

Possibilities

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**Lifestyle
Solutions**
everyone is equal



(L_R) Senior Manager Ebony O'Dwyer, Facilitator Brenda Ajok, Support Coordination Specialist Angela Ruspandini, Support Coordinator Cameron Smith, Support Coordinator Ana Grace and State Leader - Queensland, Victoria & Tasmania Stephen Faichney at the = Hub.

Welcome to our exciting = Hub

Located close to Melbourne's CBD, our innovative new centre in Moonee Ponds is changing the way allied health and clinical practitioners work with their clients.

At Lifestyle Solutions we're growing our business in a sustainable way to reach more people and do more for our communities. We're doing this through our new *Better Spaces* initiative which focuses on providing therapeutic environments that bring together quality services and dedicated people who can make a real difference in people's lives.

"There is nothing like the = Hub in our sector. It really lifts the game in the way it engages people in the community. It's fantastic to see how it's come together and how excited people are about it," said Lifestyle Solutions CEO, Andrew Hyland.

The = Hub is a purpose-built centre designed for collaborative engagement and interaction between clients, health practitioners and community members. It's ideally suited to occupational therapists, speech therapists, psychotherapists and other health providers.

An integral feature of the = Hub is the sensory room — a thoughtfully designed space offering providers a sensitive, engaging area in which to help their clients reach their goals. There are also virtual and augmented reality resources, a concierge service and collaborative workspaces and consultation rooms.



Our = Hub opens up a world of possibilities.

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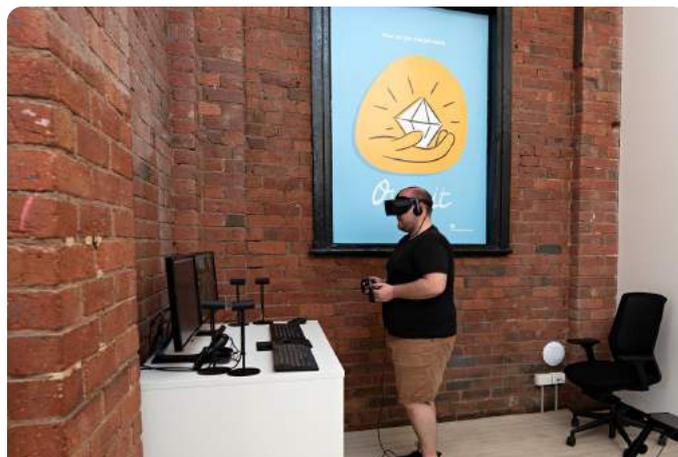
“The = Hub has shaken up the traditional office setting and put our teams at the very doorstep of our local communities. People can walk off the street, sit in a booth and discuss all things NDIS. They can connect with an array of clinical specialists we have as members, who are leasing an office space at the hub. Customers can unwind in the specialised sensory room or tap into a whole

new world of possibilities through two dedicated virtual reality stations” said Jonathan Marin, Executive General Manager – Customer Service Delivery.

The = Hub is conveniently located at 674 Mount Alexander Road in Moonee Ponds, close to public transport hubs and the local NDIA/NDIS office.



Collaborative workspaces and consultation rooms available.



Learn and explore through virtual reality resources.

A message from our CEO

With circumstances changing every day, we wanted to let you know how Lifestyle Solutions is responding and adapting to the COVID-19 situation.

The safety and wellbeing of the people we support and our teams is our top priority. This means remaining informed, level-headed and as prepared as possible.

We're continually assessing, planning and implementing additional practices to keep our team and our customers safe.

It's important that we all continue to observe the advice provided by leading experts and authorities. Visit the Australian Government Department of Health website for the most up to date resources.

If you have questions, please ask your Lifestyle Solutions team member or contact us at customerservicesupport@lifestylesolutions.org.au.

On a personal note, I would like to encourage you to keep a couple of things in mind as we navigate this uncertain time. First and foremost is to look out for those more vulnerable members of the community and secondly treat everyone with kindness.

Stay well and safe,

Andrew Hyland



State Snapshot

New South Wales

We have a strong focus on Supported Independent Living (SIL) and accommodation growth in regional areas with three new supported accommodation placements now in operation. We're also in the process of transitioning our Community Justice Program services to mainstream NDIS service delivery.

Our Community Hub and Individual Supports programs are currently being reviewed to ensure we're offering customers greater choice in their programs and promoting their independence through life and skill building programs.

Queensland

There's high demand for SIL and Specialist Disability Accommodation (SDA) support in Queensland and we're pleased to have recently open a new accommodation service to help people live more independently.

Victoria

Our new = Hub at Moonee Ponds is generating a lot of interest from allied health professionals and our team has been busy accepting memberships and bookings at this innovative centre.

