



## Victoria Award for Keith Kilner

In 2017, Gus Koedyk nominated Nadrasca's Deputy Chairman, Keith Kilner, for the Victoria Award organised by the Hon. Dee Ryall MP, State Member for Ringwood.

An annual honour, the Victoria Award acknowledges the immeasurable contributions made by unsung heroes in our community, recognising their significant involvement in a community organisation in behind-the-scenes roles. Keith was nominated because, as the award says, he is 'one person that you identify as deserving of such recognition for their hard work and contribution'.

The nomination was successful and, in late November, Dee Ryall presented the Victoria Award to Keith. In 2017, Keith celebrated 50 years with Nadrasca, received the Victoria Award and was one of six finalists in the Seniors Category of the 2017 Deakin Community Awards.

We congratulate Keith on this recognition, and thank him for his commitment and contribution to Nadrasca over the past 50 years.



*Keith Kilner receiving his award from the Hon. Dee Ryall, MP*

### *From the Desk of the Executive Director*

## NDIS Update

In this month's *Nadrasca News* the NDIS is mentioned on numerous occasions by Managers of the various Nadrasca Services. The NDIS is the biggest social change since the introduction of Medicare in the 1970s. We are living in times of significant disruption, whether through the NDIS, the NBN, Uber, social media, or changes to the digital economy with bitcoin and other cryptocurrencies.

It is expected that approximately 460,000 people will participate in the NDIS. We understand that, in the Inner and Outer East of Melbourne and the Inner and Outer East of Gippsland, approximately 52,000 people will transition to the NDIS. To put this in context, that is 1,000 people a week. We have been told that this is the second largest region to roll out in Australia, after Sydney's western suburbs.

The full rollout commenced on 1 November 2017 in Melbourne's East, although some people had transitioned earlier in 2017. Over the next 12 months,

all people accessing Nadrasca services will probably be contacted by a Local Area Coordinator Planner (LAC) or National Disability Insurance Agency (NDIA) planner, appointed specifically to assist people who have complex support needs to complete an NDIS plan.

So far just over 100 people at Nadrasca have transitioned to the NDIS. While some of the plans have been excellent, providing additional services and support for participants, others (over 40%) have been of poor quality and require a review. Nadrasca's review of NDIS plans indicate errors such as:

- incorrect funding levels for employment (due to an NDIA-created error)
- inadequate or no funding for Support Coordination assistance
- inadequate or no funding for Capacity Building, even though it is listed as a goal
- inadequate or no funding for travel where people may have had a mobility allowance previously
- inadequate or no funding for a participant who already receives services as an existing defined service

Nadrasca cannot act on your behalf if your plan is incorrect and requires a review. The NDIA will only communicate with a participant and/or their nominee.

If you are contacted by the Nadrasca NDIS Transition Team to advise you of errors in your plan, or if your plan is of a poor quality, you need to contact the NDIA for a review. Once your review is completed and a new plan issued, you will need to supply this new plan to Nadrasca so that a change can be made to your service agreement.

Unfortunately failure to do so could impact the services you receive from Nadrasca. At worst your service could cease. If you have any concerns, please don't hesitate to contact the Nadrasca NDIS Transition Team who are more than willing to assist you with the process if required.

***The Board and Management of Nadrasca wish you a Safe and Happy Easter.***



**Gus Koedyk**  
*Executive Director*



**Nadrasca**

*Dignity. Diversity. Community. Industry.*

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# Nadrasca Community News

## NDIS, training and news...

The NDIS is in full swing – a very exciting time for all of us. Please tell us when you are having your NDIS planning meeting so we can support you in the process.

At our recent In-Service Day, there was training on good customer service. As we move into the NDIS world, customer service will be a vital part of our continuous service improvement.

The Department of Health and Human Services (DHHS) has introduced a new Client Incident Management System (CIMS) for reporting on Major or Non-Major Incidents. All Community staff have been trained and will receive ongoing training with the new system.

Welcome to all the new families and young adults who have started with us this year.

Congratulations on 25 years at Community Options, Nunawading to the following participants:

Samantha Barry	Louisa Hanna
Peter Hasslinger	Steven Hutchinson
Emma Jennings	Vicki Mitchell
Steven Morbioli	Darren Paterson
Maria Psihountakis	Allan Spittle
Riechelle Turton	

**Rodney Cheetham** from Community Options Mitcham also celebrated 25 years last year.

**Geoff Blundell** has worked for Nadrasca for 25 years as a bus driver. Unfortunately, due to illness over an extended period, Geoff has decided to retire. We wish Geoff and his wife all the best for the future, and thank Geoff for his wonderful support and care of our participants.

