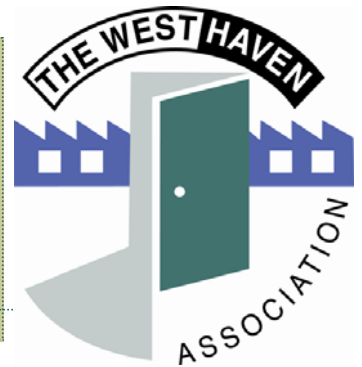


# WHA NEWS

*"WHA news is good news"*



Volume 1, Issue 2

July 2011

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## A WORD FROM THE GM



*"Never tell people how to do things. Tell them what to do and they will surprise you with their ingenuity". George Patton*

The last 6-8 weeks has been undertaken at a solid pace as we bed down several of the major initiative's currently being undertaken across the service. A new telephone system, a complete review of our future IT requirements and of course the major works being done within accommodation (WASS) on client plans, files and special projects. Without doubt this has been a challenging time for us all, but I have been impressed with our ability to take on a variety of new tasks and rise to the occasion. These efforts do not go unnoticed and will place The Westhaven Association at the forefront of service delivery to people with a disability within the western region of NSW.

We look forward to the opportunities that may present during 2011/12 and will continue to develop a team driven culture across the entire organisation. During the next three months we should see the deployment of a phone system enabling call transfers from any office to mobiles, an IT platform capable of supporting remote wireless access from any service outlet and the development of strategic plans for the Accommodation Service. There is always still plenty to do now, that will ultimately provide an ongoing benefit to our residents for many years to come.

*"Don't judge each day by the harvest you reap but by the seeds that you plant". Robert Louis Stevenson*

### THE NAB MACQUARIE MATRONS 2011 GALA BALL

The Macquarie Matrons are currently raising funds for Westhaven with their Gala Ball on Saturday, September 17, 2011 to be the highlight of their efforts.

As you can imagine this is a mammoth task and they are calling for 100 volunteers to assist them leading up to the event and on the afternoon and during the course of the evening on 17/09/11.

The tasks to be undertaken are many and varied – selling tickets, manning stalls, setting up the venue, serving meals and alcohol, etc .....more specific information will be forthcoming shortly.

It would be very much appreciated if as many Westhaven people as possible could donate their time and efforts in support of the Matrons who reportedly have a very high regard for their volunteers and look after them very well.

Thank you for your support and further information will be circulated in due course.

If you think you might be able to assist, please Phone Kim Hocking on 6882 42111.

<http://www.macquariematrons.com.au/>

<http://www.macquariematrons.com.au/our-charities.html>

Standards 5 & 6





## The Westhaven Ball

The Westhaven Ball is a biennial (every two years) event (held purely for the enjoyment of the clients). They love dressing up, the food and the dancing. Staff and clients and client's families are all invited to attend as well as dignitaries as invited guests (Mayor, NSW and Federal MPs, relevant NSW Minister responsible for Disability Services, ADHC Senior Staff). Ex-staff and clients are also included in the invitations as well as clients from other service providers around Dubbo (e.g. Challenge, ADHC, Break Thru PS, Orana Lifestyles) and suppliers to the service. This year it will be held on **Saturday 15th October 2011** to coincide with the AGM of The Westhaven Association. This allows families who travel long distances to attend both events on the same weekend. Stay tuned for more info.



Standards 5 & 6



On 6 & 7<sup>th</sup> July WBS had their annual Quality Assurance Surveillance audit. We are audited by a team from BSI Benchmark Certification. The purpose of the audit is to verify the effectiveness and efficiency of the management system to determine compliance of the Implemented system to the requirements of the National Disability Services Standards. The team consisted of a lead auditor and a technical expert.

We are pleased to announce that we once again came through with no non-conformances. I would like to make particular mention of the great efforts of WBS Case Managers Greg and Delma to bring together all the requirements to meet the audit.

The auditors congratulated the WBS supported employees on their willingness to participate in the audit and welcomed their honest feedback. The audit team made particular mention of the observations that they made over the two days of the fantastic team atmosphere with staff and supported employees.

