



## ANNUAL REPORT 2017-2018

TCL provides support on an individual basis and in group settings for people with disabilities and/or mental illness to have opportunities that increase their connection and sense of belonging within their community.

**Vision – People with disabilities are welcomed, valued, accepted and have a sense of belonging within their community. People with disabilities have the same rights as other community members in regard to everyday life experiences, opportunities and responsibilities.**



*Roll/Walk-a-thon 16<sup>th</sup> June 2018*

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

## FUNDING

2017- 2018 \$ 1,715,198

Funding:	ALSP	\$ 63,042
	HASP	\$ 87,205
	PSS	\$ 116,036
	Block	\$ 433,048
	DAP	\$ 526,191
	DGEN	\$ 98,412
	Individual	\$ 13,277
Fee for service:		\$ 341,878
Other income:		\$ 36,109



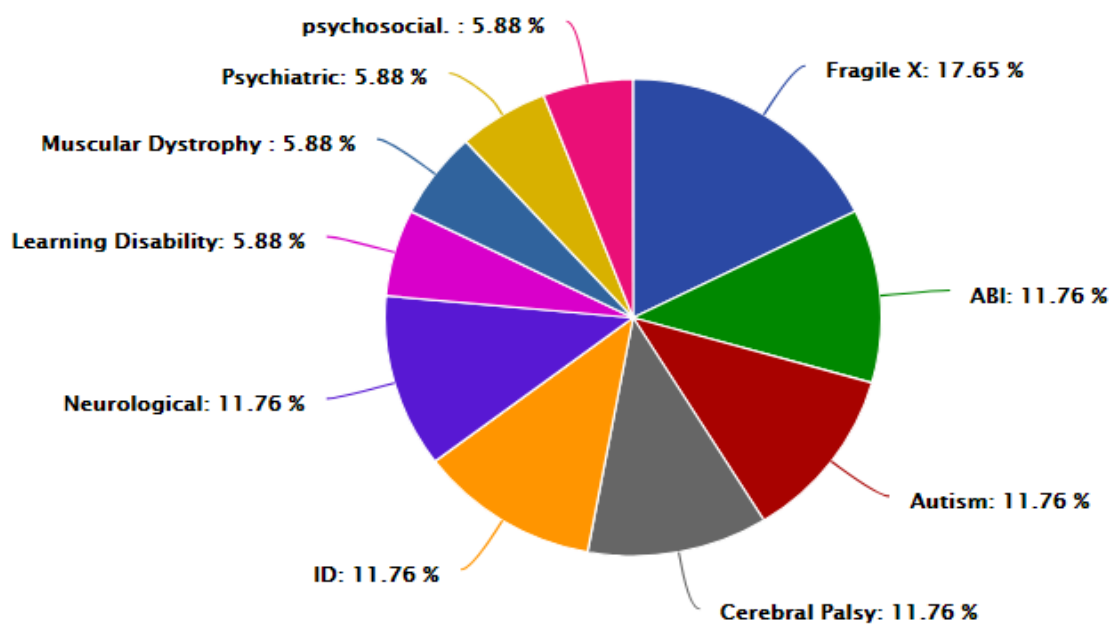
## CLIENTS



**Total Clients supported in 2018: 27**

*We supported clients with Intellectual, Neurological, Physical, Cognitive and Psycho-social disabilities.*

### TCL Primary Disability Distribution



## STAFF

2017/2018

Total 1 July 2017	33
New employees	13
Employees exited	13
Total 30 June 2018	33



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## TRAINING AND 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. Some of the topics delivered this year were:

- Mental Health First Aid
- NDIS in the real world
- What makes a good support worker
- What would you do?
- HSQS: Standard 1 – Governance and Management
- Standard 3 – Responding to individual need
- Standard 4 – Safety, wellbeing and rights
- Standard 6 – Human Resources
- Duty of care and mandatory reporting
- Complaint process for clients or staff
- Personality Traits
- Obligations for Blue Card holders
- Expectations vs Entitled
- Hygiene/Infection control/Handwashing
- Fire & Emergency evacuation training & fire drill
- Manual Handling
- Risk Management - Work Place health and safety
- Mandatory Reporting and Child and Youth Risk Management Policy
- SupportAbility - client and staff management



### 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
- Mandatory reporting

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.

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## COMPLAINTS, COMPLIMENTS & CRITICAL INCIDENTS

No critical incidents or official complaints were recorded this year. Does that mean we get it right all the time? - no! We know we don't always get it right, but we strive for continual improvement. Complaints or compliments - both are essential and always welcomed.

Please don't hesitate to get in touch with myself or any of our staff, whether it's an issue or a compliment - we want to hear about it. We can work on problems when we know about them and pass on compliments to our awesome team. I'd like to acknowledge we do regularly receive positive feedback and compliments from clients, families, professionals, community members and businesses about our staff; which is a true reflection of the great work we do.

