

Autumn 2024

02

CEO's sector
reform
update

05

Safe steps:
Trish's quest for
independence

07

A father's love:
Robert Higgins'
story

08

Talking Point:
Carers deserve
a break

Welcome to the autumn edition



Allyson Warrington, CEO

We hope 2024 is treating you well and that you've been enjoying the lovely warm weather with friends and family. The days are getting a little shorter now and the evenings are cooling off preparing us for the beautiful season of autumn.

It has been a busy beginning to 2024. Like the rest of the sector, we sometimes have trouble rostering enough staff to fill your support needs. It has been challenging lately with high levels of illness among staff and clients alike. Our scheduling staff do their very best to ensure clients supports are fulfilled, even if it means changing the day and the time. We appreciate you being flexible with us at these times so that we can meet your needs.

In this edition we share with you some of the key updates relating to reforms in both the Aged Care and Disability sectors. As always, we want to hear what you have to say and the more voices we hear from, the more confident we can be in adapting our services for continuous improvement.

We're launching our annual Client Satisfaction Survey with this issue and warmly invite you to provide your feedback either online or through the provided survey form and return envelope.

Please do also consider volunteering to be part of our client advisory forum. This invitation is open to our clients and/or nominated carers and guardians.

As our annual budget process gets underway, we will be reviewing our fee structure so that we can continue to meet

the costs of service delivery and ensure your high-quality support. We remain committed to ensuring our services are financially accessible to you and will communicate directly with you if there are any changes to your fees. Please do reach out to your coordinator if you have any concerns.

We wish you and yours the best and as always, thank you for choosing CBS to provide your support.

Latest updates on Aged Care and Disability sector reforms.

Following the Royal Commission into Aged Care Quality and Safety several reforms have been introduced including changes to the Aged Care Act (to focus on high quality care for older persons) and increased governance requirements for organisations. Changes to the Act are currently being finalised with the exposure draft recently opened for consultation. In terms of increased governance CBS has introduced the following aspects:

- A majority of members of the board are independent non-executive members.
- At least one member of the board has experience in providing clinical care.
- A quality care advisory body has been established to provide ongoing feedback and advice (including a written report every six months) on the quality of the aged care service.
- CBS annually offers to set up a consumer advisory body.
- The Board ensures staff have the appropriate qualifications, skills and experience to provide aged care services.

CBS offers various feedback mechanisms and welcome your input. You can find out more here: www.cbsaust.org.au/feedback.

The Minister, Bill Shorten, commenced an independent review of the NDIS in October 2022 into the design, operations and sustainability of the NDIS. The report from the independent panel leading the NDIS Review was released on 7 December 2023. The Review received approximately 4,000 submissions from people with disability, their families, supporters and representative organisations, providers, peak bodies and stakeholders.

The report made 26 recommendations, supported by 139 actions. The recommendations attempt to address long-standing issues such as:

- Simplifying access and improving planning.
- Improving supports for those who are not NDIS participants.
- Redesigning the experience for children, young people and their families.
- Improving the ways in which markets are working and support Scheme sustainability.

Headline recommendations include:

Foundational supports, including four layers of supports.

1. Universal and mainstream services available to everyone in the community.
2. General foundational supports available for all people with disability under 65.
3. Targeted foundational supports for people with disability under 65 who are not eligible for the NDIS; and
4. Individual supports provided through the NDIS.

Participation access, planning and service navigation support

Significant changes are proposed to support participants to navigate services and systems. An online platform will provide information on available services and will serve as an electronic payment system.

Quality and safeguarding

The role of the NDIS Commission will be expanded to regulate across all government funded disability supports, along with a new disability support quality and safeguarding framework. A Deputy Commission for Quality is to be appointed.

Four levels of support registration will also be applied ranging from high risk to low risk supports.

Pricing and markets

It is recommended that pricing be transitioned from the NDIA to the Independent Health and Aged Care Pricing Authority, with a new pricing and payment framework to be developed.

Workforce

It is recommended the federal government should design and trial workforce attraction and retention initiatives.

Employment

The review suggests trialling new ways of funding that reward outcomes and performance in employment services.

The report proposes a five-year transition, supported by a NDIS Review Implementation Advisory Committee. There is an intention to co-design the implementation of the recommendations with people with disability.

CBS will work with the Government and our peak body, National Disability Services to implement the reform changes and will update you as these changes are forthcoming.



The CBS values awards were handed out at our end of year celebration and presented to the following staff for their commitment to upholding our values and providing our community with the best possible service.



