



Edition 2009

Many thanks to DECCA Building Group and their subcontractors for making our move possible.

In the PICTURE

We are all now comfortably settled into our new office and enjoying being together for the first time since Tandem commenced. Already the move has created many tangible benefits including an opportunity to much more easily share support workers across the various programs to address some of the gaps experienced by families and individuals needing support.

2009 has been an extremely busy year and we are looking forward to a break over the Christmas/Yew Year period to allow our batteries to be re-energized ready for what is sure to be an equally busy 2010. Some of challenges envisaged are the ongoing growing needs of families and individuals needing support, exploring opportunities for additional funding to address service delivery gaps including weekend usage, implementing the new Modern Award—*Social, Community, Home Care and Disability Services Industry Award 2010*, impact of the Pay Equity Test Case and introduction of Portable Long Service Leave. These challenges all represent possible significant impacts on our financial viability and ability to continue providing in excess of 100,000 hours of respite, personal care and other support each year.

Whilst 2010 will present many challenges, I am looking forward to exploring opportunities for further improvements to our services that will enhance the quality of our service delivery as well as providing greater diversity of choice. I am also looking forward to a positive outcome of the Productivity Commission's inquiry into a national long-term care and support scheme for people with disability.

Over the next 12 months I will keep you informed of these challenges and opportunities, along with other happenings that may impact on our services and your support.

Over the past 12 months the Carers' Support Funding has been fully dispersed to over 150 families. This money has been gratefully received particularly in more recently times as the expenses of Christmas are upon us. The ACT Government are to be commended on their foresight in making available much needed financial support to those most in need.

Thank you to the Board, office staff and most importantly our hardworking and dedicated support workers and volunteers for their fantastic efforts throughout the year.

Have a safe and happy Christmas and New Year.

Cheryl Daw
CHIEF EXECUTIVE OFFICER

In This Edition

- ⇒ From the BOARD ROOM 2
- ⇒ SUPPORT WORKER Training 3
- ⇒ OHS Outlook 3
- ⇒ Programs PROFILE 4
- ⇒ YOUR Voice 5
- ⇒ In Your COMMUNITY 6
- ⇒ Recreational Activities Program 7
- ⇒ Client Holiday Scheme 7
- ⇒ MUSIC at Midday 7
- ⇒ Thank you to our SUPPORTERS 8
- ⇒ The Gift GIVING Card 8
- ⇒ Christmas Office Hours 8

From the BOARD ROOM

What a joy it was to hold our Annual General Meeting in our new premises at the Blaxland Centre. After many months of settling the contract with the ACT Government, our Project Manager, Steve Dascarolis of DECCA and our own Meredith Hudson achieved the inconceivable with the refurbishment taking just less than a month and a very smooth relocation taking three days. It simply isn't possible to thank Steve and his brother Michael enough, for the efforts they put in to making this dream possible, and for bringing with them a very dedicated and community minded group of subcontractors and service providers to see the job through. They are listed on page 8 and I encourage our staff and clients to consider seeking quotes from them for your next home project...tell them Tandem sent you. Thanks also must go to Meredith for the many hours over and above the call of duty, she and her husband Joe, also dedicated to getting things done. It was great to see so many staff (and a few other family members dragged in for good measure) also giving freely of their time over the shifting weekend, to help move gear and unpack. It says much for the commitment and pride so many have in our organisation.

Our Annual Report and Financial Statements are now available on the website so I will not go into them in detail here, except to say that along with the achievement of the relocation, it is very rewarding to see how our profile is building with the Government and in the community. This is in no small part due to the hard work and dedication of our CEO, management team and support workers, who are continuing to build strong teams and to develop our services. It is also reflected in the work that we have done in updating and consolidating our policies and our governance mechanisms.

In 2010, the Board will continue to look at the quality and type of services we deliver. We will be focussing on looking for additional income streams and ensuring accountability and transparency in our processes, including greater client and community interaction. To this end, I thank those Board members who are continuing to serve out their three year terms: Jean McIntyre, Karen Noble, Jo O'Sullivan, Cath Sutton, Mark Vergano, and Kerrie West; and congratulate Tyler Ellis and Ron Kingsbury who were both reappointed at the AGM for a further three year term. We also welcome Steve Dascarolis, who was appointed to a casual vacancy at our September meeting and Peter Gordon and Paul Hibberd who were also appointed for three year terms at our AGM. At the Board meeting immediately following the AGM officer bearers were elected and these remain the same as 2009.