We're pleased to have hosted the *Growing with Autism* Conference at the = Hub in January. The conference provided educators, parents and carers with positive and practical strategies to enable people of all ages on the autism spectrum to reach their potential.

In coming months, we'll launch SIL properties in Victoria and form partnerships to deliver this vital service to the community

Tasmania

We've recently finalised our latest SIL placement. Demand for SIL properties is increasing and our team in Tasmania is looking closely at opening new properties to meet a growing need.

Western Australia

Regional and remote areas have been transitioning customers from WA NDIS to NDIS. Our NDIS team has been connecting with customers in Perth, Albany and the Pilbara as we increase our services in these areas.

Northern Territory

The *Bindi Magic* art exhibition showcased the work of Bindi Mwerre Anthurre Artists. The exhibition, which coincided with the opening of the new extension to the Bindi art studio, was very well received.

The NDS NT Pupils Industry Pathway program offered Jacob, a young student at Yirara College, work experience at Bindi. Jacob thoroughly enjoyed the opportunity and is considering working in the disability sector in the future.



The light-filled extension to the Bindi Mwerre Anthurre Artists studio has given artists a dynamic new space in which to create and explore their art.

Tailored accommodation services

At Lifestyle Solutions we've been providing safe, secure and comfortable accommodation for people with disability since 2002.

We understand how important a stable and supportive home environment is for good health and wellbeing and we offer a range of accommodation options tailored to people's goals and abilities.

Supported Independent Living (SIL), Specialist Disability Accommodation (SDA) and Short-term Accommodation (Respite) are available across our national network and experienced teams work closely with customers to help them into accommodation that best suits their needs.

The Supported Independent Living program offers long-term accommodation to people looking for a supportive, respectful place to call home. The program offers people greater control over who they live with and how the supports in their home are structured.

People living in our SIL properties are encouraged to develop independence with their daily living and personal care skills, decision making, planning and budgeting. We also provide opportunities for them to engage with their communities, participate in learning and development programs, and develop and maintain good communication channels with their family, friends and circles of support.

Our team in Tasmania enjoyed helping David settle into one of our SIL properties in north west Tasmania.

Service Delivery Support Specialist, Tracey Brassington, said David really enjoyed having somewhere to live where he could work on his car and develop his love of making things.

“David recently built his own TV cabinet from pallets and spare wood. He really appreciates being encouraged to actively pursue his hobbies in his home,” said Tracey.

Our Specialist Disability Accommodation (SDA) service supports people with high needs who require specialist housing. SDA funding is intended to cover the costs of building or modifying a home and physical environment.

We also provide Short-term Accommodation (Respite). This offers people with disability the opportunity to have a holiday. It also lets their families and carers to take a break from their daily routines. A range of holiday or short-term stay properties are currently available. If these locations aren't suitable, we can help design a short-term stay in a location of your choice.

To apply for disability accommodation with Lifestyle Solutions applicants need funding for accommodation in their NDIS plan.

Call us today to discuss how we can help you, or someone in your care, with accommodation support.

A full list of our accommodation services is available on our website.



We want to help people live more independently.



We see you

We see a meal being planned.
We see making good choices.
We see ability.
We see independence.

We see everyone as equal.

For everyday disability support you can count on
visit lifestylesolutions.org.au or call 1800 634 748



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Rock on!

Port Stephens Community Hub customers and their Support Workers had a fantastic trip to Sydney to see the *School of Rock* stage show at the iconic Capitol Theatre.

The show's themes of individual and team triumphs, beating the odds and pursuing your passion, struck a chord with everyone and sparked a lot of excitement on the bus trip home.

Hub Coordinator, Becky Stephens, said the trip showed another side to what a Day Program could be.

"There was a lot of work and planning behind the scenes but it was worth the effort to see something

special like this come together. We have some very passionate team members who worked hard to make this happen. It was an amazing day," said Becky.

The idea of seeing a stage show emerged during a regular group chit chat and was driven by our customers. A shortlist of shows was created and *School of Rock* was the popular choice. Becky said it's likely the Hub will do something similar again later in this year.

"We've been discussing another trip to see a show in our chit chats and *Frozen* is emerging as a strong contender."

Support Coordination

We all have different goals and needs in life. Some goals might be short-term, like learning a new bus route. Others have a longer focus like learning to live independently and find a job. For some people, it's engaging in community activities and building social networks, and for people with complex needs it's having access to intensive supports to help them with their daily routines.

Whatever your goals are — or those of someone in your care — our national Support Coordination team will help you work towards them.

If you're new to the NDIS, our friendly Support Coordinators can help you understand how your NDIS funding works and how you can maximise your plan.