Wendy Horsey

Wendy was awarded for really innovating in finding ways to encourage a client to engage with life. Pleasingly, Wendy has also been working through her Forget Me Not training and noted that this helped reinforce the approach she was taking.



Christine Santi

Christine has made such a positive impression at CBS with clients, support workers and office staff alike. The compliment received from a client described a difficult situation relating to bill payments and how Christine handled it with absolute respect and managed to completely deescalate the situation.



Bianca Perkins and Kylie Lucas

"Thank you so much to the domestic supports from CBS for being a positive role model for her and her children and getting them to willingly participate in tasks that support good routine, including decluttering and rearranging things for easier access and better use".



Raquel Cabsag

"Raquel was great this morning and responded accordingly. I wanted to let you know just how marvellous she was in this situation".



Pictured with CEO Allyson Warrington, Bianca Perkins (l) and Christine Santi (r)

Safe steps: Trish's quest for independence

Amidst the rolling hills of South Hobart, Trish has called the same house home for 35 years. Nestled on a steep block with no vehicular access and a dizzy ascent to her front door, she began to confront some challenges in recent years.

A once familiar path became an obstacle, signalling a decline in strength and balance that challenged her independence. Undeterred by the difficulties, Trish's determination to remain in her home and care for her son, who lives with a disability, sparked a plan for the future.

She explained, "The main issue was going down the path; I was losing strength and wanted to plan for the future so I can stay here for as long as possible to look after my son." She reached out to Community Based Support to see what options were available. An occupational therapist put together a detailed plan for railings and with the diligent coordination of her dedicated support coordinator, Aaron, initial hiccups were promptly resolved.

The impact of the railings on Trisha's daily life has been significant. She expressed, "They've made a huge difference, and I certainly feel safer and more confident. I don't have the anxiety I used to have about falling."

Trisha's determination to remain in her home is evident in her independently financed trolley system. She uses it to bring groceries from the car or transport garden cuttings to the bin. "If I get tired after gardening, I can also sit on it and get back up to the house."

These modifications have greatly contributed to her ability to maintain independence. She shared, "They've been a big help both to me and my son. He didn't think he'd need a handrail, but since

it's been installed, he's realised it's a really good thing to have, and he also feels safer with it there."

Praising the CBS home modifications team, Trish expressed her satisfaction noting, "They did a fantastic job, were very professional and everyone I've met at CBS has been really great. I'm very grateful for all the help I get from CBS, and it's really made a difference for me. Aaron was amazing to deal with to coordinate the railings, and Matt did a fantastic job."

Looking ahead, she hopes for additional support, particularly the full completion of the railing upgrades. She explained, "There's still a part of the path that needs new railings as the budget didn't quite cover the full length, so I'd like to get that finished for peace of mind." Trish is committed to maintaining her independence in the familiar place she has called home for over three decades.

Trish also receives domestic assistance fortnightly as well as an annual garden tidy up and spring clean in the house from CBS, through the Commonwealth Home Support Program (CHSP).



Pictured above: Trish's new railings installed in her beautiful garden and CBS Technical Services Officer Matthew Taylor preparing materials in the CBS workshop.

Annual fee review

Each year we review our fee structure to ensure delivery of the quality of support and service you deserve. If you're a CBS client affected by fee increases, you should have got a letter telling you about this. We're dedicated to making sure our services are affordable for everyone. If you're worried about anything, just get in touch with your coordinator.