Enjoy the Summer and the festivities of the season with family and friends.
Best Wishes,

Catherine McPherson
PRESIDENT

Client Feedback Opportunities

As part of Tandem's commitment to ongoing improvement, we are always pleased to hear how you think we can do things better. So, if you have suggestions on how we can improve our services please contact your coordinator, Operations Manager, Lisa Grant or Chief Executive Officer, Cheryl Daw.

Our funding bodies, ACT Health and Disability ACT, are also wanting to know how they can improve. They are giving clients and families opportunity of leaving feedback to be considered, assessed and actioned by accessing Client Feedback forms on their websites:

- ACT Health: www.health.act.gov.au (click on "consumer Information" and then "feedback")
- DACT: www.dhcs.act.gov.au (click on "compliments and Complaints" and then "online client feedback form")

SUPPORT WORKER Training

Cert IV in Disability Work and Home & Community Care

Cert IV Disability Work and Home & Community Care qualifications are being offered by Tandem through LEAD in 2010. Disability training will begin in March 2010 and the Home & Community Care training will begin in May 2010. Contact Melinda Mitchell, Work Safe/Training Manager for more information or to register interest in attending an information session to find out more about obtaining these qualifications.

Disability ACT is also offering an opportunity for support workers to participate in a funded Certificate IV in Disability Work. Contact Melinda to discuss the application and selection process being conducted by DACT.

Keep up-to-date on other training opportunities offered by Tandem by visiting our website www.tandem.org.au or contacting Melinda on 6288 0955 or melinda.mitchell@tandem.org.au

Salary sacrifice is now available for Support Workers. Contact finance for more information on 6287 2680.



OHS Outlook

Sunsmart Over Summer

As Skin Cancer is the most common cancer diagnosed in Australia with more than 430,000 Australians treated each year and with summer already upon us we would like to take this opportunity to remind Support Workers, families and individuals of Tandem's Sun Smart Policy. Tandem requires all employees to take appropriate sun smart precautions when planning community access outdoors for a client. Being outside for any or all of the day makes you at risk of sun exposure that can cause skin cancer and other related damage to skin and eyes due to exposure to the sun. The following procedures apply:

- It is recommended that sessions are not conducted outside during the hours of 10am-3pm to reduce exposure to the sun.
- If a session is necessary during those hours, it is important to ensure long sleeved clothing, a hat and sunglasses are worn and that 30+ Sunscreen is applied at 2 hourly intervals and remain in the shade when possible.
- It is also recommended and considered absolutely necessary that to ensure fluid intake is kept up, water bottles are taken on all activities and replenished regularly to avoid dehydration.

Carers ACT are conducting a survey for a research project beginning mid January 2010. The research requires information from anyone aged 18-25 who knows someone with health problems, a disability, drug or alcohol issues or mental illness. Visit www.carersact.asn.au for details.

BY PARTICIPATING YOUR NAME WILL GO IN THE DRAW TO WIN A WESTFIELD SHOPPING CENTRE VOUCHER.



Programs PROFILE

Here we are at the end of 2009 and what a year it's been! The end of a year is always a good time to reflect, to think about all those occasions when we might have done things differently and to acknowledge the many things that we have all done well. The themes of change, adaptation and growth were evident in previous Programs' Profiles and really described 2009.

One of the key changes was of course our move to our premises at Griffith where all staff could be located together. It is a wonderful setting and if you haven't yet had an opportunity to meet your coordinator - or would like to meet other office staff - please do. All are welcome to drop in for a visit at any time, although do please call first to make sure the person you wish to meet is in the office.

Over the past 12 months all program team members have focussed on maintaining the high level of service delivery Tandem prides itself on, in spite of the amalgamation and ensuing processes keeping us extremely busy and occupied. Again I would like to say that Tandem is very fortunate to have great people out in the field and in the office, without whom the wonderful work just wouldn't happen. This was very evident in the HACC audit in April (where Tandem achieved a very respectable score) and in the roll out of standardised documentation across the programs, which is already showing benefits in consistency and professionalisation of service delivery.

The reorganisation of Tandem into the two distinct areas of service support and service delivery occurred late last year and has become cemented in place throughout this year. This has streamlined many processes and helps us all to work together in a complementary way. I'm sure all of my colleagues in the service delivery team would join with me in saying a big thank you to all our partners in the service support team who deal with Tandem's administration, finance, HR, QA, OH & S and training needs.

This year has seen growth in all program areas. The Mental Health program continues to expand with all signs pointing to this continuing. Key to this growth was the creation of a dedicated program coordinator position which has allowed a greater focus on enhancement and consolidation of the program outputs and outcomes; in short, more hours in an increasingly meaningful and effective way.

