

disAbility Living

Latest News



CEO WELCOME

From everyone at disAbility Living (DLi), welcome to our new look Newsletter. We are very excited about 2023 and we are looking forward to working with everyone throughout the year. We spent 2022 working on many things behind the scenes to help us set solid foundations so that we can deliver even better services for our clients in 2023.

Excitement builds for DLi in 2023

From everyone at disAbility Living (DLi), welcome to our new look Newsletter. We are very excited about 2023 and we are looking forward to working with everyone throughout the year. We spent 2022 working on many things behind the scenes to help us reset solid foundations so that we can deliver even better services for our clients in 2023, services that will support our clients to achieve what they want to achieve. Some of our behind the scenes achievements for 2022 included:

- The completion of renovations to four of our SIL/STA properties, including a complete overhaul of one of our Semaphore respite (STA) properties and a new and modern STA house at Dover Gardens! Upgrades and renovations to all of our properties will be completed over the next two-three years providing contemporary and fit-for-purpose client amenities. Go to www.dli.org.au to view our properties.
- The implementation of a new client database and improved cyber security measures to ensure data and client information is stored as safely and securely as we possibly can
- The provision of additional training to upskill our frontline support workers, including in topics such as NDIS Basics, Managing and Reporting Client Incidents, Behaviour Safety Interventions, Person Centred Care, Mental Health First Aid, Domestic Violence and Dementia Awareness. These, along with other training courses, now form part of our enhanced ongoing training and skills program that will help ensure DLi's support workers have all of the training and skills required to provide the best possible services to our clients
- The recruitment of specialists and experts from across the sector to support and enhance our new and improved services as well as our service quality. Three of our new recruits in 2022 were people with qualifications in law, nursing and psychology, who have come together to form our new Client Quality and Safeguarding Team. The result is that DLi now has a client safeguarding team that is second to none
- The passing of our mid-term NDIS Audit with no non-conformances against any of the Standards. This was a reflection of our unwavering focus on improving quality and safety for our clients
- And, of course, who can forget our inaugural DLi Fair to celebrate International Day of People with Disability! And be sure to save the date for this year's Fair – Friday 1 December, you won't want to miss it!

In 2023, as well as our new and improved Lifestyle and Community Participation services and programs featured in this Newsletter, we are reactivating our new Client Advisory Group to provide feedback and suggestions about our services (call us for a copy of our Terms of Reference and Easy-Read version), increasing In-Home Support, we have a new Client Engagement team to support better two-way communication with clients, families and Support Coordinators, our property upgrades will continue along with lots of other opportunities. I hope you enjoy our new look Newsletter – but of course, please do not hesitate to contact us any time if you have any queries; our team is here to help.

Warm Regards

Sam Hellams

Client Stories



CLIENTS CELEBRATE 2022 IDPWD IN STYLE

At the end of last year, Clients, families and guests of DLI celebrated International Day of People with Disability at a fair held at Modbury Soccer Club at Ridegghaven on Friday, 2 December. With the support of sponsors and contributors, such as NDSP Plan Managers, StreetFleet, Community Business Bureau, Detmold Group, Bega Group and the Modbury Soccer Club, DLI clients got to let down their hair and have fun, relax and socialise with live music, sports cars, animals and activities, while also tasting the carnival food and cool drinks on offer.

SOCIABILITY GETAWAY TICKS JOSH'S BUCKET ITEM LIST

If you had one thing you could tick off your bucket list, what would it be?

Visit the Sydney Harbour Bridge? Explore the wonders of Uluru? OR did you have something more local in mind? We don't blame you; after all, we're proud South Australians too.

Recently, on a sunny weekend in January, a group of our SociAbility clients enjoyed a getaway in Adelaide's CBD packed packed with fun social activities, tours and an experience of a lifetime, an Adelaide Oval Roof Climb experience.

The participants began the day with a meet and greet at our Stepney Hub before making their way to the city to enjoy their first social engagement, a cafe lunch and a bit of light-hearted conversation with fellow participants and our CSW's. After a delicious meal, it was time to experience one of Adelaide's oldest remaining public buildings with a tour of the historical Adelaide Gaol. With the guides sharing the grisly past of its inmates to the fascinating stories of how the prisoners built some of the gaol, everyone was entirely entertained and in awe of the stories told. If only the walls could talk!



Client Stories

Having enjoyed the haunting tales of Adelaide's past, it was time for a bit of relaxation back at the accommodation before getting ready for a night of fun, laughter and a meal at a favourite of many, Fasta Pasta. By this stage, the group were settling in nicely with everyone taking turns to share their favourite part of the day. As they reminisced, a question was asked "How do people end up in a place like Adelaide Gaol?" the response was "By being naughty, so everyone better behave". Everyone laughed in hysterics, providing a great end to a lovely dinner with new friends.