They'll help you make efficient and effective use of your funding and guide you through the process of engaging with mainstream and funded supports to help you reach your goals.

If you'd like help reviewing your Plan and services contact our Support Coordination team.



Meet some of our Support Coordination team members.

Back row (L-R) Susan Gibbs (NSW), Graham Krahe (NSW), Sandra Ruiz (NSW), Anandavana Grace (VIC), Louise Arnold (TAS), Melissa Roberts (NSW), Shane McLachlan (NSW). Front row (L-R) Rebecca Hall (TAS), Melissa Smith (NSW).

Meet our Clinical Services team

Helping people with disability and children and young people in Out Of Home Care achieve positive outcomes motivates our dedicated Clinical Services team.

Our experienced Clinicians work closely with people to understand their needs and develop appropriate plans and programs that recognise individual experiences and goals.

Personalised behavioural, allied health and therapeutic supports, as well as counselling, mental health support and occupational therapy, are among the many services they provide to help build capacity and independence.

NDIS funding for clinical services is available and Clinicians and Support Coordinators can advise on appropriate services to meet individual needs.



Our Clinical Services team

Introducing some of the members of our Clinical Services team. (L-R) Lauren Watkins (NSW), Chris Brown (NSW), Shivani Nath (NSW), Yonika Picken (QLD), Karla Smith (QLD), Sam Elahi (TAS), Kirsten Smith (QLD), Sheree James (NSW), Kala Ram (NSW), Kate Caiacob (WA), Lauren Watkins (NSW), Kimberley Lamb (NSW), Lauren Cooper (NSW), Dianne Faulkner (QLD), Rachel Hardcastle (NSW).

Gail shines with support and encouragement from the CWA

For Gail, who's lived at our purpose-built Specialist Disability Support Accommodation Service for four years, becoming a member of her local Country Women's Association (CWA) Branch has created special friendships and the opportunity to learn new skills.

"Gail has grown in many positive ways since joining the CWA," said Jodie Pavett, Nurse Unit Manager at the home which Gail shares with four other women.

"She looks forward to meeting the ladies each week and loves having a chat with them over a cup of tea and piece of cake. She also actively participates in creating handmade arts and crafts,

such as beanies for babies. Having already made two, she's now chosen colours for the next one which is very exciting," said Jodie.

Gail has a terrific sense of humour and loves baking and helping with meal preparation whenever she can. The CWA ladies recognised her passion for cooking and have helped her to develop her skills.

"The ladies have been fabulous. Gail had been watching a demonstration on how to correctly ice competition cakes and she was so happy when asked if she'd like to ice her own cake," said Marina Clewett, one of our wonderful nurses who regularly takes Gail to her CWA sessions.

"The beautiful ladies of the CWA accept Gail unconditionally for who she is and her confidence has really grown. Being involved with the CWA has really empowered Gail and enabled her to be a more active member of her local community," said Marina.



(L-R) Lifestyle Solutions Nurse Marina Clewett, Gail and Jane Bowtell from the CWA.



(L-R): Team members Kristel Smith, Tayla Orth, Elizabeth Knight, Leah Magnisallis, Chloe Gini, Amy Reilly and Bronwyn McDonald.

Supporting Rainbow Families and Foster Carers

Our Sydney Metro Carer Services Team has been out and about talking with the LGBTQI community interested in becoming Foster Carers.

The team recently attended the Parramatta Pride Picnic and the Sydney Mardi Gras Fair Day.

“There are many kids who come into care in need of loving families and we know the LGBTQI community has so much love and empathy to care for these kids,” said Elizabeth Knight, Lifestyle Solutions State Leader Sydney Metro.

“We’re committed to helping children in care heal, grow and succeed but to make this a reality, we need loving and committed Foster Carers.”

“Our team is passionate, dedicated and are very experienced. We pride ourselves on the great work we do for the children and young people in our program and the amazing support we provide to our Foster Carers,” said Senior Manager – Carer Services, Jacqueline Machado.

“It really only takes one significant adult to make a meaningful difference in a child’s life.”

Like the children we support, our Foster Carers come from diverse backgrounds and cultures. Our carers are male and female couples, same sex couples and single people with or without their own children. Some are retired and others are just starting their careers.

What they all have in common is a genuine interest in sharing their lives, caring for children and young people in need, and supporting them to maintain their identity and family connections.

If you’d like to know more about becoming a Foster Carer talk to us today.



(L-R) Elizabeth Knight, CEO Andrew Hyland and Lifestyle Solution's Policy Architect, Adrian Marshall at Mardi Gras Fair Day in Sydney.



Kristel Smith had a great day talking with people interested in becoming Foster Carers at the Parramatta Pride Picnic.