The AFFIRM program has moved into a period of staffing stability and team members are looking forward with enthusiasm to consolidate their strengths in the coming year. The AFFIRM team works very closely with families in a range of ways that helps make a difference in their lives.

LeisureLink continues to grow at a steady rate and plays a key role in reducing the social isolation of many people. A number of new volunteers were recruited during the year and have been enthusiastic in embracing the program ethos. The program has also provided a number of training opportunities to volunteers which have been well received.

The Adults program has seen recent changes in staffing with Kaye Dudderidge, Senior Coordinator, moving interstate. Evan Wright – whom we farewellled earlier in the year - is back with us to do some short term work focussing on bringing on new clients. The team consistently produces a high calibre of client and service support against a background tapestry of filling sessions, support worker availability, meeting new clients, conducting reviews and establishing network links and connections.

The Children and Young People's team has also seen some staff movement recently with Julie Madgwick moving on. Kathryn Hobson – left earlier in the year to return to study - is now back with us for a short period of time filling in the scheduling officer role. The team was heavily impacted by the introduction in October of a ceiling on weekend hours. As all would be aware, this was introduced due to budget necessity and was rolled out in a fairly short time. Our heartfelt thanks to all those who understood our reasons for doing so even whilst struggling to manage with the change to sessions. The team managed this very challenging job with dignity and humour and the result has been a more financially sustainable service which can now offer a range of other session options.

The Adults program was also impacted by the need to reduce weekend respite hours although this was ameliorated somewhat by our being able to maintain all weekend personal care hours.

The additional supports offered by the Client Holiday Scheme, Recreational Activities Program (RAP) and the Carers' Support Fund have threaded throughout the year adding an extra dimension to the services Tandem provides. All in all it has been a very full year and we are all relishing having some time to spend with family and friends over the Christmas New Year break. Our very best wishes to you all at this time.

Lisa Grant
OPERATIONS MANAGER

YOUR Voice

Christopher McLauchlan creates wonderful artwork and children's stories.

"Hi, my pseudonym is Dr. Possum, I am an artist who works with computer generated art both in 3D and 2D, and writing for children. My original training was at the Canberra School of Art where I studied Textiles and did some paintings. I have Autism (nothing to be feared) and this allows me to concentrate and work very methodically with my artwork, sometimes pixel by pixel to create amazing images. This body of work is a result of my housing experience, I lived in a one bedroom flat for nearly 15 years and over the past 4 years was victimised by other tenants. Thankfully I have been moved to a beautiful new house. Anyway, my therapist suggested I write a short story to help my recovery and this is what I have come up with, 3 posters which fold up into books in a decorated box. The story is to help children conquer nightmares, eradicate fear and master their dreams.



The illustrations are the result of months of work and I feel I've created beautiful masterpieces which allow people to see what I am talking about, it's a real sense of achievement! Throughout my work I'm conveying emotions linked to a sense of discovery, adventure, mystery and wonder."

A mention also goes to Karyn Fearnside, support worker, for her support, encouragement and friendship.

Christopher's latest artwork is being displayed at the Art for I-Day Exhibition held at the Belconnen Arts Centre.

If you would like to share a story in "YOUR Voice" we would love to hear from you. Please email contact us on 6287 2870 or admin@tandem.org.au

Implementation of Future Directions

Disability ACT are seeking expressions of interest from people with a disability, family members, interested community members and community agency staff with an interest in being a part of 7 new action groups responsible for providing advice on the implementation plan for *Future Directions: Towards Challenge 2014*, the ACT Governments disability policy framework. EOI close 15 January 2010.

The action groups are: Disability and Ageing Action Group, Aboriginal and Torres Strait Islander Policy Action Group, Community Development Action Group, Access to Government Action Group, Information Access Action Group, Tell My Story Once Action Group, Promotion Best Practice Action Group.

For more information contact Sam (02) 605 7199 or disability.sgg@act.gov.au

In Your COMMUNITY



ADACAS

ACT Disability, Aged and Carer Advocacy Service is an independent organisation who provides advocacy through education, representation, and information. ADACAS works individually with people with disabilities by standing beside the person who needs assistance and represents their interests.

Contact

Ph: (02) 6242 5060
F: (02) 6242 5063
E: adacas@adacas.org.au
W: www.adacas.org.au



Advocacy For Inclusion

Advocacy for Inclusion endeavours to produce positive and inclusive outcomes by providing people with disabilities in the ACT with information, education, and representation. As well as individual, self and systemic advocacy, they also assist community organisations to develop inclusive practices.