After getting a good night's rest, Sunday was met with much anticipation and excitement, as the group got ready for an Adelaide Oval excursion. By now, friendships had been forged and the group started with a tour of the Oval to discover its hidden secrets and relive classic moments, followed by a visual display of the unique integration of the Oval's iconic heritage blended with newly added world-class facilities. It was then off to the roof climb, where participants and staff were fitted with their jumpsuits and safety harnesses as they finally prepared for the ascent to the summit, a birds-eye view of the Oval and Adelaide's picturesque skyline. Their grins could be seen from the rooftop as the group made their way up and over, under and through the roofline of the Adelaide Oval, before capturing an unforgettable lifetime experience. After taking a few moments to soak it all in and enjoy the views...and the height, the group made their descent and headed back to the Hub to wrap up what was another fantastic SociAbility GetAway.

The feedback from everyone involved was fantastic with Josh, one of the participants saying "I've had this on my bucket list for years, and I cannot wait to surprise Mum with photos of my experience, it's a perfect Mother's Day gift."

If you or someone you know would like to find out more about our SociAbility, ExploreAbility or LiveAbility programs, call our team on 8132 5400.



INTRODUCING OUR GENERAL MANAGER, CLIENT SERVICES

Hi, I'm Kate Johnson, the new General Manager, Client Services.

I recently joined DLI to lead and support the Client Services team and ensure we deliver the highest quality of service and experience for our clients.

What is my role at DLI?

My role is responsible for Client Services. As a large team, we are responsible for supporting clients across

Supported Independent Living (SIL), Short and Medium-Term Accommodation (STA and MTA), Home and Living support (IHS), Behaviour Support with our Developmental Educators (DE), and Lifestyle and Community Participation (LCP) services. In addition, I also support the Rostering team, all of whom work hand in hand with our frontline staff to bring you a high level of regular and consistent support.

What's my background, and what experience will I bring to the role?

A bit about me: I'm a registered Occupational Therapist and have also studied a Masters of Business. I've worked in leadership roles for the past 17 years and have spent my career working in the health and human services sector. Before working in the disability sector, I

spent 17 years working in the occupational rehabilitation industry, leading teams of allied health professionals to work with customers to enable their employees to be safe at work and realise the full health benefits of working. In 2021 I moved into the disability sector as an Operations Manager for a large disability accommodation provider, where I was privileged enough to work with and make a positive contribution to the lives of others in a meaningful way.

What am I looking forward to at DLi?

I'm really excited to be working with such a passionate, motivated, engaged, and knowledgeable team at DLi, and I can't wait to meet and work with our clients to empower them to make choices to allow them to live their best lives!

I look forward to meeting you all soon.



NEW LCP ACTIVITIES GO LIVE IN MARCH

Have you heard about our new Lifestyle and Community Participation programs and activities?

At the end of 2022 our Lifestyle & Community Participation programs were relaunched, offering you more opportunities to socialise with others who share the same interests, plus various activities to meet your goals, build your skills and make new friends. So, here's a quick overview of the programs we have on offer:

- LiveAbility– A personalised stream for individuals looking to develop daily life skills and greater independence, including personalised getaways. Services can occur in your home or out in the community
- SociAbility – A stream for low-support groups that offers centre-based or community-based programs and getaways. This is an ideal way to meet new people and catch up with friends whilst engaging in activities that align with your interests and goals.
- ExploreAbility – A group-based stream for high-support individuals that offers centre-based or community-based programs and getaways. This stream is an excellent opportunity to practice skills through leisure and recreational activities. Small group activities get you out and about, having fun and learning new things with that extra support. We are also introducing 1-night getaways in 2023! (For the types of programs on offer, go to dli.org.au/events)



With a full calendar of activities and dates due to go live this month, save the link and keep a close eye on our online events calendar to pick and express your interest in activities that align with you.

ARE YOU LOOKING FOR ACCOMODATION SERVICES

Whether it is one-to-one support in the comfort of your home, a short getaway, transitioning between houses or looking for more permanent SIL accommodation, we offer a variety of Short-Term (STA), Medium-Term (MTA), In-home (IHS) and Supported Independent Living (SIL) options. If you are interested in these services we are ready to discuss your options with you today. Looking for something different? We'll try our best to make it happen. Call us on 8132 5400 to find out how.



INTRODUCING OUR BEHAVIOUR SUPPORT TEAM

At DLi, we have a talented group of qualified Developmental Educators who provide various Behaviour Support services for individuals with Capacity Building funding through the NDIS. From Positive Behaviour Support to Therapy Services, capacity building to daily life skills, our in-house team of professional DE's and registered Behaviour Support Specialists can support you or someone you care about with a range of services whether it be in your home, in the community, at school or at our dedicated Hub in Stepney, South Australia. You can read more about our DE's Megan, Zac and Stefania by heading to website dli.org.au/meet-our-behaviour-support-team/



MEET THE CLIENT ENGAGEMENT TEAM SUPPORTING YOU

Want to find out about a new service? Have a question about your existing Service Agreement, Programs of Support, or Roster of Care? Meet Elizabeth, Kim, Jade, Dylan, Chloe and Bart, our NDIS experts and admin team who will help you to find the right services to support your goals and interests. You can read their bios online at: dli.org.au/meet-our-client-engagement-team/

