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Identikite

The official newsletter of Identitywa



 Identitywa
Sharing the journey



Our Vision

All people live with a sense of purpose, a sense of belonging and a sense of wellbeing.



Our Mission

Identitywa works in partnership with individuals and families to build a community where people with disability enjoy a fulfilled life.

We support individuals to achieve their goals, whatever they may be. We offer families the support they need.



Our Values

Above all else, we make a commitment to act.

We will look for the opportunities rather than seeing the barriers.

Our approach will be objective, transparent and fair. We will always be honest and open and no matter how challenging, we will endeavour to see it through to the end.

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Our Board: Tony Curry, Jenny Drury, Nathan Ebbs, Graeme Mander (Chair), Levy Mpofu, Phil Scott, Linda Walsh (Treasurer), Terry Wilson.

Cover photo: Adele and her Identitywa Support Worker, Wendy, share a love of art and nature.

CEO Report



Earlier this year we received wonderful news that our applications to Lotterywest for support with the development of the new regional office in Cockburn and the establishment of the new Corporate base in Northbridge have been successful.

I can now report that planning for both projects is well underway and we are expecting a completion date for the Cockburn Office in April.

We are very grateful to Lotterywest for their continued support and look forward to the opening of the Northbridge site towards the end of the year.

We are in the midst of interesting times with so much unresolved in the funding arrangements within the disability sector. We were hoping that by now we would have had some direction from the Australian and Western Australian governments on the rollout and future of the National Disability Insurance Scheme in this State.

As an agency we are committed to working hard to ensure good outcomes for the people we support, so in many ways it is business as usual. However, later this year we will commence exploring a new three-year Strategic Plan for Identitywa; it would be desirable to have a stronger sense of what the future holds and to review how we can continue to be well-positioned for this future.

One strategy for dealing with this uncertainty is to keep forging ahead and maximising the value of our partnerships and alliances. We have recently negotiated a very important agreement with Centacare Training which will result in a number of mutually positive outcomes. Workforce recruitment, retention and development are key challenges and we are confident that this partnership will result in improvements across these areas.

Another important strategy is exploring new opportunities and ensuring we are optimising the agency's resources. In the next months we will be implementing a number of initiatives which are focused on enhancing the quality of supports.

The Executive Team are committed to continuous improvement. We have commissioned two specific projects aimed at reviewing our reporting processes and improving our financial systems.

Recently we have implemented a range of high-tech solutions to improve our corporate

efficiency. This includes state-of-the-art training and induction platforms, paperless recruitment and the implementation of a comprehensive database with rostering functionality which links many key activities across Identitywa. Once again, we are indebted to Lotterywest for their support in making this possible.

We have been saddened by the recent passing of a number of people who have lived with Identitywa for many years. These events, which unfortunately are occurring more often as the people we support in shared living become older and more frail, have forced us to develop better processes in preparing for the end-of-life care.

At the recent WA National Disability Services Conference, Lee-Anne Brensell (Manager Services Identitywa) delivered a paper on this topic, and highlighted the work being undertaken and the need for future guidance. The Identitywa Board have endorsed this direction. Over the next months we will be implementing a range of initiatives to better support individuals and their families, as well as ensuring our workforce is skilled to respond with best practice in this sensitive area.

Marina Re, CEO

Profiling the Board

In this edition of Identikite, we have included a new section which profiles members of Identitywa's Board. Board Chair, Graeme Mander, is our first Board member to be profiled.

As a principal for over 20 years, Graeme has accumulated a wealth of educational experience in both the Catholic and public school systems. He holds qualifications in educational leadership and administration to Master's degree level.

Graeme has led a number of Catholic schools, with student numbers ranging from 200 to 1400. His career path in education has seen him living with his family in rural Western Australia and in the 'big smoke' of Perth!

Prior to joining the Identitywa Board, Graeme served on the Board of Midway Community Care, an organisation supporting people with intellectual disability and their families in the Peel Region. Graeme and his wife Margaret have six adult children and ten grandchildren. Recently retired, Graeme is an avid reader, keen gardener and enjoys travel.

We asked Graeme to answer the following questions:

1. What attracted you to support Identitywa?

When I was invited to join the Board of Identitywa I readily accepted as I had had experience in a similar position with a smaller provider in the disability sector. At that time I was approaching retirement and I knew that I would have the necessary hours to devote to the task. I wanted to be able to use my skills to serve the community in a meaningful way. Identitywa was the perfect choice.

2. What do you believe the role of the Board is?

The purpose of the Board is to provide governance and direction in the management of Identitywa, particularly in the areas of



Graeme and Margaret

finance and planning. As well as taking a vital interest in all aspects of the organisation, the Board has identified a number of key roles such as collaboration with, and support for, Marina Re, our CEO, and promotion of Identitywa as a first class provider of services for people with a disability and their families.