**Karen Brindley** has also completed 25 years of service with Nadrasca.

**Maryanne Weir**, Coordinator of *My Life, My Future*, celebrated 25 years of service with Nadrasca in January. Maryanne started at High Street in 1993 and became Coordinator in 2014.

**Raeoni Turner**  
General Manager  
Nadrasca Community



## Witt Street News

As refreshing as a holiday can be, there was nothing more welcoming than watching the participants bouncing out of the buses, vans and taxis with smiling faces for their first day back at Witt Street. Staff and participants have been regaled with holiday stories over the last few weeks.

There are some exciting new changes for 2018.

Some of our programmes have been tweaked, some are new and some have been discontinued, as they are designed by the participants to meet their goals. Staff are working with participants to ensure that they gain the full benefit of each programme. Now that we know how goal-focussed NDIS plans are, we are ensuring that our programmes are consistent with these plans.

Thanks to a generous Whitehorse Community Chest grant, we have purchased a new Karaoke machine. Pictured above are three of our talented participants belting out a No.1 song!

I can smell chlorine in the air – our swimming pool (pictured below) has finally been renovated and is "open for business as usual" much to the excitement of the participants. Seen here are some participants enjoying a session in the pool.

**Nicole Berry**  
Manager, Community Options



## My Life, My Future News

MLMF has seen another busy start to the year. We warmly welcomed 10 new people and their families. Their transition into the adult world is such a huge step: saying goodbye to everyone at school, coming to Nadrasca, getting to know new faces and new routines, and facing new expectations.

People are settling in well, forming new friendships, setting goals and growing in confidence every day. People are gradually moving into the NDIS world with some tremendous outcomes; others are attending planning meetings to discuss their goals, hopes, dreams and aspirations.

Highlights so far include the following:

- Adult learning classes have commenced, with participants studying Certificate 1 in Work Education or Certificate 1 in Transition Education.
- **Eleanor and Laura** have signed up as volunteers at the Vinnies Opportunity Shop in Ringwood.



- **Cary** has learnt to catch the public bus to get home. Great achievement, Cary!

In January, I celebrated 25 years of service with Nadrasca. I feel privileged to have worked with so many wonderful, unique individuals in such a great organisation over many years.

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

## Nadrasca Accommodation News

Christmas holidays seemed to come and go very quickly. Many of our Accommodation participants enjoyed a well-deserved holiday to various destinations including: Tasmania; the Elvis festival in Parkes, NSW; an animal lovers' tour of Tasmania (one participant fed a lion!); cruising around South Australia and Tasmania on the *Spirit of Tasmania*; San Remo – just to name a few. It's been great to hear all the good news stories and see everyone's faces light up when they recount their adventures.

As you all know, NDIS is 'full steam ahead'. Accommodation has been engaged in NDIS planning for two facilities. From pre-planning to the actual Planning meetings, we are fully prepared and delivering our quality service, as always. Some beneficial outcomes of the NDIS for a few participants include much needed 1:1 Living Care support and 1:1 Day Service Support, Community Supports and Travel Training.



**Gary, Hannah and Rosemarie** (pictured above) attended the Tyabb Air Show during the second weekend of March. Everyone braved the heat and noise to see the talented pilots do some fun tricks. A fun day was had by all and everyone enjoyed seeing the planes up close!

House Supervisors have been busy organising 2018 and are excited to announce the next Working Bee! As a 'thank you' gesture to Maryanne Weir for her hard work and dedication to every single Accommodation Working Bee, we would like to hold the next Working Bee at *My Life My Future* on Saturday 28 April from 10am to 3pm. The Working Bee will include: gardening, mulch dispersal, planting of trees and preparation of a large vegie patch. Accommodation Services will be providing the usual sausage sizzle and a big door prize for the lucky winner!

**Damian Cox**  
Manager, Accommodation Services

## High Street News

Everyone came back from the break refreshed and ready to face 2018. Participants have settled into their new activity schedules, training has started and people are enjoying their second year of Certificate 1 in Transition Education.

We have been extremely busy with NDIS plans, with six participants having their plans approved.

Eleven participants have completed 25 years with Nadrasca and were presented with their certificates at a special presentation on 16 March.

**Hema Kumble**  
Manager Community Options



Participants and staff at the presentation.

