



FROM THE CEO



In our last Connect newsletter we asked for suggestions and feedback. It was terrific that we received so many and have already actioned most of them. Some will take a little longer or are out of our control, such as government policy changes, but thanks for helping Community Based Support on its continuous improvement journey.

To also improve our services, we are in the middle of the implementation of new client services and scheduling software that will replace our current system. This should improve things such as more consistency in your support

workers and improved invoicing, as well as greater flexibility and better delivery of your individual care plans.

The Community Based Support Board called a Special General Meeting in May for members to consider motions that would see CBS transfer its legal status from an Association to a Company Limited by Guarantee. The aim of this is to modernise and provide more flexibility for how we operate. At the meeting, the three motions were passed and the transfer will formally take place in the coming months.

You are likely to be seeing reports in the media about the Royal Commission into Aged Care Quality and Safety. The Commission continues its work, with the first draft report due 31st October this year. They are planning to hold a public hearing in Hobart, however, the date has not been announced as yet, but we will try to keep you updated.

We also have a Royal Commission into Violence, Abuse, Neglect and Exploitation of People with

Disability. The first hearing will occur soon and will run until April 2022. Our hope is that this Royal Commission will assist in improving the lives of the thousands of Australians living with Disability.

You may be aware that the carer programs across the nation have gone out for public tender. CBS has applied and is awaiting advice from the Federal Government. Until a decision is made, it's business as usual for all our carer support programs.

Lastly, on a general safety note, we remind everyone to make sure they are safe at home. Please don't forget to make sure your windows and doors are secure, and that your smoke alarms, including the batteries, are in good working order. If you need support with this, ask the friendly Support Worker who visits you for some help.

Murray Coates
CEO

Did you know that the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission will begin operations in Tasmania from 1st July 2019?

WHAT IS THE NDIS QUALITY AND SAFEGUARDS COMMISSION?

When the NDIS was launched, governments agreed that a nationally consistent approach to quality and safeguards would be a critical component of the scheme. The NDIS Quality and Safeguarding Framework was developed to achieve this.

The NDIS Quality and Safeguards Commission is an independent body working with providers, like CBS, to ensure the Quality and Safeguarding Framework is being implemented consistently across Australia.

Aspects of the Quality and Safeguarding Framework include:

- ✦ NDIS Practice Standards
- ✦ NDIS Code of Conduct
- ✦ a national worker screening system
- ✦ a new complaints management and resolution system
- ✦ new incident management requirements, including reportable incidents
- ✦ new behaviour support requirements to reduce and eliminate restrictive practices

WHAT DOES THIS MEAN FOR PARTICIPANTS?

As the NDIS Quality and Safeguards Commission comes into effect across Australia, participants will see changes to the way they can make a complaint and how that complaint is handled. They will also see changes to the way behaviour supports and restrictive practices are managed. All participants will also be able to rest assured that the workers being sent to their homes are adequately trained as well as adequately screened and deemed fit for working with people living with disability (something that CBS has been doing for years!).

Community Based Support is committed to ensuring that our clients are aware of upcoming changes in the NDIS space, as such we will be including a section in each edition of Connect on any changes you should be aware of. Look out for information on 'NDIS Commission Complaints Process' in the next edition!

In the meantime please contact the Disability team on 1300 227 827 or disability@cbsaust.org.au if you have any questions.





The President of Community Based Support (CBS) Ross Doddridge has been awarded the Medal of the Order of Australia (OAM) in the Queen's Birthday 2019 Honours List. The award citation reads "For service to the community through a range of organisations."

Ross has never been able to resist a committee. Beginning with the Student Representative Council in high school back in the 1960's - he was SRC President in his final year - it seems like he has always been on at least one committee.

When he began work as an Ambulance Officer in 1976 he became active in the union, and was elected as the local (southern) representative of the Ambulance Employees Association (AEA). He then went on to become Vice President and eventually President. Ross represented the AEA at the then Tasmanian Trades and Labour Council and was later invited to join a nationwide committee of Ambulance unions under the auspices of the ACTU.

Leaving Ambulance for a 9-5 job in corporate health in 1994, Ross found that he had time to spare and was invited to join the board of Langford Support Services - he remains on this board today and has been Chairman since 2000. Developing a liking for, and an understanding of, the Not-For-Profit sector, Ross accepted an invitation to join the board of Community Based Support (CBS) in 1998 and has served as Secretary, Treasurer and now as Chairman (President) of CBS.

