

Parent and Family Newsletter

Spring 2020 Edition

An update from the NDIS

Earlier this year we were all shocked by the circumstances of the death of Ann Maree Smith. Ms Smith on April 6 2020 died from severe septic shock, multi-organ failure, severe pressure sores, malnutrition and issues connected with her cerebral palsy after being stuck in a cane chair for 24-hours-a-day for more than a year.

Since the release of the circumstances surrounding Ms Smith's death the NDIS Commission has strengthened its commitment to identifying and putting in appropriate safeguards for people at higher risk of experiencing violence, abuse, neglect and exploitation.

This means Windarring must conduct regular checks of services provided to clients in home. The NDIS audits our compliance that we are regularly doing home visits and checking in with support workers. The following is more information that every provider in Australia must follow and put in place.

Providers delivering Assistance with Daily Living Activities will receive notification from the NDIS Quality and Safeguards Commission regarding a new and additional registration condition. Until the NDIS (Provider Registration and Practice Standards) Rules 2018 can be formally amended, the NDIS Commission are rolling out an interim condition.

What is being implemented is a requirement that a provider must not allow personal support to be provided by a sole worker to a client who lives alone unless the provider can meet the requirements of the interim condition. The condition applies to existing and new clients and providers will need to ensure implementation of the condition accordingly.

Providers must undertake a detailed risk assessment of clients who live alone in their own home and receive personal support, identifying risk factors such as:

- The client is not receiving, from any other NDIS provider, supports or services that involve regular, face-to-face contact with the client,
- The client or the client's plan indicates that the client has limited or no regular, face-to-face contact with relatives, friends or other people with whom the client is not well-acquainted,

- Without the assistance of another person the client has limited or no physical mobility,
- The client uses equipment to enable them to be physically mobile or to facilitate their physical mobility,
- Without the assistance of another person the client has limited or no ability to communicate with others,
- The client uses equipment to enable or facilitate communication with others, including to enable or facilitate the use of a phone or other device.
- Providers are required to ensure a written service agreement is in place. The service agreement must take into account the client's risk factors, and detail the rights of the client and the provider:
- How the support worker will be selected and the clients role in selection,
- The procedure in which the implementation of the agreement will be reviewed,
- How the provider will monitor and supervise the support worker,
- How and at what reasonable frequency the provider will communicate with the client. This must (as far as practical) include face-to-face engagement with the client in their own home,
- How the provider will engage with supports delivered by other providers.

The interim condition will be imposed on providers 14 days after the date of notification (by email). From then, providers will have 30 days until the condition takes effect and should use this time to make any necessary changes to ensure compliance.

Along with ensuring compliance with the NDIS Commission requirements, all service providers must adopt a zero tolerance approach to abuse, neglect, violence and exploitation of people with a disability. For further information regarding the Zero Tolerance initiative please contact Windarring's Quality and Compliance Manager Stephen Reinmuth at sreinmuth@Windarring.org.au or 5422 7001

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NDIS Price Rise

On the 17th November 2020 the NDIS published a new price guide effective from 1/12/2020. More information can be found at:

[NDIS Price Guide Effective 1 Dec 2020.](#)

The reason for the price increase are:

Effective 1 December 2020, price limits of 369 support items will increase due to the final Equal Remuneration Order adjustment. Price limits for impacted support items will increase by between 1.5% and 2.7%.

For a list of impacted support items, please refer to 'Price limits determined by the Cost Model', located in the [Disability Support Worker Cost Model 2020-21.](#)

Explore Ability School Holiday Program

Our younger Windarring clients had a wonderful two weeks during the recent school holidays. The holiday program was very successful. Thank you to parents and children who let us know exactly what they want to do.

To find out more please contact Beth Dean at edean@windarring.org.au Or Ring Beth at the Kyneton office on 54227001



Abby helping to look after a week old chicken. The children helped to build a chicken coop and set it up with all the comforts that chickens need.



Music is always popular. Support Worker Charley Phypers with Chloe and Alex.



Luke admiring the view at Wombat Hill Daylesford

Windarring Explore Ability for Young People

Did you know Windarring provides supports for school aged children?

Through our creative and fun based Explore Ability program, we are able to provide meaningful opportunities for young people aged between 5 – 18 years, and fill the service-gap for youth aged 18 - 21 years.

Our support staff have qualifications and experience working with children and young people from all ages. Our staff develop individual programs of developmentally appropriate and engaging activities matched to the needs and interests of young people.

These individual support plans integrate the goals and aspirations reflected in the young person's NDIS support plan as well as home, school or work goals.

We are committed to providing a proactive, flexible and individualised service where children and young people can build friendships, learn life skills and have fun.