The audit report will give us a score and will raise any observations that we need to look at improving. This annual audit is a great opportunity to continually improve our processes in assisting the supported employees at WBS.



Standard 8

## TRAINING

Westhaven Business Services bid a sad farewell to Sharon who has been doing the supported employees training for the past 12 months. Her work here was greatly appreciated and enjoyed by all of the workers at WBS. Thank you and best wishes Sharon.



Standard 5 & 10



Hi my name is Bill Dewar.

For those of you who don't know me I have just been appointed **Business Service Coordinator** here at Westhaven Business Services. May I start with thanking our GM Dave Martin and management staff for their trust in appointing me in this position. I hope that I live up to all their expectations with my work.



I have been employed by Westhaven for over two and a half years as a supervisor, mainly with the enclaves section of the workshop and have always found it a very enjoyable place to work and I feel our staff here are a wonderful group of people to work beside.

With the clients being our major priority, we must work hard together for their continued benefit and also to ensure the continuing growth of Westhaven in every aspect.

I feel that I am quite approachable and would ask any Westhaven staff that if they have any possible leads to a variety of new jobs for our clients, to let me know.

My Work Mobile is 0400 479 021.

Thank you

Standard 8 & 11

**Bill... Shappy...**

If anyone has any Information, events or suggestions for our bi-monthly



newsletter, contact your Team Leader or Lynda at [lynda.h@westhavendubbo.com.au](mailto:lynda.h@westhavendubbo.com.au) or Greg on

[greg.g@westhavendubbo.com.au](mailto:greg.g@westhavendubbo.com.au)

Any feedback or input is more than welcome.

A big thank you to those that contributed to this edition of the newsletter.



## Accommodation News

Over the past six months the Accommodation Service has implemented some significant changes in structure and practices.

Team Leaders, formerly known as Case Managers and before that, Development Officers, now work directly from the homes they supervise rather than from the office.

There is now greater attention on staff supervision and mentoring and training the Residential Support Workers to take greater responsibility for client care. Staff, while finding the changes are stretching them, find the increased focus on the whole of the client's life and less on cleaning and cooking enriches the job of the RSW.

Vehicles are primarily allocated to a couple of houses rather than a centrally managed pool. Staff work rather more for the one Team Leader in that group of homes instead of across many different teams. Clients are experiencing more individually-tailored support and see their Team Leader much more.

With greater autonomy there has also been a need to ensure greater accountability. Our Team Leaders and RSWs have worked together to turn our client Health Files into a set of four colour-coded Client files. Among them, we have added the person-centred Lifestyle & Environment Plans. Individual Plans that have followed these are both more challenging and more person-centred. The training that staff have undertaken is evident in the quality of plans. It is not merely paperwork that has blossomed, the increased time in the outlets is being seen in less intrusive behaviour management, more ambitious personal goals and communication supports in use with many clients.

Regards,

Jim

Standard 8



## SAFETY IS NO. 1

### Workers Compensation

1 lost time injury since

January

7 report only injuries

1 no lost time injury

Keep up the good work!!

### Safety tip no. 1

**\* WHEN USING A TOASTER OVEN, ALWAYS REMEMBER THAT:**

**A) THE OVEN IS ON.. AND**

**b) THAT YOU HAVE SOMETHING IN THE TOASTER OVEN.**



**UNTIL NEXT TIME.... SAFE TOASTING.**

## O.H.S

A quick note to inform everyone that **OHS** (Occupational Health & Safety) as it is known will in future be known as **WHS** (Workplace Health & Safety). This is to coincide with new legislation that will be introduced in January 2012.

David and I attended a seminar held by Worksafe NSW outlining the model for the new legislation. Changes will be made in the way committees run safety meetings. They would be more in charge of checking policies and procedures and also making sure these are followed for the safety of all staff, clients, customers & visitors to our work places.

A new committee has been formed with two Reps. from WASS - Cath Deveigne & Mark Martin, one from WBS, Antonne Vinzintin and one Snr management Representative. We will be busy in the lead up to next year ensuring all our policies pertain to our work places. In some cases we may have to adjust or even rewrite them.

