



# Winter Edition

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Volume 12

Term 2 2009

## Opportunity Shop News 98 Young Street, Frankston

Not yet one year old and we are calling the Opportunity Shop a success. Why? Because every day our customers tell us how much they like our Shop and the smiling faces of our Volunteers. The proceeds from the shop contribute directly to the activities we provide for our service users and to continue the high quality of those services which we are proud to offer people who have disabilities.

### Some of Woorinyan's Volunteers



We also have a great deal of repeat custom and some of those who keep on coming in say there is a 'good feeling' in our shop. We're happy with that.

## Dates to Remember:

### Day Service

- Thursday 25th June — Last Day of Term for Day Services
- Monday 6th July— Day Services returns for Term 3.

### Events

- Wednesday 23rd September - Grand Final Lunch
- Thursday 22nd October - AGM

#### President

Alex Anderson

#### 1st Vice- President

Mr. Ian Gardner

#### 2nd Vice- President

Ms Rosalie Hartskeerl

#### Treasurer

Mr. Greg Waterland

#### Public Officer

Mr. Michael Anderson (non-voting)

#### COM members

Ms Teresa Sealey

Mr. Chris Angerer

Our stocks run low from time to time and our request for donated items is ongoing. (Please see list below). We are always looking for more volunteers and hope you might consider helping out. Volunteers can do as little as one shift which is 4 hours a week or more if preferred.

### We need clean and resalable goods

Clothing and shoes, Childrens and Baby wear, Toys, Bric-a-brac, soft furnishings, Books, Glassware/Crockery, Furniture, CDs DVDs, Vinyl records, Paintings / Wall hangings, electrical goods (only if checked and tagged).

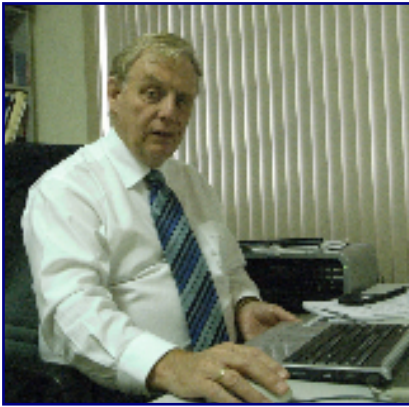
*Sincere thanks to those who have donated items to the Opportunity Shop and also to our wonderful volunteers. Watch this space for volunteer profiles.*

*Enquires:*

*Carol Aylett,*

*Fundraising, Volunteers and Public Relations  
 9784 3900 or 0438 025 774*

## Michael Anderson Message from the CEO



As we come to the end of the 2008-2009 financial year we can reflect on a financial year that had many highlights and some issues. Despite rising costs and no increase in government funding to compensate for the extra costs incurred, Woorinyan will still manage to stay in surplus despite spending over 1.3 million of its reserves on buildings and equipment in the 2008-2009 financial year.

In the 2009-2010 financial year Woorinyan will have to upgrade some of its vehicles and a priority is another wheelchair bus (cost of \$70,000). Various building alterations and ongoing maintenance to the employment area are required so that we can store more pallets and hopefully gain more work. Woorinyan also needs to purchase a new utility and trailer and mowers so that we can expand our grounds maintenance in the Frankston area.

The capital works budget and the overall budget for 2009-2010 will be presented to Board of Governance for discussion at its June Meeting.

The highlights of the financial year included the opening of the new building at 32 Cranbourne Road and the upgrading of a lot of the furniture and fittings which we believe will continue to assist our service users to have better choices in their lives.

The person centred planning is continuing to work well with the objective being to give our service users every opportunity to indicate what they would prefer to do when

attending Woorinyan. The State Disability Act is now utilised by Department of Human Services as part of its funding agreement to ensure best practice and compliance with quality assurance.

As a consequence organizations like Woorinyan have to ensure that they record, and identify outcomes as indicated in a person's individual plan.

Woorinyan has now commenced quality assurance procedures for the day services as we are already accredited in the employment area.

Stakeholder surveys (day services) have been received and we have analysed the results and we are now implementing some of the changes recommended in the survey. I take this opportunity to again thank everyone who responded to the survey.

I take this opportunity to again inform stakeholders of two areas that Woorinyan is currently reviewing. The first is the current fee structure which has not been increased since 2005. As indicated in an earlier news report Woorinyan has recently conducted an audit of 11 other organizations in our area to determine what costs they are charging service users and we have found out that we seem to be charging less than the majority. A decision on costs will be decided by the Board in the not too distant future.

The second area that I want to inform you about is that Woorinyan is now conducting a trial of providing taxis for transporting individuals that would normally come in a Woorinyan bus. Woorinyan will **not** be charging anybody any more than the mobility allowance no matter which method of transport is used.

I would again point out that service organisations like Woorinyan do not receive any funding for transport including purchase of vehicles or drivers wages. Woorinyan also does not receive any funding for the cost of day service activities conducted outside of the service.

As members of the Board of

Governance are individually and severally responsible for the actions of Woorinyan, The Woorinyan Board of Governance is continuing to implement The Australian Governance System which is a quality assurance process that ensures that the Board of Governance has the tools and information to comply and evaluate their accountability against various legislation.