3. What do you see as the major influences/challenges for not-for-profit agencies supporting people with disability and their families?

A major challenge for all service providers in the disability sector is the successful implementation of the NDIS.

You would all be well aware of the advantages of such a system, but the challenge for all is to implement these in a person-centred way so that each individual's quality of life is uniquely enhanced within a financially viable and sustainable system.

4. What inspires you?

I am inspired by the achievements of others who make our world a better place, especially when those achievements are underpinned by creativity and innovation.

5. What is something that people may not expect/know about you?

I am a keen home handy-man. I recently laid timber flooring throughout our house and installed a new kitchen.

So much for retirement!



^ CEO, Marina Re, with Certificate III & IV recipients.

Accolades for latest graduates

A celebratory morning tea was hosted for Identitywa staff who received their latest accreditation.

CEO, Marina Re, was delighted to present Certificate III and Certificate IV in Disability Studies to graduating staff in December 2015.

During the presentation she explained that the organisation is very selective with regard to who it chooses to support through the courses.

“It is critical that they support Identitywa’s *Vision*,

Mission and Values,” said Marina.

“Whilst we understand that staff may not stay with us long term, we believe that by enabling them to undertake further education, we are contributing to the disability sector and making an important investment for the future.”



Vale Adam, Fiona and Geoff

It was with great sadness that we farewelled Geoff James who passed away in December 2015 and Fiona Wood who passed away in February 2016. They will be dearly missed by all those who knew and loved them.

We also acknowledge the passing of Adam Williams who was supported by Identitywa during his life.

Planning for the future

Written by Manager Services, Lee-Anne Brensell

When an individual or their family seeks the support of Identitywa, we commit to assisting them for as long as we are needed, which could be for short periods of time or for the rest of their life.

Making the decision to engage external support can be reassuring for parents, siblings and perhaps other family members or friends. It can also be a particularly emotional and challenging time and therefore requires great sensitivity and compassion to be shown by Identitywa's staff.

The people seeking to, or already using our services, have varying disability types and medical needs which may have life-limiting implications such as degenerative neurological conditions.

There are also a number of people sharing our homes who are older and are therefore experiencing the health challenges associated with ageing such as the increased prevalence of arthritis, hypertension and heart disease.

An emerging trend in the disability sector is to go even one step further, encouraging discussion with individuals and/or their families about how they want to manage as they move towards the end stages of their life. This Advance Care Planning (ACP) is essentially an ongoing conversation between individuals, families and their health care professionals about

values, beliefs, treatment and care options. It has a particular focus on an individual's wishes for future care and what they want should they no longer be able to communicate their decisions.

It is a process underpinned by the principles of supported decision making, which for Identitywa, is integral to how we deliver supports.

Ensuring our staff are knowledgeable about the latest research and are also part of the discussions on this issue in the Disability Service sector is vital.

At the biennial WA National Disability Services Conference held in March, Identitywa's Clinical Nurse, Kerry Deakin, and myself were invited to present on a pilot study we had been undertaking. We were co-presenting with Research Fellow with the Rural Clinical School of Western Australia, Craig Sinclair, who has also been researching the area of end of life planning.

Our study focused on the need to formalise end of life planning for the people we support.

As part of our study, we encouraged people to think about end of life planning, to talk about it, and hopefully make decisions about such things as identifying who they wanted as their dedicated decision maker.

Whilst it can be a difficult discussion, it has the potential to reduce stress, anxiety and depression for surviving relatives and friends, and also for our staff who support the individual.

Ultimately, this discussion can have a major impact on improving their end of life care.

During his presentation, Craig talked about who needs ACP. He stated that it was important to consider broader social and functional factors such as:

- Is the person expressing concern about his/her current condition or treatment?
- Are there cultural or spiritual factors that might influence the person's wishes for their future care?
- Is the person experiencing difficulties in self-care?
- Is there a general decline in mobility?
- What is the person's social context (e.g. do they live alone with minimal supports)?

Moving forward, we aim to fine-tune our processes and continue to work closely with people to ensure their wishes are respected, known and documented.

End-of-life planning and talking about death is part of life, we hope that by raising awareness, having discussions and providing information, positive outcomes will be achieved.



^ Craig Sinclair and Lee-Anne Brensell presented at the NDS conference.



^ Grace out and about with Support Worker, Alison. Grace accesses Identitywa's community support.

Collaboration provides valuable skills

A shared vision for educating and inspiring staff to achieve the best life for the people they support has seen a collaboration between Catholic organisations, Identitywa and Centacare.