All of us have to be mindful of our safety and if you see anything that could cause harm to yourself or another person you should fix it if safe to do so, or report it through maintenance requests.

Thanks. Bill Dewar

Standard 9

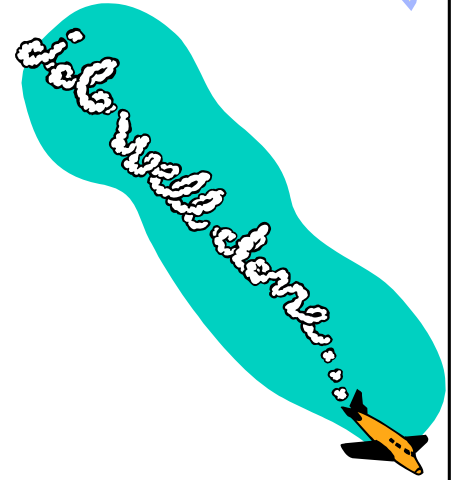
## Employment Anniversaries

Congratulations to the following people who recently had an anniversary at Westhaven.

We thank you for your continued service.

Graham Gibbs	Supported Employee	36 yrs
Margie Harbin	Supported Employee	33 yrs
Peter Fraser	Supported Employee	27 yrs
Neata Writer	Supported Employee	17 yrs
Brian Ferguson	Supported Employee	16 yrs
Jim Edwards	RSW	16yrs
Reg Ricketts	Supported Employee	13yrs
Matthew White	Supported Employee	13yrs
Julie Day	RSW	12yrs
Lisa Starr	Factory Co-ordinator	8 yrs
Stephen Maxwell	Supported Employee	7 yrs
Belinda Grant	RSW	6 yrs
Cath Buckley	RSW	5 yrs
Tracey Jarrett	Support Worker	5 yrs

*Congratulations!*



Standard 6

## WASS Day Centre In Pictures



# WESTHAVEN ASSOCIATION

## 9th Annual Charity Golf Day

have fun and support one  
of Dubbo's oldest charities

SUNDAY 11th  
SEPTEMBER 2011



**VENUE:**

DUBBO GOLF CLUB

**TEE OFF TIMES:**

A.M. COMP 7.00 am TO 9.00 am

P.M. COMP 10.00 am TO 12 NOON



**EVENT:**

2 PERSON AMBROSE

OPEN TO ALL GOLFERS WITH AN AGU HANDICAP

NON-HANDICAP PLAYERS WELCOME - HANDICAP SUPPLIED ON THE DAY



**HANDICAP LIMITED TO:**

MEN 27

LADIES 36

**COST:**

\$25 PER PERSON PAYABLE ON THE DAY

DONATIONS OF \$200 ENTITLES 4 PLAYERS TO PARTICIPATE FOR FREE



INCLUDES OUR USUAL FANTASTIC SMORGASBORD LUNCH & SWEETS

**ENQUIRIES:**

WESTHAVEN ACCOMMODATION SUPPORT SERVICE – PH: 6882 7188 BHS

**ENTRIES AVAILABLE ON THE DAY FROM:**

DUBBO GOLF CLUB PRO SHOP – PH: 6882 2201 BHS

**Pizza & Subway day**

WBS held a Pizza and Subway day on the 3rd June 2011.

This was put on by management in appreciation of a fantastic result achieved for the Month of May at Business Services.



**A big well done to everyone for their efforts!!**



Standard 6

**WHAT THEY SAID.....**  
ABOUT BEING AT WESTHAVEN



*Warren said that he enjoyed his work and that he has plenty of friends at Westhaven Business Services*



*Tracey said that Westhaven has the best working family.*



*Kylie likes being able to do new and different craft activities and Zumba at the Day Centre.*



*Margaret likes colouring in and doing art and also loves the music, dancing and Disco days at the Day Centre.*



*At the Day Centre Casey likes doing Zumba, Bingo, colouring in and doing craft.*