The current 3 year Strategic plan (2007-2010) has been put into operation since January, 2008. Both the full strategic plan and business plan are now being reviewed by the Board of Governance and a result of the review will indicate what needs to be in the new strategic plan for 2010-2013.

The shop/building in Young Street has proven to be a success and we are now utilising it for a variety of purposes including an opportunity shop and various activities for futures for Young Adults service users.

The opportunity shop is trading quite well, however we still require volunteers (and goods) to assist us to staff and provide goods for the shop which is open between 10.00 am to 4.00pm daily (Monday to Friday) Please contact Carol Aylett for details.

I congratulate the Employment services (Frankston and Thomastown) on their ability to continue to provide sustainable employment opportunities for our workers. This is proving difficult in the current economic climate, however Woorinyan is still marketing for ongoing work. Unfortunately due to the economic downturn one of our main contracts has been forced to reduce their productivity and staffing which in turn has meant we have lost work for 5 workers each day. New contracts are being sought with employers which will assist Woorinyan to continue to offer supported employment to persons with a disability.

Upgrade of the Frankston employment site and contracts continues to be a priority in 2009 and we will be hoping to raise funds for this work as soon as possible.

In concluding this news report I take this opportunity to say thank you to everyone for their ongoing assistance.

## Woorinyan Employment Service News

### Satisfaction Survey – Shows Service Meeting Needs

The Employment Support Service has just completed our annual Satisfaction Survey for all of our workers at Thomastown and Frankston.

Frankston surveys included all enclaves as well as Propak, while Thomastown surveys included all mobile work crews.

We have had an excellent return rate with just under 60% of workers completing and returning surveys on time.

The great news from the survey is in the Valued Status section. We had over 95% of workers tell us that Woorinyan Employment had made them feel more included in their community. Woorinyan remains committed to Integrated Employment within our communities.

Workers also stated they are happy with the types of work and level of support provided by Woorinyan in both outlets.

Again, an area for improvement identified by workers was a need for more information about Committee of Management members, their roles and responsibility. A suggestion has again been made to put up a board with names, photos and positions in each workplace.

Workers said they were happy with the way the service runs and felt comfortable raising issues or complaints with support staff and management.

### Workers Committee '09

Woorinyan E.S.S would like to welcome their new representatives on the workers committee. After a close vote Sue Keeley, Daniel Gosch and Rod McMillan have held their positions and have greeted three new members, including Mel Sing, James Cominos and Kelvin Dedlefs.

Together they have been assisting in organising the worker's Christmas party and battling the tougher issues raised by co-workers.

The committee have looked at updating important paper work and will continue to advocate on behalf of the workers at their allocated work sites.



### 60 and still going strong!!!

Everyone at Woorinyan employment would like to congratulate Lyn Davis on turning 60 recently. Lyn is a very popular and hardworking member of the employment service. Lyn started at WESS way back in 1993 and shows no signs of slowing down just yet. From everyone who works with you Lyn we say congratulations on turning 60.

## Day Services

### Quality Framework Update

The implementation of The Quality Framework is continuing. There are 3 main components of The Quality Framework. The first one is a consumer assessment. This was completed at the start of the year with the satisfaction surveys. Again I would like to thank everyone who participated in the surveys; your contributions are greatly valued. Next a comprehensive organisational self assessment will be completed. The self assessment measures Woorinyan's compliance against the *industry standards* that are cross-referenced with the *organisation practice areas* (see figure 1). Once the organisational self assessment is completed the Quality Plan will be developed, implemented and monitored. At this stage Day Services will be ready to start external auditing and gaining certification. The next step in The Quality Framework is to implement the outcome standards that are

Figure 1

<i>Industry Standards</i>	<i>Organisation Practice Areas</i>
Service access	Organisational culture & governance
Individual needs	Policies & practice
Decision making & choice	Support options
Privacy, dignity & confidentiality	Working with the individual
Participation & integration	Working with personal support networks
Valued status	Working collaboratively
Compliants & disputes	
Service management	
Freedom from abuse & neglect	

Figure 2

<i>Outcome Standards</i>	<i>16 Life Areas</i>	
Individuality	Always learning	Exercising rights & responsibilities
Participation	Being part of a community	Expressing culture
Capacity	Being independent	Having fun
Citizenship	Being safe	How to live
Leadership	Building relationships	Looking after self
	Choosing supports	Moving around
	Communicating	Paying for things
	Doing valued work	Where to live

### Communications Project

Woorinyan's Communication Project was recently reviewed and we are now looking towards the next stage of the project to ensure its continued success. As a result of this review and also due to funding constraints the current Communications Facilitator position will no longer continue after this term. I would like to take the opportunity to thank Sonja for all of her hard work and on behalf of everyone at Woorinyan we wish you all the best in your future endeavours. Once planning for the next stage of the Communications Project has been completed all stakeholders will be informed of the next exciting direction Woorinyan will be venturing into.

### Term 2 Highlights

- Fishing trip at a public trout farm in Casey Fields.
- Woorinyan's community vegetable garden planted and used for cooking activities.
- Visiting the Stars Wars exhibition at Science Works.
- Exploring self advocacy through attendance at the Client Southern Network Meetings.
- Attending craft sessions at Bunnings.
- Attending a microwave cooking class at a local community kitchen.
- Setting up a recycling program at Woorinyan.
- Biggest Morning Tea that raised over \$240 for breast cancer research.