## Operations

As holiday memories quickly fade, Nadrasca Industry has been super busy working for a number of customers. In January 2017 we were meeting one customer's requirements, but in January 2018 we have averaged 12-15 different jobs on the go. Our strong relationship with KeepCup continues to grow – I hope all employees and staff enjoyed their Nadrasca KeepCup Christmas present from us.

In late 2017, Nati Harpaz, CEO at Catch Group (a new customer), came for a tour of our operations. It was great to have Nati see our work preparing their sunglasses for sale. Nati has a huge social media following on LinkedIn and shared his visit with his followers. *(Pictured right.)*

Some older employees, who previously worked in the timber section, are enjoying working with tools again with another new customer, JLM Timber. Currently we are assembling door frames and our employees are learning some great skills.

Nadrasca Industry has been successful in a competitive tender process for one of Australia's largest pharmacy chains. We will be packaging 'goodie' bags to be sold across their Australian stores.

An exciting new opportunity for Nadrasca Industry and our employees is our growing involvement in food packaging. A number of new filling machines greatly improve our efficiency and provide our employees with opportunities to learn new skills.

## Support

Nadrasca Industry has used Diane Taylor's move to Nadrasca's NDIS Transition Team as an opportunity to try some different approaches. Previously each employee was allocated a 'support worker', but we are trialling making our Training & Support Coordinators (T&SCs) available for all employees. Our system for completing assessments (IEPs, productivity and underpinning work skills) has also changed. We will undertake them all at the same time throughout the year, rather than focusing on one at a time. This should lead to better planning and goal-setting. A number of Supervisors have volunteered to work with the T&SCs throughout the year.



Nati Harpaz (far right) with the employees who worked on the project

## Planning

Nadrasca Industry is currently undertaking a number of planning activities. The main three are:

- How to undertake employees' planning (as described above)
- Creation of a Business Plan to guide and measure the success of marketing and business development activities
- A second Planning Day to focus on how we support employees and processes within our operations

## Service Milestones

Congratulations to those who recently reached special employment service milestones. We thank them for their continued efforts to make Nadrasca Industry a success.

Anthony Maassen	25 years
Robyn Poole	25 years
Merryn Ware	40 years

**Glenn Hodgkin**  
General Manager, Nadrasca Industry

## Nadrasca Training Services



### 22302VIC Certificate I in Work Education

The participants (above) who completed their qualification halfway through the year were presented with their certificates, issued by Box Hill Institute. They were very pleased to receive their award, and there was much applause and congratulations from co-workers.

### 22301VIC Certificate I in Transition Education

Results for all participants were finalised at the end of December 2017 and submitted to Box Hill Institute. Many have successfully completed all the required units and have finished their qualification. Their awards will be presented in the coming weeks.

Some participants still have units to finish to gain their qualification. After discussions, many have elected to attend classes in 2018 for outstanding units.

After a busy 2018 enrolment process, those doing Box Hill Institute courses began classes in late February.

### Rooks Road Kitchen Re-development

Work in the kitchen has continued and all cabinets are now in place.

The next stage is to seal the wall tiles. Stainless steel stoves and fridges have been purchased from The Good Guys Nunawading, and the kitchen will be ready for cooking skills classes later in the year.

**Judy Roberts**  
Manager, Training Operations

## Farm News

It has been a hot couple of months at the Farm and the farmers have worked well in the hot conditions. Recently a reverse cycle air conditioner was installed in the main barn.

Five participants are studying Certificate 1 in Work Education this year. Congratulations to the eight participants who successfully completed Certificate 1 in Transition Education in 2017.

In line with the NDIS principle of choice of service, so far this year we have five new participants starting at the Farm site. We all look forward to training and working with these new people.

The flowers are blooming, and some new herbs and vegetables have been planted over the past few weeks, including plenty of lettuce, basil, eggplants and capsicum.

*Rodney Kayne*  
Coordinator, Nadrasca Farm



## NDIS News



### NDIS News

I often tell my Nadrasca colleagues that with the roll out of the NDIS we live in exciting times – the biggest social reform in many decades. It is bringing so much to so many people who live with a disability. Some of our participants' NDIS Plans will make enormous changes to their lives. It has been a privilege for me and my team (**Paulette Kelly** and **Diane Taylor**, Nadrasca's NDIS Engagement and Communication Officers) to work with so many participants to prepare and activate their NDIS Plans.