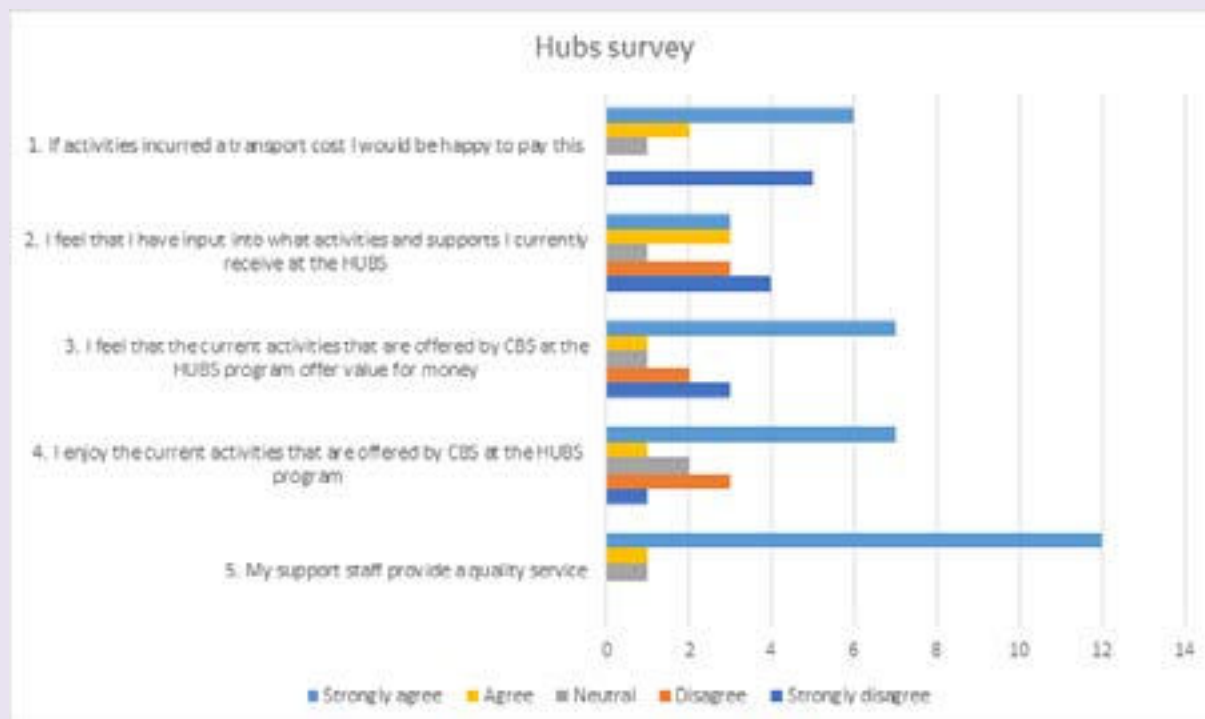
Client advisory forums

Visit cbsaust.org.au/feedback to submit your interest in joining our Client advisory forums. It's a great way to share your thoughts and have your voice heard.

Social hubs survey

Thank you to those people that participated in the survey and gave us feedback. We are working hard to meet your requests for a dynamic program while trying to ensure it is affordable for everyone.

We hope you will be pleased with the program for March and see we are making some changes. It is important to us that we get things right and so we hope that you will continue to give us feedback. It was a small group of people that answered our survey. In future, we would love to hear from more of you. Below are the results.



A father's love: Robert Higgins's story

"We packed a lot of living into those few years." Robert Higgins spoke softly on the phone, recalling memories of his father and of his quest to rediscover his resting place. "It was the 60th anniversary of his passing in March," he recalled. "He was only 35 when he died from TB."

"I believe each and every one of us deserves a plaque or a grave for people to be able to come to and remember us." In the hustle and bustle of life, Robert had lost track of his father's grave in the sprawling cemetery at Cornelian Bay. On a home visit from his coordinator Therese Silva, he told her of his desire to find the grave again so he could pay his respects to his father. She was of course more than happy to help and following the CBS value of doing that bit extra, she set about researching. Therese got in touch with the cemetery and soon had a breakthrough.

"Therese helped me find it through the Caretakers Cottage at the cemetery in Cornelian Bay. She was really good and supportive, and that meant a lot to me."

Describing the moment of finding the grave, he shared, "I felt really good to have found it but also very sad at the condition we found it in. It had been a long time since I'd seen it and it was just a mound of grass that had sank down. I've saved up some of my pension to restore it."

Robert's support worker Rebecca has helped Robert liaise with the cemetery around getting a new plaque arranged and has accompanied him on visits. There are plans in place to enhance the grave by incorporating rocks and planting flowers in the future. Rebecca has already reached out to the groundskeepers to discuss Robert's wishes.



Reflecting on the significance to him of his father's grave, Robert expressed, "I was only 11 when he died...so it's important to honour his memory and have that place to visit, to pay respects. I believe each and every one of us deserves a plaque or a grave for people to be able to come to and remember us."

Robert recalls his father's love, a presence that countered the hardships of his youth, saying, "Yes, I never forget him. I had some bad moments in my childhood but the love of my father made up for that. The nurses mentioned he called for me in his final moments, that's always stuck with me – his love for me."

Nothing is out of the ordinary in aged care and requests like Robert's and the heartwarming stories behind them are what make this such a rewarding sector to work in.

Aged Care Coordinator Therese was delighted to help Robert work together with the cemetery and his support worker saying, "When Robert mentioned his concern about locating his father's grave, I could sense his distress. The team at Cornelian Bay were so helpful. And then of course, Robert's support workers were totally onboard to help Robert give the site a spruce up in readiness for the new plaque. It's been a real team effort with a very satisfying outcome".

Robert has a Home Care Package with Community Based Support which has enabled him to access the social support that helps him keep in touch with his father's memory.

