



From The CEO



Welcome to this edition of Connect.

The first quarter has brought much activity with the Royal Commission into Aged Care Safety and Quality, bushfires across the state, the full roll-out of the NDIS in Tasmania and the beginning of the implementation of CBS' new client management system.

Our thoughts are with anyone affected by the recent bushfires. It is a tough time that is also normally surrounded by heat and smoke that has a far reaching impact. CBS was on the front and ensured that vulnerable clients were aware of the situation and we informed

emergency services of any people who were at risk. We will undertake a review of how this rolled out so that we can keep improving.

Community Based Support has also made an application to the Royal Commission highlighting a number of challenges and emphasising the importance of people staying in their own homes and being involved in their own communities as they get older. The hearings have made interesting watching and reflect the complexity of processes, services and standards that exist across health and aged care. The draft report is due to Government in October this year with the final report due in April 2020.

It is great news that as of the 1st January 2019 all people with a disability are eligible to apply for National Disability Insurance Scheme (NDIS) support. We have seen here at CBS how these individual plans can change lives and enable people to live a more independent, fulfilling life. CBS has a great team of people who can help you navigate the system or provide you with services you need, including support

coordination to ensure you are getting the services that you need. The team is also taking a proactive approach with people attending our day services as the Home and Community Care (HACC) funding that currently funds these services is likely to end and be replaced by the NDIS.

We understand that having consistent staff that attend your needs at set times is very important. We also want to be able to provide better information to our field staff so that they better understand your needs. Our current IT system was not designed for this so we are implementing a new system called AlayaCare. Steps have been taken so that the challenges of the last implementation do not occur this time. AlayaCare will also include a client portal where you will be able to see which staff member is coming, view accounts, change your details and rate our services. We will provide more details as the 'go live' date approaches in July 2019.

We also watch with great interest

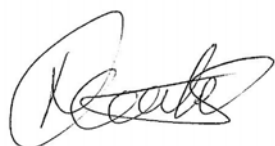
From The CEO (Continued)

the agreement that parliament has reached to establish a Royal Commission into violence, abuse and neglect of people with disabilities. It is far from clear how this will be actioned as we head into a Federal election, but CBS supports this action as it aligns with our ZERO tolerance of any form of abuse.

If you know someone who could do with some assistance or support please let them know that we may be able to help and to contact our friendly team.

As the year rolls on, we encourage you to contact us with any concerns or ideas that you have that will improve what we do for our community.

Until next time, stay safe and well.



Murray Coates
CEO.

AGFEST (May 2 - 4, 2019)

Guess who will be holding a stall at Tasmania's largest rural 'field event' in 2019?

We are!

This year, Community Based Support are thrilled to have been chosen to exhibit to a potential 65,000 plus crowd. The 3 day event will see a variety of CBS staff speaking to a range of people about how we can support people to live the life they choose, in this beautiful state we love, Tasmania!

If you are planning to make the trip to 415 Oaks Road, Carrick for AGFEST this year, please come and find us in the Business and Lifestyle Marquee (located between First and Second Avenues) and say 'Hi' to the team. And as an added incentive, there are 9 x \$100 WISH Gift Vouchers up for grabs.

We hope to see you there!



I choose Community Based Support because...

"I LIKE COMING HERE TO MEET PEOPLE AND DO CREATIVE WORK."

David, 45

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DISABILITY SERVICES
maximising client independence

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Major Home Modifications with Community Based Support

One of the ways CBS assists people to stay living in their own homes is by helping to make their homes safe and accessible. We do this by providing major home modifications in the way of remodelling or modifying bathrooms to make them accessible and safe for the people who use them. We also build and install ramps and rails to help people get in and out of their homes safely and more easily.

CBS is currently wanting to speak to anyone aged 64 years and under, who is living with disability and could benefit from this type of assistance. We may be able to assist you right now, so please call Paul Fitzpatrick on 1300 227 827 to discuss your circumstances and eligibility. This service is funded by the Home and Community Care Program (HACC).

Here's a little story about *Mark who accessed this assistance through CBS.

Mark was on his way to complete a 'walking test' at

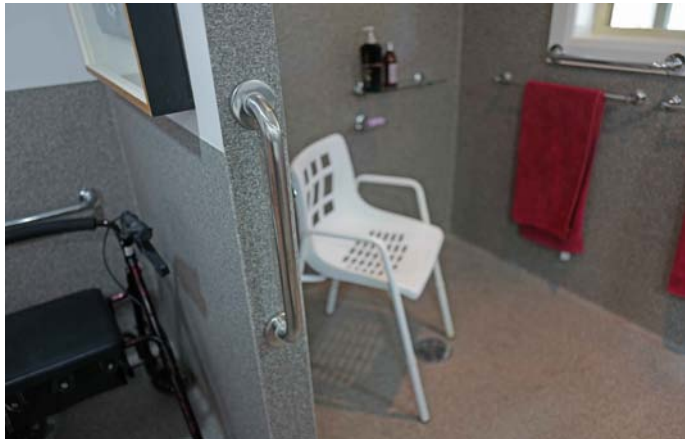
the Royal Hobart Hospital (the Royal) in October 2015 when he was hit from behind by a truck while crossing at the pedestrian crossing. Despite the seriousness of two broken ankles and no memory of the accident, Mark's family committed to entering the 64 kilometre Bruny Island Ultra Marathon together the following year. He just had to get well.

What followed was six weeks at the Royal, where Mark developed hospital induced delirium. The delirium left him disorientated and confused and meant his hospital stay couldn't be followed up by a rehabilitation stay.