*Doris said that the Residents & Staff have been part of my life for over 15 years. I enjoy my job and talk with many, many people and some of them become almost like an extension of my family. It's nice to be a part of the Westhaven family. I enjoy seeing the smiles of the Residents when you come back to work after holidays or just if you haven't seen them in a while it makes me smile also!*

Standard 3

**Working at Westhaven**

C	O	M	P	A	N	I	O	N	S	H	I	P	E	G
A	P	E	O	T	X	G	A	U	L	V	C	E	N	A
R	L	L	S	T	I	N	W	R	T	U	L	I	V	P
I	E	B	I	I	G	I	J	N	C	I	G	Z	I	X
N	A	A	T	T	G	Y	V	A	H	N	O	Z	R	M
G	S	Y	I	U	J	F	T	W	E	Q	G	S	O	M
N	I	O	V	D	Z	I	H	L	L	T	N	T	N	W
I	N	J	E	E	B	T	L	A	P	Q	I	A	M	B
V	G	N	I	D	R	A	W	E	R	V	L	N	E	N
I	J	E	O	O	H	R	V	X	A	A	L	D	N	X
G	R	O	W	C	W	G	S	T	C	H	I	A	T	F
Z	G	N	I	Y	F	S	I	T	A	S	F	R	Z	U
H	T	E	A	M	W	O	R	K	A	!	L	D	U	N
A	M	C	S	T	N	E	I	L	C	F	U	S	E	N
C	X	Y	N	C	W	L	M	Q	S	A	F	E	T	Y

**Attitude**

- Caring
- Challenging
- Clients
- Companionship
- Enjoyable
- Environment
- Fish
- Fulfilling
- Fun
- Funny
- Giving
- Good
- Gratifying
- Help
- Motivation

**Pleasant**

- Positive
- Rewarding
- Safety
- Satisfying
- Staff
- Standards
- Teamwork
- Worthwhile

## A Trip To The Big Smoke

Last month Jon enjoyed a visit to Sydney (with Matt-staff) to visit Jon's sister that he hasn't seen for many years. It was her Birthday & Jon was excited to be able to share that special day with her.

(She is an actress and used to be on TV in "The Class of '74" - for those of us that can remember way back then – I loved that show).

Matt and Jon flew Qantas (Jon's favourite way to travel) from Dubbo to Sydney, caught a taxi to Circular Quay & then on to the Manly Ferry. Jon said that the Manly Ferry ride was really fun in the high seas during a massive thunder storm. (Matt said that it was a bit hair-raising).

I would have turned green for sure.....

Jon stayed in a very nice hotel in Manly right on the beach with great ocean views, they did lots of sight-seeing, and to celebrate the occasion they went out for a special Birthday dinner.

After Jon came back he wanted to order some special black Westhaven Ugg Boots to post down to his sister to show her what great footwear we make!



Wendy

Standard 3



### DISNEY ON ICE - 25<sup>TH</sup> - 26<sup>TH</sup> JUNE 2011

All packed and ready to go the convoy rolled out the gates of Wheelers Lane around 9.00am on Saturday morning.

We picked up a hitchhiker - Matthew White - on the way to a pit stop at Merriwa then all aboard the bus again.

Our next stop was McDonalds at Rutherford where Big Macs, nuggets, chips, chicken burgers and drinks were going down the hatch everywhere you looked. Off to the toilet and then all aboard again.

There was a lot of singing on bus 004 and **Chris Dodd** was on her last warning with the rule that if you were out of tune more than 1000 times you had to get off the bus!

Every stop the client's smiles were getting bigger and bigger, the last stop was at the motel and in for a quick shower and change of clothes.

Off to the big show and climbing the stairs, huffing and puffing all the way. Everyone was in their seats, the lights went out and then there was a big flash. **The three lady staff members jumped out of their seats in fright!**

Out came Mickey and Minnie Mouse and Donald Duck and Pluto too.

Then came the cars and trucks and lion king as well. As the show went on the smiles got bigger and bigger with delight. I think if the show didn't end when it did I think we would have had to hold Nathan back from running onto the stage. It was great to see the amazement and excitement on their wonderful faces.

Back to the motel for homemade lasagne, which was very yummy! After dinner off to bed for a well earned rest.