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## NEWS

**W**e are so relieved to finally have our Activity Centre built after several years of planning. It's 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. Affectionately named 'The Grove', it will provide endless opportunities for our clients and the community to create some genuine opportunities for inclusion and interaction.



Blood sweat and tears have gone into making this happen. We'd like to thank our clients and staff for their assistance with fundraising and community members and businesses who have been a part of this project. Our enthusiasm and support have not wavered. We have raised to date over \$32,000, which is an outstanding effort. Much of this has been used along the way to pay for the construction of the building which has been fully funded by TCL.

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## NDIS NEWS

NDIS has begun to roll out in our region. As our clients transition to NDIS funding they will have a choice about who provides their support. Some of the things we have traditionally always done may become the responsibility of someone else (not necessarily from our service).

We will try and keep you informed as much as possible about any changes. Please ask us questions if you are unsure about something. We may not have the answers, but we will find out.

### **We are an NDIS registered provider and maybe able to assist you do any of the following:**

- ❖ Personal activities and personal care
- ❖ Daily life tasks in your own home, a group or shared living arrangement
- ❖ Community, social and civic activities
- ❖ Managing life stages, transitions and co-ordinating supports
- ❖ Daily living and life skills
- ❖ Travel/transport arrangements
- ❖ Household tasks
- ❖ Plan Management



What is the NDIS?

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

The NDIS website has up to date news and lots of resources — <https://www.ndis.gov.au/>

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## MANAGER'S NOTE 2018

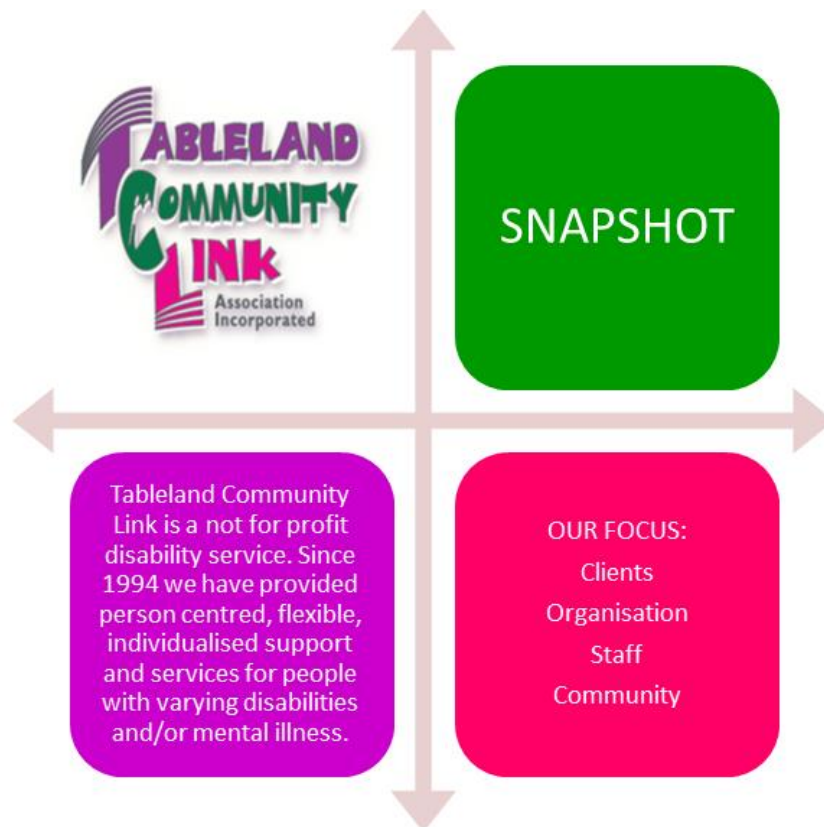
To our staff - you make me proud. The work you do with our clients and families makes a genuine difference. I am very humbled to work with such an amazing team of dedicated and passionate people. Special thanks to my immediate office staff, which at one point was reduced to one, Peta. We have seen many changes this year and thankfully everyone has rallied, and we've made it out the other side. Thank you of course to our Committee - all volunteers. You give your time, experience and knowledge to assist TCL and support me in my role as manager.



We said goodbye to some long-term staff with Caroline Black and Jacquie Ashwell heading off on new adventures. The introduction of the NDIS created a new position for our organisation - Client Intake Officer which Brooke Dunshea has taken on.

It was another busy year of fundraisers for our Activity Centre affectionately named 'The Grove'. A highlight was working with Sharee Andrews who was a Maize Festival Ambassador entrant. Sharee went on to win the Emerging Ambassador crown and raise an amazing \$1,906.24 for our activity centre, 'The Grove'. The main event, a movie night, was a great success and we hope to make it an annual event.

And so, we now look forward to another year of challenges and triumph as we transition fully into the NDIS space.



**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 ORGANISATION** – to 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** – to create a person-centred workforce, workplace 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; and encourage professional and personal development.

**OUR COMMUNITY** – to promote and support inclusion, build on existing relationships and actively seek opportunities for further participation and relationships; and 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.*