Mark's family applied for him to be discharged into their care. They made whatever modifications they could to their home to accommodate a wheel chair and rostered themselves so that Mark would never be alone. The bathroom provided the biggest challenge and despite every best effort Mark would always need two people to help him get into the shower.

A few months later Mark started his rehabilitation with a physiotherapist visiting him once a week at home. It was after one of these visits that Mark and his wife *Emily first came into contact with Community Based Support (CBS). Through the Major Home Modifications Program, CBS was able to modify their bathroom. Emily explains, "We now have a 'wet room' with all water from the walls and floor draining





out in the far corner. The floor is non slip with no furniture or fittings other than the toilet and it (the floor) laps up the wall to replace the old wooden skirting. The old basin cabinet has been replaced with a wall mounted shelf unit. Storage is now at eye level and fitted into the internal wall cavity. No bending! My temporary, cheap shower rail has been replaced with the sturdy railing used for privacy curtains in hospitals. We now have a beautiful, functional room that even allows direct access to open and close the window”.

The bathroom modifications provided by CBS will enable this couple to stay living independently in their home for a very long time.

Emily speaks very highly of her experience with CBS. “They were fantastic to get on with, pleasant and always coming up with positive things that they can do.” Along with some really good tradespeople, Emily and Mark feel they’ve made a great, long term connection with CBS. “Our needs are not extensive at the moment but if we’re ever in a bad place, we know they (CBS) can help” Emily says.

*The names used in this story have been changed to protect our client’s privacy.

Free Dementia Awareness Sessions with Dr Jane Tolman

Community Based Support has partnered with Dr Jane Tolman, arguably Tasmania’s leading Dementia expert, to bring you FREE monthly Dementia Awareness information sessions. At these sessions, Dr Tolman will discuss the following:

- What is Dementia?
- Why is it so prevalent in the 21st century?
- How do people get a diagnosis?
- What are the 3 stages of Dementia?
- How we can make a difference in the life of a person with Dementia?
- How can we get the support we need as carers of a person with Dementia?

When:

Monday 29th April 2019
Monday 27th May 2019
Monday 24th June 2019

Where:

Community Based Support
24 Sunderland Street, Moonah
Time: 1.30pm to 3.30pm

These sessions are open to anyone who would like to learn more about this condition including carers, support staff and other interested community members.

RSVPs are essential, so please contact Taylah or Emily at our Hobart office on **1300 227 827** if you would like to attend one or more of these sessions.



National Disability Insurance Scheme (NDIS)

The NDIS (National Disability Insurance Scheme) is now in full swing as we go to complete roll-out by July 2019. The 50-64 year old age group is the last cohort to be included in the roll-out. For most people who are 64 and under and currently receiving an Individual Support Package or Home and Community Care assistance, this will mean transitioning over to the NDIS.

The first step to accessing the NDIS is to find out whether you are eligible. You can access the checklist at the following address:

www.ndis.gov.au/applying-access-ndis/am-i-eligible

If you are eligible, you can call 1800 800 110 to make an Access Request or you can ask for a form to fill out. If you need help filling out the form or making the call, you can contact your Local Area Coordinator or contact your local NDIA office.

In Northern Tasmania and South Western Tasmania (western side of the Derwent River), Local Area Coordination is provided by Bapcare. Bapcare can be contacted on 1800 290 555. In North Western Tasmania and South Eastern Tasmania (eastern side of the Derwent River), Local Area Coordination is provided by Mission Australia. Mission Australia can be contacted on 03 6212 6850.

If you need a bit of help getting started and aren't quite sure what to do, our Disability Care Team can assist. Give us a call on **1300 227 827**.



Free Information Sessions

The CBS Disability and Aged Care teams have been travelling across our state, delivering information sessions designed to help people navigate their way to the services they need.

The feedback from these sessions has been incredibly positive with many people telling us that after attending a session they feel much more informed about how the disability and/or aged care system works and feel more comfortable in knowing how to get the services they need.

The following sessions have been arranged at the Punchbowl Christian Centre, 100 Punchbowl Road, Punchbowl.

Lets Talk About the National Disability Insurance Scheme

- Thursday 28th March 2019, 1pm to 2.30pm
- Monday 6th May 2019, 1pm to 2.30pm
- Monday 3rd June 2019, 1pm to 2.30pm

Lets Talk About Home Care Packages

- Thursday 28th March 2019, 10.30am to 12noon
- Monday 6th May 2019, 10.30am to 12noon
- Monday 3rd June 2019, 10.30am to 12noon

This venue is fully accessible and has ample free parking.

To **RSVP**, please contact Julie in our Launceston office on **6338 1889**.

Keep an eye on our Facebook page for further updates as we book other dates and venues around the state.



I choose Community Based Support because...

"THEY ARE UNDERSTANDING AND CARING"

Joy, 80



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Do you know you can purchase services privately from Community Based Support?

Yes! You can.

You don't need to be receiving any government funding to be able to access services from us. You can simply request a copy of our 'Sale of Services' document which outlines the prices of all our services, let us know the services you would like to purchase, and we will make it happen for you.

It might be that you would like someone to come and mow your lawn, fix a kitchen cupboard, help you with your housework, assist you with your personal care, take you to do your shopping or pay some bills, assist you to get to the library, or something else entirely.

Call CBS on 1300 227 827 and speak to a coordinator; they will help you to get the support you need.

We Need Your Help

Do you have ideas or suggestions you would like to share with us? Your feedback is very important to us as it can help us improve our services for you and others.

We recently received a great idea from a client who mentioned that it would be very helpful if the workers wore a name badge so they could easily see the worker's name, especially if they hadn't seen them for a while.

What a simple yet effective solution! It's easy to share your idea or improvement with us – call us and have a chat or complete the enclosed form.

We look forward to hearing from you!



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