In addition to his involvement in the Not-For-Profit sector, Ross loves to ride motorcycles and has done so since he bought his first, back in 1973. He has ridden with the Bridgewater Veterans Memorial Centre and, of course, joined their committee and took on the role of Secretary in 2001. He has since joined the Vietnam Veterans & Veterans Motorcycle Club, as an Associate, and is currently on their committee as the Treasurer, a role he has held since 2014.

Ross also enjoys playing croquet. He first started playing the game with the Glenorchy Croquet Club, where, I bet you'll never guess.... He joined the committee and became the Secretary. (Is it just me, or is there a definite pattern emerging here?) Since the closure of that club he has returned to croquet with the New Town Croquet Club and is, of course, on the committee there. So the award citation referred to above is correct in stating "a range of organisations".

In response to being awarded the OAM, Ross acknowledged the honour associated with the award but states that "while the award is given to an individual, it is undoubtedly a team effort, especially in my case. Organisations such as Community Based Support (CBS) and Langford are not run by a Chairman, they are collaborative with all involved - the Board of Directors, the CEO's, the Senior Managers, the Coordinators, Admin staff and of course the Support Workers looking after the clients. Without such complete involvement the organisations would stand little chance of being successful."

So in many ways this award has been contributed to by all at CBS and Langford and is recognition of the collective effort of all within the two organisations".

We are all incredibly proud of Ross; for all that he is, all that he has done, and all that he continues to do. We congratulate him for this most honourable achievement and look forward to continuing to work with such a well loved and respected member of our community. Good on you Ross!



"When you're young you don't visualise your life when you're older. But there does come a time when you need help" says Nancy, on a wet day in Hobart, just after the first snow. She has been her husband Jack's main carer for many years, doing almost everything for him without any external support.

Now 83, Jack had lost most of his mobility and suffered several health setbacks in the last decade. All this changed in 2018 when, after several assessments from My Aged Care, Jack was awarded a Level 4 Home Care Package.

"I didn't realise how much I was doing for Jack before the help" Nancy continues. "Once he gave up work he really went into a man cave and lost a lot of social contacts."

The Level 4 Home Care Package has been of enormous benefit to Jack both physically and mentally. Among the many things the Package offers are the supply of his personal needs items, pharmaceuticals, a sit to stand chair, taxi concessions and membership to a gym. In October 2018 he received an electric wheelchair that has made a significant difference to his mobility and social isolation. The couple can now visit galleries, see concerts, travel interstate and take a simple excursion to the dog park – activities they thought would never again be possible.

After Jack's assessments Community Based Support (CBS) were there to help. "CBS don't make you feel inadequate or helpless" says Nancy. "They're so professional about it and are respectful of you. They

steer you in the right direction while being efficient and thorough and offered us things we hadn't even thought of."

One of those things is an option to learn something new or take up a hobby. Jack chose to reignite his passion for Italian and has started a ten week course. Since Jack's recent discharge from hospital and rehabilitation he has seen a significant change in his physical and mental health. With the help of a physiotherapist and visits to the gym he is now able to stand from sitting, something he hasn't been able to do for years. Jack has even taken several steps "just like a baby" he calls out very much delighted about the possibilities of taking more.

Nancy shares in her husband's joy confiding that "Since rehab he has been so much better. We want to stay together and stay in our home and the Home Care Package with CBS enables us to do that".

CBS has offered Tasmanian based support to clients for over thirty years. Nancy can't speak highly enough of the role CBS has played in helping the couple maintain their independence. "CBS listen to people and they want to help you and really make it easier, for both the client and their carer. They're there for us. If I had a problem I know I can phone them up and they'll help. It's good to have that back up and support. I would definitely recommend CBS to other people".



"WHO IS JODI?" you might ask. Good question!

Jodi is one of our bundles of joy who work with us at CBS. Jodi is passionate about many things, including natural living, gardening and finding all things 'zen' in life. Some would say she is our 'li'l hippy chick', some would say she is a bundle of love and light, but all of us would agree, she is a natural wonder.

In each edition of Connect Jodi is going to share with you some of her ideas, tips and tricks on living naturally. Here's her first piece to get us started...

GUT HEALTH

At this time of year we're all feeling the cold creeping in. This may come in the form of cold fingers, nose and toes, but most likely in the form of colds, flu or the sniffles, sometimes resulting in a round of antibiotics.

Given these unpleasant effects from the wintery weather we experience in Tassie, I'd like to talk about probiotics!

SO WHAT ARE PROBIOTICS?

Probiotics are living microorganisms that, when ingested, provide numerous health benefits. Helping to fend off harmful microorganisms, aid digestion and nutrient absorption, and contribute to healthy immune function. They can help your digestive system break food down into smaller parts that your body can easily use as fuel.

