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DISABILITY AND MENTAL HEALTH
SUPPORT SERVICE

***TCL is a not for profit organisation.
We provide person centred, flexible,
individualised support and services for
people with varying disabilities and/or
mental illness in our community.***



*2016/2017
Annual Service Report*

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Funding



Income

2016-2017

\$ 1,690,073

<i>Funding:</i>	ALSP	\$	60,799
	HASP	\$	85,086
	PSS	\$	151,026
	Block	\$	419,619
	DAP	\$	510,023
	DGEN	\$	95,291
	Individual	\$	12,869
<i>Fee for service:</i>		\$	333,277
<i>Other income:</i>		\$	22,083

Clients



2016/2017

Total Supported 31

We support clients with Intellectual, Neurological, Physical, Cognitive and Psycho-social Disabilities.



Staff

2016/2017

Total 1 July 2017 31

New employees 6

Employees exited 8

Total 30 June 2016 33



TRAINING & WORKSHOPS

Once again we were able to offer our Support Workers the opportunity to study a Cert III in Individual Support this year. Sharon Williamson returned to deliver the training at no cost as funding was available. Our staff all participate in client specific training that's tailored to meet and address the clients' individual needs. Staff are required to keep current First Aid and CPR qualifications. We deliver training at our bi-monthly support worker meetings and any relevant external training staff can apply to attend.

Some of the topics delivered this year were:

- Ethical care
- Catheter care training
- Enemas and suppositories
- Mental Health First Aid
- “You cant ask that” ... asks groups of misunderstood, judged or marginalised Australians the awkward, inappropriate or uncomfortable questions you've always wanted to know the answers to, but always been too afraid to ask
- Intention your way to exceptional - Bruce Sullivan
- NDIS What is it. Q & A
- Client perspectives
- Day in the life of a SW
- Say it to my face—Don't DIS my Ability
- Music on my brain — Catalyst
- Preventing and managing pressure injury and wound care
- NDIS Forum - Supporting participants through NDIS planning and assessment interviews
- Qld Disability Conference
- World Mental Health Conference
- Anti-discrimination training run by ADCQ
- Information, Linkages and Capacity Building
- NDIS in the Real World
- Phil Nunn Mind Matters & Random Acts of Counselling.

Always
walk through life as if
you have something
new to learn

Topics delivered at Annual Mandatory Training:

- Medication training
- Preventing and responding to the abuse, neglect and exploitation of people with a disability
- Critical incident reporting
- Infection control/universal precautions
- PEG and suppository training
- Professional boundaries
- Code of Conduct



Phew quite a list!! We also sent out resources and interesting articles in our newsletters that we come across or staff share with us . In this industry things constantly change so we need to stay informed, make sure we are using best practice and improving our skills and knowledge.



COMPLAINTS , COMPLIMENTS & CRITICAL INCIDENTS

TCL lodged a critical incident this year with Disability Services. Unfortunately they happen.

When there is an issue such as a critical incident it sets off a review of processes and procedures as we aim to limit the risk of an incident reoccurring.

We know we don't always get it right, but we will continue to strive to improve.

This year we received no official complaints.

Complaints are essential and always welcomed. I urge you to contact me; whether it's an issue or a compliment we'd love to hear about it. We can work on issues when we know about them, and pass on compliments to those who deserve it. So please don't hesitate to get in touch with myself or any of our staff.

We do regularly receive positive feedback and compliments from our clients, families, community members and businesses about our staff during the year, which is a true reflection of the great work we do.

ACTIVITY CENTRE PROJECT

Our plans to build our Activity Centre have been hampered by regulations and rules...don't you hate them! Do not fear, we are not giving up; we are working hard to come up with solutions to make it happen. Our focus has not changed - we aim to provide a space where people with disabilities and/or mental illness can come to increase their connection with the community and access opportunities not available to them elsewhere— sports, arts and craft, cooking, meetings, and



activities regardless of ability. Have a look at the link on our website to find out more about our *Activity Centre Project* <http://www.tclink.org.au/about/projects/>.

A huge success this year was the lease we acquired on the Merrilands Cafeteria where we have held many successful events from cooking classes to discos. Although it's not our own space which limits what/when we can offer it has allowed us to do some

activities that were not possible to hold in our current Activity Room.

Our passion and that of the clients is evident in the enthusiasm and support we have received. Our clients and staff with the support of local businesses and community have held a cent sale, raffles, art exhibitions, discos and other events. The total raised so far is over \$21,000 which is an outstanding effort.

Sadly there was a break in at our current Activity Room late last year which saw our things sprayed with graffiti, vandalised and stolen. Our clients and staff were devastated that people could be so unkind. Some of our clients participated in a youth justice conference with one of the boys charged. It gave them some closure and allowed them to express how a moment of stupidity can affect many people.



NDIS & OUR FUTURE

What is the NDIS?