Pictured above: Two thank you cards that Robert sent to CBS coordinator Therese Silva.

Talking Point: Carers need and deserve to have a break

Looking after an aged or disabled family member can take a toll, but there is respite help available, writes Community Based Support CEO Allyson Warrington

Across Tasmania, family members are called on to care for their loved ones, sometimes in a full-time capacity. Carers can be looking after family members living with disability or older parents and siblings.

Being a carer, whether it be full or part-time, is an incredible responsibility – but it can also be stressful for both the carer and the person being cared for.

Which is why respite is such an important part of the journey together – the ability for both parties to have some time apart, to get away from the daily routines of care, which can sometimes become a daily grind for all involved.

At Community Based Support, we provide support to individuals and couples, both in the aged-care and disability sectors.

For those of us working in these sectors there is no such break during Christmas and New Year. Our people, our clients, are reliant on the services we provide so that they can live their lives independently and safely. Our support staff and administrative coordinators are also still hard at it.

As a sector, Community Based Support is well aware of sector burnout and turnover in our staff cohort. This is the trying reality, because the stakes are so high and the work is demanding.

But when you are doing it on your own or in concert with your brother or sister, caring for your ageing mum or dad can be exhausting.



As the end of summer approaches, many of us who don't have carers' duties are exhausted. It's difficult to fathom just how tired carers must be feeling. We work closely with the primary carers of our clients and know that they put their own well-being last.

In fact, sometimes they are just too tired to make the effort to find time for themselves.

Our respite accommodation at Kingston is utilised by people living with disability to provide much-needed respite for their carers. It's readily open and available for aged-care clients. Many clients access the respite accommodation when modifications are being made to their homes or when their carers are taking a much-needed break.

Our daytime respite provides structure and simulation for both types of clients and allows carers to get to work and get about their daily life. Our respite accommodation is also available to all members of the public – your loved one doesn't have to be our client.

Our approach to care is a holistic one that, while not funded, is inclusive of the primary carers of our clients.

In 2024, we will continue to support our clients and their families while advocating for funding that enables support and respite for carers and clients alike.

This Talking Point first appeared in the Mercury Newspaper in February 2024.

Social hubs

Featured outings/activities coming up

- Alpaca farm tour
- Archery
- Theatre Royal tour
- Mount Field outing
- MONA museum
- Franks Cider house
- Easter celebrations



Check out the latest program on our website

Hub locations

**New Town
Cygnet
Kingston**

Short term accommodation

CBS offers Short Term Accommodation (STA) respite services at our modern and comfortable property located in Kingston.

Let us take care of your home away from home arrangements and tailor the experience just how you would like it. It's a chance to try new things, enjoy the comforts of a home environment and recharge.

As they say, a change is as good as a holiday. STA also means your family or carer can get some time to refresh too – everyone wins. If you're interested and would like to arrange a tour of the property, contact your coordinator and they will book a time for you.





Annual Client Satisfaction Survey

At CBS, our top priority is to provide you with the highest quality support and services, and we greatly appreciate your feedback. Your valuable input helps us to recognise our strengths and identify areas for improvement.

To ensure that we continue to meet your needs and expectations, we are conducting our annual satisfaction survey, which you will find included with this issue of Connect. This survey includes a pre-paid return envelope, making it easy for you to share your thoughts on the support you receive from us. The survey is easy to complete and shouldn't take more than a few minutes.

If you have any questions or concerns before completing the survey, please don't hesitate to contact us 6208 6636. We are always here to help and welcome any feedback you may have. If you'd prefer to complete the survey online, you can do so via the following link:

www.cbsaust.org.au/annual-survey

or scan the QR code below.



Feedback

At Community Based Support we are committed to providing the very best service to everyone. In order for us to achieve our goal of delivering great service to you, we need you to let us know how we are getting it right as well as when we get it wrong. You can provide us with feedback through any of the methods below.

☎ Phone: 1300 227 827 or 6208 6600

✉ Email: feedback@cbsaust.org.au

✉ Write:

Community Based Support
PO Box 823 Moonah TAS 7009

✓ Visit: www.cbsaust.org.au

Other useful contacts

Aged Care Quality and Safety Commission

P: 1800 951 822

www.agedcarequality.gov.au/making-complaint/lodge-complaint

NDIS Commission

P: 1800 035 544

www.ndiscommission.gov.au/about/complaints

Speak Out Association Tasmania

Disability Advocacy

P: 03 6108 2188

www.speakoutadvocacy.org

Advocacy Tasmania

P: 1800 005 131

www.advocacytasmania.org.au