Nearly 110 Nadrasca participants now have an NDIS Plan – and the pre-Christmas momentum shows no signs of slowing down. This means that many people are now enjoying a variety of different supports: access to the community; social events; activities of their choosing; and specialised therapy support. Some are even having minor home modifications to improve access. All these things are enriching lives and enabling people to pursue various activities.

Some plans have not been up to the expected standard. Problems include: insufficient funding to cover requested supports; and Local Area Coordinators (LACs) still developing skills and knowledge about what can be included in an NDIS plan, and what constitutes necessary and reasonable support. We then work with participants and their families/carers, advising what actions to take and how to communicate with the NDIA (which administers the NDIS) to request a review of their Plan.

Working with participants and their families/carers has enabled me to meet many of you. I realise that some of you have been

comfortable meeting with LACs to develop your own NDIS plans. When you receive your NDIS Plan, could you please communicate this to me, Paulette, Diane or the manager of your service area so we can give you a quote for the services you are accessing at Nadrasca.

During 2018, I hope to meet many more of you. Please remember that our team is available to provide support through the NDIS transition.

*Verena Morrison*  
NDIS Transition Manager



(L-R) Verena, Paulette and Diane

## Vale: Paul Baker



Paul Baker was caught in a rip at Woolamai Beach on New Year's Day, despite swimming between the flags. Attempts to rescue him were unsuccessful and he died at the scene. Paul worked

at Nadrasca Industry for seven years and was also an Outreach participant, living in one of our independent living units at Tennyson Street, Mitcham. He was very well respected by his peers and friends and will be missed.

## Pool competition

Congratulations to **Wayne Farmer** for winning the pool competition which is held twice a year. It is much anticipated by the contestants, who practise during lunch time. In 2017, there were 28 competitors, with Glenn Hodgkin the winner of that first competition. Wayne is seen receiving his plaque from the inaugural winner, Glenn Hodgkin.



## Access for All Abilities (AAA) Ball Squire Programme

Hi my name is Jordy. I currently volunteer at the Ferntree Gully Senior Club as water boy, goal umpire and boundary umpire for the U19s, Reserves and Seniors. I also play for the Ferntree Gully AA (All Abilities football team) which is part of the Football Integration Development Association (FIDA). I heard about the All Abilities Ball Squire Programme through FIDA. I applied for the job and was interviewed on 1 February. I found out the very next day that I had been successful in getting into the programme. I get a uniform and a lanyard with a tag that gives me access to the grounds. On Sunday (18/02/2018) I attended a training season. I got to see the Giants beat Collingwood in the Women's League. I'll be doing one to two games in the Women's League or the Men's Pre-season games (the JTL series). I'm hoping this will lead to open employment working for the AFL as a Ball Squire in the actual AFL.



Jordan Green

## Special Olympics (Tasmania)

Basketballers from around Victoria travelled to Hobart for a great weekend in late November to take on teams from Special Olympics Tasmania in 3 on 3 Basketball.

**Stephen Vivian** (2nd year, *My Life My Future* work team) participated in this competition and wrote the following article for the newsletter. Congratulations to Stephen and Dandenong Casey Titans.

*We flew over on Saturday morning and stayed overnight. My team, Dandenong Casey Titans from Special Olympics – Dandenong Valley Region, came away with gold! My Life, My Future team member, Kevin Aitkens, was in the team, as well as John Souls from Nadrasca Industry. We played 5 games and lost one and the first team to 21 points wins – we always finished the game early so we got to 21 points first. It was great to go for the experience and try something new. This year they will do it again in Melbourne and are hoping for more teams from different states and territories.*

Stephen Vivian



Stephen with the gold medal



## TeamVic Basketball Champions

Basketballers from around the nation went to Gosford NSW to participate in the 2018 Basketball Under 20 and Ivor Burge Championships from 7-11 February.

**Dani Phillips** participated as a member of Special Abilities TeamVic. Dani was with *My Life, My Future* and is now an Industry employee.

TeamVic played 5 games against other state teams (NSW, WA, SA, ACT) and a team from Japan. TeamVic played against Japan in the grand final and won the Ivor Burge Women's gold medal in a very close game, 88 to 71. Congratulations, TeamVic!

Dani said, "Playing Japan would be playing against the hardest team. They were tough, they were quick, but we had the size advantage". Dani had the leading field goal percentage over the entire tournament, with 70.7% accuracy and came 4th in the average number of goals scored, per game.

This is the fifth time Dani has participated in this annual championship and TeamVic has won 4 out of the last 5 championships.

*Dani going head to head with her Japanese opponent.*