<https://www.ndis.gov.au/participants/whatisndis.html>

NDIS will roll out in our area from July 2018. We are keeping a close eye on what's happening in other areas and aim to keep you informed along the way. There are workshops being run in the area and we have prepared a workbook that we are currently working on with families. Please don't panic about what it means for you or your family member. We are seeing some wonderful outcomes for people with disabilities in areas where it has already rolled out. Participants have choice and control over who and how their support is delivered. The NDIS website has up to date news and lots of resources — <https://www.ndis.gov.au/>

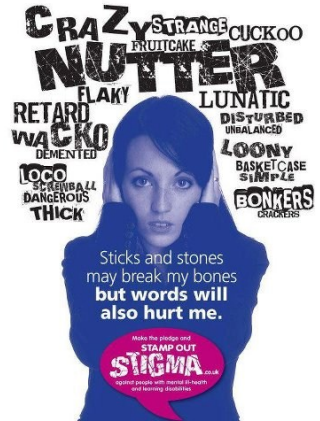
THE YEAR IN REVIEW...

MANAGER'S MARK:

Our staff - I hope you know you make me proud every day and that the work you do with our clients and families makes a real difference. I feel so privileged to lead such an amazing team of dedicated and passionate people.

Genuine inclusion in the community is something I'm sure most of us don't even think about, and in fact probably take for granted. People with disabilities or mental health issues face barriers, even to do everyday things or to be accepted or part of something. Many of us don't see or couldn't imagine these barriers because we don't face them.

One of the biggest barriers to genuine inclusion is unfortunately still stigma; although society as a whole has come a long way there is still room to improve! Language we use in everyday life can carry stigma or insult to people with disabilities. Changing stigma starts in our homes, with our children and families; teaching and practicing it. Advocacy for others less fortunate or vulnerable can lead to acceptance, tolerance and inclusion. We urge everyone to see the person not the disability. Everyone has something to offer; is unique and valued - you just need to take the time to notice.



IT'S ABOUT INCLUSION.

YOU CAN'T BE INCLUDED UNLESS YOU'RE PRESENT AND YOU CAN'T BE PRESENT
UNLESS YOU'RE ABLE TO GET THERE.

INCLUSION HAPPENS WHEN YOU START
BREAKING DOWN BARRIERS. ©

A special thanks to my immediate office staff Finance Officer Peta, and Support Facilitators Caroline, Jacque and Brooke. You are dedicated & professional. You bring it all together; sometimes against all odds... to get the best outcomes for our clients, families and staff.

Brooke stepped up into the role of Facilitator this year after filling in the role last year for some time.

An example of how amazing our staff are was the true resilience and teamwork shown when Steve Cairns, our Support Facilitator and friend, suddenly passed away. Steve's loss to our service has been profound and will have a long lasting affect on our staff, our clients and their families. Steve will be fondly remembered. Along with this tragedy we saw the loss of a very special client, Cassie.

I'd like to make a special mention to SF Caroline Black – your strength of character got us all through what was a really tough year for everyone. Thank you of course to our Committee members too. We appreciate you give up your valuable time, experience and knowledge to assist TCL and support me in my role as manager.

Another busy year of fundraisers for our Activity Centre, continuing to raise our profile in the community about the important work we do.

One event we attended was the TRC Tablelands Outdoor Recreation Health and Wellbeing Expo



where we held a stall to highlight some of the great work done in the community. Some of our clients and staff were lucky enough to meet Rugby league star Shane Webcke who is a huge advocate for mental health.

And so we look forward to another great and challenging year with the introduction of the NDIS to our region.

That's all from me for now...

Carrie de Brueys
Service Manager

Check out our website and FaceBook page—a great way to keep up with what we are up to.

Website: www.tclink.org.au

Facebook: <https://www.facebook.com/www.tclink.org.au/>



THE YEAR IN REVIEW...

BROOKE'S BIT:

This year I started as a SW working with a wide variety of clients who have taught me that no matter what; they are positive and happy to have each and every SW in their life on a daily basis. Towards the end of the year my job changed and I am now a Support Facilitator, learning a whole other side to TCL and our clients, some days are a challenge but I will get there in the end and I am thoroughly enjoying the new role. TCL clients have had a big year with a lot of ups and some big downs.



The clients have had great success with fundraising for the Activity Centre by organising a Walk/Roll a thon, getting donations for a Cent Sale, donating paintings, holding Art Exhibitions. All proceeds from the sale of paintings were donated to the Activity Centre project. One client attended the MS Conference in Brisbane while another holidayed on Philip Island, Cairns and Palm Cove. Clients organised BBQ's in Cairns and a Lake Barrine Cruise, celebrating client's birthdays regularly, PBR, movies, concerts and Circus Quirkus.

Other activities included volunteering at The Access Place and the bat hospital. A new wheelchair arrived along with a new car.... We met new clients and said goodbye to clients as well.

Brooke



CAROLINE'S CHATTER:

Well as always at Tableland Community link this has been a year of many great highs. Unfortunately with the highs must come the lows and I think we all experienced an all-time low with the sad and untimely passing of Steve. I never realised the great



privilege it was to work with such a man until he was no longer here. I can't imagine how Jacquie has carried on in her role and in the office where we have experienced so many events of every imaginable description. But carry on she has; and will always have my utmost admiration and support.