Key features of Windarring's Explore Ability service are:

- Weekdays and weekend sleep overs
- Accessing community based activities
- School holiday and after-school programs
- Respite programs
- Regular Saturday program
- Transport provided if required

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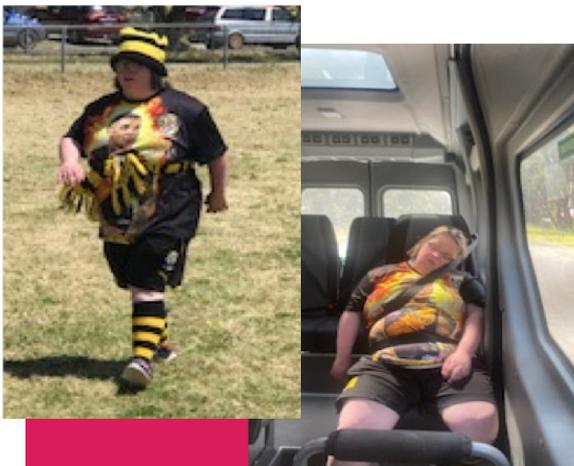
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Wear Your Colours day held at Windarring Bendigo

Thank you to Bendigo Team Leader Phil Walsh and the Bendigo Team who organised a fantastic event. Lots of planning had gone into ensuring everyone who attended had a wonderful time. It was the most incredible day and it was wonderful to enjoy sunshine and play games on the oval. A big thank you to all the staff from other sites who attended the day and ensured their clients had fun.



My favourite photo from the Footy Day at Bendigo on 23 October 2020. Eliza helping Tim enjoy the day



Tiffany showing that her support for Dusty and the Tigers. And the end of the day with a snooze on the way home.

Windarring Christmas Party - Friday 18th December 2020

This year Bendigo has volunteered to host the Windarring Christmas Party. The clients are so excited about seeing their friends they have already started making and decorating a tree!



This year we are breaking with our normal Christmas closure tradition. We will be closing the offices at each site from the 24th December 2020 and the office sites will reopen on 4th January 2021.

All of the usual supports provided over the Christmas closure will continue. Anyone who would like to enrol young people into activities after school finishes for the year are welcome to ask about joining in a program or having an overnight stay somewhere. We are completely flexible in what we can offer. In December we will be sending out details of the Explore Ability program for the January 2021 school holidays.

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New Programs 2020

What is Art Therapy?

The Australian, New Zealand and Asian Creative Arts Therapies Association (ANZACATA) defines art therapy as...

“an experiential psychotherapeutic approach utilising many creative modalities within a therapeutic relationship with a trained therapist. It is holistic – attending to emotional, cognitive, physical and spiritual well-being – and aligns well with indigenous models of health and well-being.”

Art therapy can:

- effectively address trauma and emotional and physical dysregulation
- increase resilience by improving the sense of agency and self-understanding through the ability to express feelings symbolically
- give new perspectives on oneself and on one’s world view, which is essential in the recovery process
- connect us with a sense of meaning and also a means of communicating this to others
- provide a supportive space for participants to ‘try on’ and practise new behaviours
- help those who have limited choices in their life to use the safe space of the therapeutic environment to learn to tolerate the uncertainty of the unknown, and to become more comfortable to be able to improvise and open up new possibilities in their lives

Source: [ANZACATA website](#)

Art therapists can help you:

- to express feelings that may be difficult to verbalise
- to explore your imagination and creativity
- to develop healthy coping skills and focus
- to improve self-esteem and confidence
- to increase communication skills
- to share in a safe nurturing environment
- to improve motor skills and physical co-ordination
- to identify blocks to emotional expression and personal growth

Source: [Allied Health Professionals Australia](#)



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Music Therapy

Music therapy is a research-based practice and profession in which music is used to actively support people as they strive to improve their health, functioning and well-being. Music therapists incorporate a range of music-making methods within and through a therapeutic relationship to address individual client goals.

There are a wide range of reasons that may lead a person to receive services from a registered music therapist. Some typical conditions include:

- Physical impairments (e.g. balance, gait, coordination, weakness, motor planning problems) caused by neurological injury, degenerative conditions, developmental delay
- Communication impairments (e.g. speech, language or voice problems, stuttering, respiratory dysfunction) resulting from neurological damage, neurodevelopmental disorders, developmental delay, intellectual disability
- Cognitive impairments (e.g. memory, attention, executive function) due to dementia, brain injury, intellectual disability, neurodevelopmental disorders, developmental delay
- Grief and loss (e.g. bereavement, adjustment to disability, changes in identity) resulting from disability, neurological damage, brain injury, dementia, trauma
- Pain management (e.g. cancer treatment, chronic pain conditions, burns debridement, physical rehabilitation) resulting from life limiting illness, disability, injury

Source:



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Horticulture Therapy

Therapeutic Horticulture is a process in which plants and gardening activities are used to improve the body, mind and spirit of those people for all ages, backgrounds and abilities. Therapeutic Horticulture is used in disability services and a range of community settings, including people's homes and community gardens.

The term Therapeutic Horticulture covers a wide variety of techniques and processes which use gardens and garden based activities to promote the physical, mental and social health of clients.

Therapeutic Horticulture:

- Therapeutic Horticulture supports the use of horticulture for human health through training, promotion and education and the building of a community of practice to share knowledge, ideas and professional networks.
- Therapeutic Horticulture is being introduced at Windarring to support, facilitate and deliver horticultural-based therapies to a broad range of clients. We encourage everyone to be involved.
- Therapeutic Horticulture's purpose is to maintain and enhance the capacity of individuals to support people to experience full and meaningful lives.

Source: [Therapeutic Horticulture Australia](#)

<https://kevinheinzegrow.org.au/programs/core-program/>



Community
Participation
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Pathways

Windarring Pty Ltd
67 Baynton Street
Kyneton VIC 3444
+61 (0)3 5422 7001
info@windarring.org.au
windarring.org.au