Centacare is a not-for-profit, registered training organisation which provides flexible education courses and fully accredited industry training programs.

Having highly skilled staff is critical to the delivery of Identitywa's services which are aimed at supporting people throughout their lives.

"Our focus is to work with individuals, to provide them with plans which are centred on their specific needs as they require assistance due to ageing, disability or other reasons," explained the Manager of Operational Services, Britta Meyer.

"The new Certificate III Individualised Support qualification reflects the current need for people working in the community and/or residential setting to be fully trained in supporting individuals with minimal to highly complex needs."

"Work in this sector involves using discretion and judgement. Our goal is to support our staff by providing training which will deliver factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centered support," said Britta.

A Memorandum of Understanding has been signed by both organisations, and Identitywa staff have been working closely with Centacare to recruit a trainer who will deliver the course.

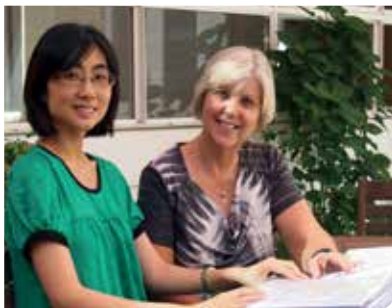
"The qualification consists of 13 units - seven core units - and six elective units and requires assessment to take place whilst in the work place," explained Britta.

"We are very pleased to be able to offer to our staff the training opportunities delivered by Centacare."



^ Training Officer, Angela Bamford, with Jenny Blair, Centacare Quality Assurance Manager, at one of the training sessions.

New Occupational Therapist commences



^ Amanda meeting with Kerry.

Amanda Wong has been appointed as Identitywa's Occupational Therapist (OT).

Amanda will work closely with Clinical Nurse, Kerry Deakin, to enhance the wellbeing of the people living in Identitywa homes across the metropolitan area.

Amanda's focus is to enable them to actively participate as much as possible in their day-to-day activities, both within their homes, and in the community.

She spent her first few weeks visiting all of the shared living homes, where she met with individuals to gain an overview of their occupational therapy needs.

In a number of the homes, the individuals are ageing, and referral for occupational therapy support can result in developing strategies to assist with their mobility, modifications to the home environment, and the introduction of specialised aids or equipment which will enable them to maintain their independence within their home – this is a key component of Identitywa's commitment to supporting individuals to 'age in place'.

Amanda provided some examples of how an individual's life can be improved with some practical measures:

An individual who uses limited verbal communication and requires prompting and assistance to carry out activities of daily living is observed enjoying playing games on an iPad. One of the individual's goals is to actively participate in preparing an evening meal.

Amanda's recommendation is to build on the individual's enjoyment of the iPad to support this goal. This is done through uploading a series of photographs showing each step involved in the process of preparing the meal therefore creating a step-by-step pictorial to encourage the individual to build their confidence in the kitchen.

An individual experiencing declining vision has been observed bumping into the door frame and tripping over the track of the sliding door as they move around their shared house. Staff are concerned that the individual is at risk of injury in the future as their vision continues to worsen.

One of Amanda's recommendations in this situation is to provide support by colour contrasting at the door frame and the sliding door.

Individuals living in an Identitywa home and their families are encouraged to liaise with their House Senior to discuss Occupational Therapy referrals. Amanda is also happy to discuss individual needs directly with individuals and families.



^ Jo-Anne loves using her iPad.



^ William and Doris fishing on the Swan River.

William and Doris enjoy their independence

For married couple William and Doris, the opportunity to access support became available for the first time with the introduction of the National Disability Insurance Scheme (NDIS) introduced by the Federal Government in July, 2014.

William and Doris live at home with their dog, Keisha. With the support of Identitywa Team Leader, Wendy, they have worked on establishing personal goals which are now the focus of their individual plans.

Whilst William loves spending time in his shed and sharing his life with Doris in their home, he is keen to increase his interaction with the people in his community and to generally contribute to activities within the community.

For example, a discussion with Wendy led to her suggesting that the local 'Men's Shed' could provide an ideal place for him to use his woodworking skills, learn new ones, and make some friends.

"Doris liked this idea as she is keen to grow their own vegetables and needed some frames for their new vegetable patch.

"So this is the first project that William is planning to undertake at the Men's Shed," said Wendy.

"Doris plans to use her support to improve her fitness.

"We are currently applying for funding from the appropriate agencies to purchase a bike. She is also hoping to join a women's group and to take up sewing which she enjoys."

The couple are very grateful to have access to their support and greatly appreciate that they now have the option to follow their individual interests.