Often called "beneficial" bacteria they populate in your gut and help to restore the balance of bacteria when the "bad" bacteria outnumber the "good" or "beneficial" bacteria. This can be caused by something as common as a round of antibiotics to treat an infection, stress, poor diet, or disease.

Some scientists believe this bacterial imbalance might cause irritable bowel diseases, although there isn't any conclusive research to back up this claim. Research has found a link between re-establishing the balance between "good" and "bad" bacteria, and because of the connections between the gut, the brain and other parts of the body, probiotics have also been shown to ease symptoms outside of

the digestive system as well. This includes improved or better-managed gastro intestinal symptoms, like diarrhoea and cramping; reduced symptoms for patients with skin conditions like eczema, acne and rosacea; improved mental health for people living with depression and/or anxiety; and improved or better managed diabetes and kidney disease. So as you can see there are plenty of good reasons to get your Probiotics on!

HERE ARE SOME FOODIE FINDS FOR WHOLE-BODY HEALTH, THANKS TO PROBIOTICS.

-  Kimchi
-  Sauerkraut
-  Yoghurt
-  Kombucha
-  Miso
-  Kefir

Information sourced from:

www.foodnetwork.ca/healthy-eating/blog/probiotic-rich-foods-and-myths/
www.permaculturenews.org/2019/05/07/5-ways-to-get-probiotics-while-on-a-plant-based-die/
www.choice.com.au/food-and-drink/dairy/yoghurt-and-ice-cream/articles/how-to-choose-a-healthy-yoghurt#probiotics

Disclaimer: Please note that Jodi is a 'professional amateur', and is also a kind and thoughtful human, so she insists that we advise you that following any of her advice is done so at your own risk.

EASY WINTER SOUP RECIPE

We haven't seen too much of our usual Tassie winter yet, but we know its coming, so we thought we would share this easy soup recipe with you. It will warm you up and help to keep you healthy too!

Boil a whole chicken (or around 500g of chicken) in a pot with 1 sliced brown onion, 2 cloves of garlic and 3 chopped carrots.

Once the chicken is cooked take it out and boil the broth for about 10 mins. Add a tin of creamed corn and some salt and pepper.

Tear the chicken off the bones and add it to the broth with one or two packets of chicken noodle soup. Simmer until noodles are soft. Add some more water if it's too thick for you.

ENJOY!



Hi, my name is Heath Mollineaux (that's me in the photos above and below). Earlier this year I competed in the Boccia Championships at the Elphin Sporting Centre in Launceston. It was my first championships.

In July 2018 I went to a 'Come and Try' session at the Glenorchy YMCA. It was there that I met some of the players and the organisers of Boccia. I had never played sport before and I decided to give it a go.

I am classified a BC3 player which means I am a wheelchair ramp player. There were a few initial obstacles to overcome in the beginning like: how to propel the ball, as one of the requirements to play in any of the tournaments is you must propel the ball yourself. So, Dad and I rang around, looking for someone who would be happy to take on a project to solve our little problem. In the end, we got a hold of TADTAS, an organisation made up of a group of retirees who like doing little projects. Together we came up with a solution that consisted of an adjustable head pointer with short or midrange ends, so I could play the game with everyone else.

So, with my newly created headgear, I started playing a game that I quickly came to love.

In April this year, we headed up to Launceston where I was to participate in the State Championships. We arrived on a Friday morning and Dad and I took some time to become orientated with our surroundings, getting ourselves ready for an exciting and eventful weekend. We had no idea then of how successful I would be.

My first match on the Saturday morning was against

Siobhan who is really good at the game and has lots of experience. Siobhan will be aiming to represent Australia in the upcoming Paralympics. She beat me which made me think, "wow, ok, I have got a lot to learn, but that's cool."

My next match was against an opponent who I have played before but just for fun, I still was beaten but I think I played pretty well.

I made it all the way through to the final playoff for the bronze medal. I was so excited! I had the bronze medal in my possession with five shots to go, but a miscommunication between my sport assistant and I happened and I thought all was lost. But no, I still managed to bring home a bronze medal!

My hope is to one day represent Tasmania, either on the mainland or overseas, and then perhaps one day I can represent Australia at the Paralympics.

My message to others is, "go for it, don't let your disability stop you from achieving anything". I would encourage anyone with a disability to take up the challenge of Boccia, it has changed my life.

