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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.***

Our Roll & Walk-athon at Evans park this year.



***2015/2016
Annual Service Report***

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Funding



Income

2015-2016 **\$ 1,608,378**

<i>Funding:</i>	ALSP	\$ 58,778
	HASP	\$ 82,865
	PSS	\$ 169,239
	Block	\$ 399,478
	DAP	\$ 495,574
	DGEN	\$ 92,167
	Viability	\$ 35,379
<i>Fee for service:</i>		\$ 265,505
<i>Other income:</i>		\$ 9,393

Clients *some clients fit more than one category

2015/2016



CATEGORY

Total Supported	33
Intellectual	14
Neurological	8
Mental Illness	5
Physical	11
Cognitive	9

Staff



2015/2016

Total 1 July 2016	31
New employees	10
Employees exited	8
Total 30 June 2015	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 from Life Without Barriers returned to deliver the training at no cost as they were successful in gaining funding to deliver this once again.

Our staff undertook client specific training that's tailored to meet and address clients' individual needs. Staff also received training at our support worker meetings and externally. Some of the topics delivered were:

Values, Attitudes & responding to challenging behaviour

AMT topics this year:

- ART therapy for challenging behaviour

- Medication training

- Preventing and responding to the abuse, neglect and exploitation of people with a disability

- Critical incident reporting

- Infection control/universal precautions

- AIDS/HIV facts and myths

- PEG and suppository training, and

- Professional boundaries

Mental Health First Aid

High conflict disputes & complicated relationships

Strategic workforce planning

Suicide awareness and prevention skills

Effective HR series: Induction & probation

- Appraisals & performance planning

- Performance management & grievances

- Exit and succession planning

Core Communication Skills

Case Management Skills Training



COMPLAINTS , COMPLIMENTS & CRITICAL INCIDENTS

There were no critical incidents lodged by TCL this year, and no official complaints recorded. Complaints are an essential process to the continual improvement of our service and are most welcome. We all love to hear when we do well, but we know we don't always get it right. If you have an issue, please don't hesitate to contact me; we can't do anything about things we don't know about. We will continue to strive to do better and improve our processes and procedures. The positive feedback and compliments from our clients, families, community members and businesses about our wonderful staff during the year, makes us proud.



ACTIVITY CENTRE PROJECT

We are fundraising and applying for grants to build an Activity Centre on our land behind our main offices at 11 Grove Street Atherton.



The focus is on people with disabilities and/or mental illness, their connection with the community and accessing opportunities. We want to create a space that will facilitate a variety of sports, arts and craft, cooking, meetings, and activities and includes a dedicated space set aside for people with disabilities and community

groups regardless of ability. The need for a facility of this type has been proven at our current location which is small and unsuitable for the long term. Space, access and facilities are limited; not that it stops clients from enjoying their time at the Activity Room. 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/>. Our passion and that of the clients is evident in the fantastic ideas put forward and the support we have received from our fundraising efforts this year. Most recently was a Walk/Rollathon suggested by one of our clients, raising over \$1600. The total raised this year so far is over \$14,000.



NDIS & OUR FUTURE

The National Disability Insurance Scheme (NDIS) transition will begin in our area from July 2018. It's hard to prepare for something that is new to everyone and still so far away. We are watching closely the experience of other areas and want to assure our clients and families that we will continue to offer high quality services as well as accommodating potential new clients who don't currently receive support. There will be no change to current support or funding until you are advised you will transition, and we will help everyone to make it as smooth as possible. We aim to keep you informed along the way. If you are curious, get on the NDIS website and have a look at what it's all about and keep up to date with the latest news - www.ndis.gov.au.



MANAGER'S MARK:

Our staff make a significant difference to the lives of people with a disability or mental illness and their families. I am honored to lead such a fantastic group of dedicated and passionate people. Working with people with a disability or mental illness can be challenging for sure, but it's also rewarding. These rewards come when our clients develop skills and independence to improve their lives, sometimes to the point where they don't need us to assist them in that area any longer. The joy when we get to witness clients linking with their community in a way they haven't been able to before is great. When we watch them reach their goals and set new ones, we witness lives change. This is the reward. Depending on a person's disability there may not be much scope for improvement or, in fact, sometimes degeneration. But it's not always about improvement - our staff strive to support all our clients with dignity and respect. And I witness this everyday in some way.. It makes me super proud.

We couldn't do the great work we do without the support of our families, local businesses and the community. It makes a real difference. It's where acceptance, tolerance and inclusion begins.

Thank you to the office staff Peta, Caroline, Jacquie and Steve (and a special thanks to Brooke who stood in to help out when Steve was unwell this year). Thank you for your dedication & professionalism. Our Facilitators move mountains some days to bring it all together to get the best for our clients, families and staff.

Thank you also to our Committee who volunteer their time, wealth of experience and knowledge to TCL and are a great support to me in my role.