Contact

Ph: (02) 6286 9422
F: (02) 6286 9423
E: info@advocacyforinclusion.org
W: www.advocacyforinclusion.org



AAFCD

Australian Association for Families of Children with Disability is an organisation that works alongside families of children and young people with disability, and providing links with the federal government and other key stakeholders. AAFCD believes that children with disability should have the opportunity to live meaningful and fulfilling lives within safe, supportive and appropriate environments. AAFCD works by educating the public, advocating on behalf of children/families and informing families of their rights and entitlements.

Contact

Ph: 1800 222 660
F: (03) 9818 1999
E: mail@aafcd.org.au
W: www.aafcd.org.au

Recreational Activities Program

Congratulations to the recently successful 20 families whose applications were recently approved under the latest round of RAP funding. It was great to again see such a diverse range of inclusive activities being sought by families and even better to be able to fund most activities either fully or partially. Some of the activities funded under the latest round include:

- | | |
|---|---|
| Archery | Horse Riding Classes |
| Intensive School Holiday swimming classes | Academy of Interactive Entertainment Workshop |
| School Holiday Program Activities | Music Rock School |
| Ten Pin Bowling | Gymnastics |

The next round of RAP Funding will open on Monday, 11 January 2010 and will close on Friday, 22 January 2010. Funding will be available from 29 January 2010 for Term 1 and the following school holidays.

This program has been made possible through the generous support of the Canberra-Ginninderra Lions Club and the ACT Government's Health Promotions Grants Program. However to keep the program going, further funding support and donations are needed, so if

Thanks to



We Serve

Ginninderra

Client Holiday Scheme

Due to the ongoing and expanded generosity of Calwell-Wanniassa Community Bank Branches of Bendigo Bank in 2010 the Client Holiday Scheme will be open to all families and individuals receiving Tandem support.

Information on the program, how and when to apply for funding which may give you an opportunity to take a holiday will be sent out soon. In the meantime you can contact your coordinator, or Melinda Mitchell for details.

Thanks to



Bendigo Bank

**Calwell and
Wanniassa
Community**

MUSIC at Midday

Music at Midday was held at the Canberra Theatre Centre on 29 September 2009, with all proceeds of the two concerts going to Tandem. The lunchtime concerts, showcasing the RMC Band, was a great success with the many attendees including staff and clients. A big thank you to those who attended and of course the Canberra Theatre Centre and the RMC Band.





**After Hours
Emergency Contacts**

Adult Program: 0411 480 597

Children/Young Person's Program: 0413 459 183

Thanks to our SUPPORTERS

DECCA Building Group

Bendigo Community Bank
(Calwell & Wannassa Branches)

DLA Phillips Fox

Efstratiou Electrical

Lions Club of Canberra
Ginninderra

Australian Medical Council

Capital Insurance Brokers

Eastlake Football Club

Watson Blinds & Awnings

Masa Constructions

Zurich Insurance Ltd

All Phones

Capital Veneering

Cricket ACT

Data Voice

DFPG

Dowse Norwood Architects

Harvey Norman Commercial

Music At Midday

Partners in Health

St Edmunds College

ACT Health

Department of Disability,
Housing and Community
Services

Disability ACT

Home and Community Care

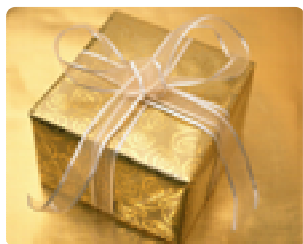
Mental Health ACT

Registration of interest for services related to your disability

If you are wanting to let Disability ACT know that you are seeking services related to a disability, there is a form available for you to complete that provides DACT with some limited information about your current circumstances.

For more information contact the Disability ACT Information Officer at disabilityACT@act.gov.au

Gift Giving Card



This Christmas why not give the gift that keeps on giving.

You can make a donation to Tandem as a gift to a friend or family member, and receive a Gift Giving Card to hang on your tree.

All donations will benefit Tandem's Client Holiday Scheme and Recreational Activities Program allowing more people we support the opportunity to participate in recreational activities and holidays of their choice.

SUPPORT WORKER REMINDER:

If you are wanting to be paid over the Christmas/ New Year break, please ensure your timesheet is handed in **NO LATER** than Monday, 28 December 2009.

XMAS OFFICE HOURS

**Closing:
Midday 24 December 2009**

**Reopening:
9am 4 January 2010**

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PO Box 3510 MANUKA ACT 2603 | T 6287 2680 | F 6287 2680
E admin@tandem.org.au www.tandem.org.au