****Boccia was originally predominantly played by athletes with cerebral palsy but has now expanded to include athletes with other disabilities that affect motor skills. All athletes are required to be seated when releasing the ball, and most play from a wheelchair. If you, or someone you know, are interested in playing Boccia, simply call Kevin at ParaQuad Tasmania on 6272 7513 or email at pdst@paraquadtas.org.au**



TANGO YOUR WAY TO GOOD HEALTH

A little while back one of our clients, Mike, came to us with an idea he had about running Tango classes in the Huon Valley as a way of assisting people to maintain good health. In addition to the general health benefits that everyone can get from Tango, Mike shared some amazing information about studies that had been done in the US on the benefits of Tango for people living with Parkinson's Disease (you should Google it, or search on YouTube... the results are mind-blowing!)

So, with a very enthusiastic Mike and such a compelling argument for the overall positive benefits of Tango, we got to work together to bring this great idea to life.

Fast forward to today and there is now a weekly Tango class that runs out of the Huonville Town Hall. The classes are run by professional dance instructors, are offered every Wednesday from 11am to 12noon, are for people of all ages and fitness levels, and best of all, only cost \$5 to attend!

If you, or someone you know, would like to come and try Tango for yourself, please call Leah Clark at Community Based Support on 1300 227 827 or email her at leah.clark@cbsaust.org.au

We would like to sincerely thank Mike for his inspirational idea and dedication to the project, and the staff at the Huon Valley Council for their help and support in getting these classes up and running. Legends!

HAVE YOU MET CRAIG?



Craig works with our Carer Support team and he LOVES cake! In fact, Craig just loves food, any sort of food. Craig thinks that "love (of food) makes the world go 'round.'"

Craig has put a call out to all of you, requesting that you send him in your favourite (easy) recipe so that he can take it home and try it for himself. He would also like to share these recipes in upcoming editions of Connect.

If you would like to share your favourite recipe with

Craig and have it published in an upcoming edition of Connect, there are a number of ways you can do this.

1. Write to Craig at Community Based Support, PO Box 823, Moonah, 7009;
2. Email Craig at craig.anderson@cbsaust.org.au;
3. Drop off your favourite recipe at one of our offices:
 - a. 24 Sunderland Street, Moonah (Monday to Friday)
 - b. 42 Canning Street, Launceston (Monday to Friday)
 - c. 91 – 93 Main Road, Huonville (Wednesdays only)

TIPS AND TRICKS FOR INDEPENDENT LIVING

Independent Living does not mean that we want to do everything by ourselves, do not need anybody or like to live in isolation. Independent Living means that we all have the same choices and control in our every-day lives that others in our communities do.

We all want to grow up in our families, go to the local school, use the same bus as our friends and neighbours, work in jobs that are in line with our education and interests, and have families of our own. We are profoundly ordinary people sharing the same need to feel included, recognised and loved.

Individually, we all have very different goals, aspirations and desires for our lives and how we see ourselves achieving them.

WHAT DOES INDEPENDENT LIVING LOOK LIKE FOR YOU?

WHAT TIPS AND TRICKS WOULD YOU SHARE WITH OTHERS THAT COULD HELP THEM TO MAINTAIN THEIR INDEPENDENCE?

We would love to hear your tips and tricks about Independent Living so we can share them with others.

Send your "Tips and Tricks" in to Tracy Ferguson either by email at tracy.ferguson@cbsaust.org.au or you can write to Tracy and send your mail to our office at PO Box 823, Moonah 7009.



URGENT REMINDER ABOUT INFLUENZA

Flu can be a serious disease causing fever, fatigue, headache, cough, nasal discharge and sneezing. In some cases, severe illness and complications can develop resulting in hospitalisation and/or death.

Flu is caused by a virus that spreads easily from person to person through infected droplets in the air and by hands carrying the virus.

Flu differs from a cold as symptoms such as fever, sore throat and muscle aches develop suddenly and last about a week.

According to the Australian Governments' Aged Care Quality Bulletin, published in May 2019, the start to the 2019 influenza season has seen an unusually high number of cases with substantially higher numbers compared to this period in the past five years.

Annual vaccination is the single most important measure to prevent influenza. It is effective, safe, available now and free for Australians aged 65 years and over. If you haven't done so already, please see your doctor about getting vaccinated against this dreaded disease as soon as possible; because as we all know, prevention is always better than cure.

YOUR OPINIONS AND FEEDBACK ABOUT CONNECT

When we write the Connect newsletter, we have you in mind. It's our intention to provide you with an interesting and fun read as well as a valuable source of information.

If you have any ideas for articles you would like to read about in future editions of Connect, or if you have any feedback about what you think we could do more of, or do better, please let us know.

You can contact us by phone on 1300 227 827 or by email at tracy.ferguson@cbsaust.org.au.



**community
based support**

maximising client independence