Well done to all!

If you are in the area, visit us and say hello to the scarecrows.

**Rodney Kayne**  
Coordinator, Nadrasca Farm



Although business in Victoria has been challenging during 2014, Nadrasca Industry continues to maintain its market and business activity. This is largely due to our employees' skills and management of projects which meet, and in most instances exceed, customer expectations. Internal employment growth continues, with a number of employees being promoted into leadership roles - all part of Nadrasca's vision of employee growth and empowerment.

Nadrasca printing has enjoyed significant investment in equipment over the past year, with the commissioning of a four-colour offset press, two new digital print presses, a computer-controlled guillotine upgrade and a DPX plate maker. This shows a firm commitment by Nadrasca to develop and diversify the skills of

employees. These assets also provide improved market competitiveness and product quality.

For further information about Nadrasca Printing, please contact Roger Alcock – [ralcock@nadrasca.com.au](mailto:ralcock@nadrasca.com.au)

## New Warehouse Specialist



Nadrasca Industry would like to welcome **Shaun Quinn**, who was appointed Warehouse Supervisor in September. Shaun brings a wealth of warehousing and supply-chain knowledge,

having completed a Diploma in Logistics, an Advanced Certificate in Operations Management and a Certificate in Frontline Management. He will focus on improving efficiency, growth and

employment opportunities within Nadrasca's warehousing and supply-chain operations.

## Service Awards

A total of 5 employees recently received their Service Awards. Congratulations to all of them on reaching these significant milestones!

	Years of Service
<b>Marina Louis</b>	30
<b>Paul Trevarthen</b>	30
<b>Trevor Parsons</b>	20
<b>Daniel Miller</b>	15
<b>John Finlayson</b>	15

**Chris Bourke**  
General Manager  
Nadrasca Industry



## Nadrasca Training Services

### Australian Quality Framework (AQF) Certificate Training

In 2013, in conjunction with Ashton College, Nadrasca commenced AQF Certificate Training programmes. Since then, a large number of people have participated. Nadrasca's programs are differentiated from other trainings organisations as they combine classroom learning with experiential learning and practical workplace application of learning concepts. These three elements provide an optimal learning environment. The training programmes aim to improve developmental

options, employment opportunities and personal growth for the people Nadrasca supports.

Recently, the first group of graduates from Nadrasca were presented with their Certificate 1 in Work Education by Executive Director, Gus Koedyk. Months of hard work finally came to fruition. The odd happy tear was shed (particularly by a certain Trainer who will remain nameless). Many have expressed their interest in further learning in the future if

offered the opportunity, which is great! In the meantime, seven other groups are working hard to achieve the same fantastic result, with three groups having started their journey in October. Good luck and best wishes to all.

Ashton College, our Registered Training Organisation partner, was recently re-accredited for another five years. Congratulations to them. We look forward to working closely with them for the benefit of all our trainees.

## PEOPLE NEWS



### Laura Ubavin

Nadrasca is pleased to announce the appointment of **Laura Ubavin** to the newly created position of General Manager,

Organisational Development. Laura commenced at Nadrasca as the Quality Manager in 2002.

In 2010 Laura's position changed to Manager Quality and Risk Management as her role and duties changed along

with changes associated with the introduction of the Quality Framework and other compliance regimes.

Over the last 12 months Laura has been instrumental in and overseen the introduction of training to the people Nadrasca supports.

The General Manager, Organisational Development is responsible for ensuring Nadrasca's Quality Management System, OH&S systems, risk management, recruitment processes, participant intake planning, training delivery and development of participants and staff are implemented,

maintained, continuously improved and promoted across the whole company. Congratulations on your appointment, Laura.

### Congratulations to:

**Betty and Barry Hamilton** on the birth of their first grandson, Grady.

**Marcus and Olivia Ward** on the birth of their son, Liam Riley.

**Ricky Everard** for completing the twenty-week Genesis programme.

**Fabio Beltrami, Dean Grundy and Michael Johnson** on their 25th anniversary with Nadrasca.