It's been a busy year with fundraisers for our Activity Centre, getting out and raising our profile in the community. Traditionally we wanted to remain invisible when supporting people in our community, which we still do in a sense; but have come to realise that for genuine inclusion people need to know where we are and what we do. Please remember (if you haven't already) to jump on and have a look at our website and FaceBook page. On Facebook, in particular, we try to get accomplishments of our clients up regularly as well as what we have been up to in the community.

Website: www.tclink.org.au

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

Where, after all, do universal human rights begin? In small places, close to home - so close and so small that they cannot be seen on any maps of the world. Yet they are the world of the individual person... Without concerted citizen action to uphold them close to home, we shall look in vain for progress in the larger world.

Eleanor Roosevelt

QuoteAddicts



STEVE'S SPIEL:

Clients kept TCL staff busy over the last financial year, what with their daily support on top of BBQs, birthdays, 3rd Fridays, trips away to places like Cairns, Palm Cove, Brisbane, volunteering at Yungaburra Folk Festival, volunteering at the Bat Hospital, out for dinner, out for lunch, art lessons, organising works of art for exhibition (which ones, what's it worth, how much should I ask), attend local footy games, visiting local markets looking for bargains, massages, pedicures, hair-cuts, photo ops with new disability vehicle, multicultural festival, concerts, movies, rodeos, 10 pin bowling, medical procedures, teaching new support staff the ins and outs of support, decision making around a new wheelchair.....SIGH! Thank goodness there's only 12 months in a year!!



CAROLINE'S CHATTER:

Looking back at the year I reflect on how many public engagements our clients have attended and received recognition for.

We have managed to lift the profile of TCL with stories and accompanying pictures in the paper and on social media on numerous occasions. Our clients have volunteered, collected donations, had art exhibitions, sausage sizzles and cake stalls. It's been a busy year. As a facilitator it has been great to see ideas come together in a collaborative effort with outstanding results. The fund raising has been phenomenal with lots more events planned.





Two of the clients I facilitate have moved into their own accommodation: one purchasing a home herself and another moving from the comfort of supported accommodation to venture out independently to sharing a unit.

One client in particular has managed to turn her life around and is well on the way to becoming a welcomed member of the community even (at the time of writing) giving up smoking - no small accomplishment! It's early days but we have high hopes for continued success.

We have supported a client to start a traineeship in floristry which had wonderful prospects until the shop she was working at changed hands. This is still a work in progress as this person has displayed a wonderful talent in this area.

Clients have also developed a great rapport with the vacation care team and attended another activities day with the kids this year. Many clients have become regulars at the Access café with whom TCL has a great working relationship.

Clients have attended lots of social events from discos in Mareeba to BBQs in all manner of venues. Of course none of this would have happened without support workers and it's great to work together as a team.

For me personally I've enjoyed another rewarding year at TCL. There have been many challenges but my fellow facilitators have helped me through and I'm amazed that 3 people who have worked so closely together for so long manage to remain such a firm unit, despite the challenges. And lastly TCL has a Manager who is firm but fair and puts things in perspective for me. She enjoys a great sense of humour which adds to a wonderful working environment. Looking forward to another productive year and the challenges NDIS will bring.



JACQUIE'S JOURNAL:

2015/2016 has been another busy year for our Clients and support staff alike. It's lovely to see our Clients pursuing their goals and dreams, participating in their Community and surely making some great memories along the way.

It's been wonderful to witness a couple of our Clients' confidence build as they learn new skills and knowledge volunteering at Wongabel Stables and the Access Café.

The gentlemen who frequent the Atherton Men's Shed have been busy working on community



projects such as making a "buddy bench" for Tolga

Primary School and a bag rack for our very own Activities Room. At the Mareeba Men's Shed we have a Client who continues to make his wonderful wheelbarrow planter boxes and these have become very popular.

Another Client rode in last year's Xmas Toy Run which provides gifts and support for the local kids and he intends on doing the ride again this November.



One Client has been busy working on her literacy and numeracy skills while another group of Clients have been attending swimming lessons with a local swimming instructor.

Throughout the year the Clients have been busy attending many local community events such as the Maize, Multicultural and Yungaburra Folk Festivals. We have also seen the Clients support events such as the Epilepsy Awareness Trivia day at the Access Café and Flexi Choice Purple Disco.

We have Clients creating wonderful art work at the Yungaburra Art Barn and others that have supported the local theatre groups by attending plays such as the Wizard of Oz. One of our Clients went to The Searchers concert in Cairns and another went to his second UFO Convention in Cardwell.

And of course there's been a lot of involvement in fundraising for our Activities Centre project.

TCL has also supported our Clients to attend NDIS workshops in preparation for the roll out in 2018 so that they will continue to have support to follow their dreams and realise their potential well into the future.



Atherton Gas and Camping donated a new gazebo at half price when we had ours stolen earlier in the year . Great community spirit :)



TCL SNAPSHOT

OUR FOCUS:

Clients, Organisation, Staff, Community

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 – 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.**