6am on Sunday morning up for showers and breakfast. Then drove around to the beach for a group photo overlooking the ocean.

Matt Wright was our expert tour guide around Newcastle ably assisted by Toby Hartnoll-White.

We had Lunch at Hungry Jacks at Kotara then off on our way home. We stopped at Denman for birthday cakes (3) for Sue

Preston and then had a quick pit stop at Dunedoo and we were home by 6.30pm.

What a fabulous weekend for clients and staff alike! Despite some minor disruptions to the planned itinerary the main event Disney on Ice was very well received by the clients and they have the photos to prove their delight.

Thanks to all the staff who attended and cared for clients and to Cath Deveigne for organising a wonderful event at such short notice, ably assisted by Kim Weber.

Our next exciting trip will be to see "Mary Poppins" in Sydney on 16<sup>th</sup> -17<sup>th</sup> July.

Stay tuned for our next report..... Tammy



Standard 3



Westhaven's Masterchefs and also friends and family recently cooked up a storm when Westhaven Business Services hosted [Australia's Biggest Morning Tea](#) on Thursday the 26th May 2011.

Over 150 people attended the morning tea including WBS staff, Day Centre & Westhaven Accommodation Support Service staff and clients, Frank Brennan and Noel Carroll who are members of the Westhaven Association board, visitors from Challenge Disability Service, representatives from both The Macquarie Matrons and also the ANZ bank & our special guest in Donna Falconer who spoke about her personal journey and the importance of raising the awareness of cancer and also about having the support of the community, in not only fundraising activities but in all aspects of the fight against cancer.



The morning tea was a great success with \$444.50 raised for the [Cancer Council](#).

According to the Official website; [Australia's Biggest Morning Tea](#) is one of Australia's most well-loved fundraising events and plays a vital role in raising money towards the Cancer Council's work in research, education, prevention and support.

"We work with our members, the eight state and territory cancer organisations to:

- undertake and fund cancer research
- prevent and control cancer
- provide information and support for people affected by cancer

As a national organisation we advise governments and other bodies about appropriate practices and policies for the prevention, detection and treatment of cancer and we advocate for the rights of cancer patients to best treatment and supportive care.

We're here to support those diagnosed as well as their families. With your help and support we can continue to offer the following services:

Cancer Council Helpline 13 11 20

- Printed and online information
- One-to-one support
- Telephone support groups"



A very big thank you to Kim Hocking, the Westhaven Business Services Workers Committee and to everyone that helped organise the day and also to those who attended, donated or supplied /cooked the food for the event. All the efforts by everyone were much appreciated and contributed greatly to the outstanding success of the event.





Standards 5&6

The Westhaven Association

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[www.twosheep.com.au](http://www.twosheep.com.au)



*providing supported employment  
and accommodation for adults  
with intellectual disabilities*

Westhaven Accommodation  
Support Service

PO Box 4695 Dubbo East  
NSW 2830

475 Wheelers Lane  
Dubbo NSW, 2830  
Australia

Ph: 02 6882-7188  
Fax: 02 6884-3032

Email:  
wass@westhavendubbo.com.au

## The Disability Service Standards



### Business Services (Commonwealth)

- 1 - Service Access
- 2 - Individual Needs - IVP
- 3 - Decision Making & Choice
- 4 - Privacy, Dignity & Confidentiality
- 5 - Participation & Integration
- 6 - Valued Status
- 7 - Complaints & Disputes
- 8 - Service Management
- 9 - Employment Conditions
- 10 - Service Recipient Training & Support
- 11 - Staff Recruitment, Employment & Training
- 12 - Protection of Human Rights & Freedom from Abuse



### Accommodation Support Service (State)

- 1 - Service Access
- 2 - Individual Needs - ISP
- 3 - Decision Making & Choice
- 4 - Privacy, Dignity & Confidentiality
- 5 - Participation & Integration
- 6 - Valued Status
- 7 - Complaints & Disputes
- 8 - Service Management
- 9 - Family Relationships
- 10 - Protection of Human Rights & Freedom from Abuse