We also lost a client dear to our hearts when Cassie also passed away suddenly - a little person with a huge personality. The fact that everyone rallied together to cope with these circumstances demonstrates what a great team of people TCL has.

And what a year for other clients too!!!!!! One client has had huge ups and downs with health and accommodation tribulations but managed to overcome them all and finally move into her own housing and is now living and flourishing independently.

Another client has managed to acquire a new scooter and hopefully this one will be robust enough to cope with the rigorous challenges he will no doubt present this piece of machinery. I'm sure it won't keep him out of trouble ..except maybe with RACQ.

With help from his peers one client has organised and hosted a hilarious Hawaiian disco which managed to raise nearly \$200 for the activities centre.

The Maize Festival was yet another feat of creativity with our client coming up with a great way of interpreting the theme and "Get Linked" was the outcome.



"Never believe that a few caring people can't make a difference. For indeed that's all who ever have."
Margaret Mead

All this plus Art Exhibitions, the Circus, river cruises, footy coaching clinics, cooking classes and more. Wonderful things have been achieved!

I myself enjoyed a magnificent seven weeks in the mother land safe in the knowledge that my wonderful fellow facilitators coped without even noticing I'd gone. This is testament to Jacquie's abilities and how

commendably Brooke has taken to her new position of facilitator. And thanks to the key workers who helped with this. As always I rely on Carrie to keep me grounded; run to for advice and generally support us all in our roles.

As another year comes to a close and we prepare for the unknown that is NDIS I'd like to count my blessings for having the opportunity to work with and for such amazing people.

How lucky am I, how lucky are we.

Caroline



JACQUIE'S JOURNAL:

Well I think we would all agree the last year has been quite an emotional roller coaster for the TCL Family. I would like to thank everyone so much for their ongoing patience and support particularly Caroline who has been my rock.

I guess when times are tough we grow and we realise our strength and what is most important. I have always been passionate about what we do here at TCL and I am extremely proud to be part of this wonderful Team as I know Steve always was as well.

This year our Activities Room has flourished and we've been joined by the wider community for monthly themed BBQ's, celebrations, craft projects, games and much more.

We had two trips to Cairns throughout the year, one for a swim and a BBQ on the Esplanade and the other to see Circus Quirkus which was a huge hit with our Clients and Support Staff alike.

The Clients arranged Valentine's Day and Hawaiian themed discos, a boat cruise and morning tea at Lake Barrine, an Art Exhibition and cooking lessons at Merrilands Cafeteria that have been such a great success we've decided to hold them bi-monthly. All this and we entered a terrific float "Get Linked" in the Atherton Maize Festival - complete with costumes demonstrating the theme, "Our Story".



We've had Clients busy volunteering at the TCL Stall at the Well Being Expo, The Access Place Café and TREAT, as well as maintaining our very own therapeutic garden. We have Clients busy playing everything from Bocce to Lawn Bowls; some who play Bingo and others who do Zumba. We have Clients who participate at the Men's Shed and others who attend the Women's Wellbeing group. One of our Clients went to the Elton John Concert and attended the UFO Convention in Cardwell for the third year in a row.

Never a dull moment for our Clients busy getting out and about and participating in their Community, pursuing their interests and working on their goals.

What a great job we have supporting our wonderful Clients to live their best life.



I'd also like to give a shout out to Brooke who has made a seamless transition from Support Worker to Support Facilitator. You are doing an awesome job!

Now we look forward to an equally seamless transition for TCL Clients and Staff to the NDIS in 2018.

Jacquie



Above: The TRC Tablelands Outdoor Recreation Health and Wellbeing Expo where our client and staff manned the stall to highlight the great work we do.

Below: Grass head made at an Activity Room art day and Art that was sold at the art exhibition.



TCL SNAPSHOT



OUR CLIENTS – to provide choice; deliver person centered, flexible, individualised support and services. Build on existing strengths and devise strategies together to assist clients to reach their full potential.

OUR ORGANSATION – provide a professional service that is held in high esteem within our community. Build networks and alliances with other services in our area to provide choice and options for our clients. Be inspiring and innovative. Maintain, evaluate and strive to improve processes and procedures to deliver efficient, professional services to our clients, their families and our community. Recognise and take opportunities to promote our organisation and investigate options to provide services outside our traditional service model.

OUR STAFF – create a person centred workforce, work place and culture in our organisation. Recruit genuine, positive and enthusiastic staff who strive to be professional. Encourage and nurture integrity. Provide training, opportunities and skills improvement. Encourage professional and personal development.

OUR COMMUNITY – promote and support inclusion, build on existing relationships and actively seek opportunities for further participation and relationships. Raise our profile within the community.

"Presence without participation can be more isolating than no presence at all"

Quass & Fraser , "Beyond the Ramp" report 1994 p 44.