"We still love going fishing together though!" says Doris.

Children benefit from successful partnership

In June 2014, Identitywa and disability service provider, Therapy Focus, signed a *Memorandum of Understanding (MOU)* which committed both agencies to work collaboratively to support children with disability and their families.

This significant partnership has provided referral pathways for children and families to access therapy supports offered by Therapy Focus in addition to the range of community and living supports that Identitywa provides.

Integral to this success has been the confidence that the wellbeing and goals of the people they support is at the centre of all that is done.

"We are very committed to working collaboratively with Therapy Focus and look forward to building on this relationship and continuing to offer high quality services," said CEO, Marina Re.

Therapy Focus CEO, Matt Burrows, is also happy with the collaboration. "It makes sense to partner with like-minded and quality organisations like Identitywa so that when speaking with our families we can refer them to someone we trust for services beyond what we provide ourselves," said Matt.



Patting Fairy Ponies, playing with playdough and blowing big bubbles were all on offer by Identitywa at *Sunflower Sunday* held by Therapy Focus in April.

Sunflower Sunday is a major event in their annual calendar, providing a wonderful opportunity for Perth families to enjoy a free day of entertainment and activities for all levels of abilities.

Identitywa staff came together to run a stall which featured Willow and Narnia, two very cute and very popular miniature ponies. It was a great day and another chance to promote the wide-ranging services for children with disability in WA.





Working together for great outcomes

Being passionate about achieving the best quality of life for the people they support is definitely a motivating factor for Identitywa's staff



^ James with his grandparents, Anne and Tony.

Over the past 12 months the staff supporting the five young men living in Identitywa's Butler St house have been committed to making it a place they are truly happy to live in. Together with parents, they have decorated the house, planted a vegetable garden and built a chicken coop which is home to four hens. The new fresh look of the house provides a very welcoming atmosphere for all who live and work there, and for those who come to visit.

For 22-year-old James, the decorating was a real family affair. He had great fun choosing the paint for

his room and helping to paint it with his mother, Marie.

Wednesdays are a favourite day for James because that is the day his grandparents come to visit. They always bring his favourite lunch, McDonalds, and sit and chat with him for the afternoon.

Team Leader, Ann-Marie, is pleased about what has been achieved by the staff and their ongoing commitment to think of fun and engaging outings for James, Roland, Morgan, Tim and Christian.

"The activities the staff have tried vary a lot," explains Ann-Marie. "Recently they all had a great experience when they visited Rottnest Island for the day where they swam and looked around the island and, of course, they loved the quokkas."

"Some other fun activities over the past few months have included a visit to AQWA and Hillary's Boat Harbour, trekking through John Forrest National Park and swimming at Lake Leschenaultia.

"The staff are always keen to ensure the men have fun; their enthusiasm is contagious and inspiring," said Ann-Marie.



^ The chickens are a favourite of Roland who lived in country WA before moving into the shared home.

Supporting personal goals and milestones

Accolades for Margaret on her 30 years of service!
One very excited and proud recipient of an award at Activ Foundation's recent Service Awards ceremony was Margaret who lives in an Identitywa shared home.

Margaret started working at Activ when she was only 18 years old. She has worked in a number of areas within the organisation over the years. Her favourite job is packaging candles for retail store, Dusk. she loves their perfume!

Team Leader, Caroline, Margaret's sister, Brigid and Margaret's life-long friends from Queen Street attended the ceremony where she was acknowledged for her significant contribution and was presented with a plaque and certificate.



^ Team Leader, Caroline (centre) and Margaret's sister, Brigid, celebrate Margaret's great achievement.

Margaret has reduced her days of work to two days a week as she is transitioning into retirement. She says she has loved working at Activ over the years, rarely missing a day, which is testament to her great work ethic.

"I am looking forward to having a holiday in Margaret River when I retire," says Margaret.

"I love Margaret River chocolate and cheese!"

New fitness equipment for Orkney Road

The people sharing at Orkney Road took delivery of a new exercise bike at the end of 2015 which now has pride of place for all to see and use in their living room.



^ Support Worker, Andy with Michael trying out the new bike.

House Senior, Andy, said it was his habit of riding his bike to work that had inspired the purchase.

"Both Michael and Julian who share the house have been fascinated with me riding my bike. It was fantastic to find an exercise bike which is very suitable and safe for them to use," explains Andy.

"Watching Michael on the exercise bike for the first time was wonderful. He was so excited and proud to be able to use it. "

A love of art provides creative opportunities



^ Adele and Support Worker, Wendy, share a love of art.

Having a Support Worker who has a background in Visual Arts, and in particular Creative Arts Therapy, has provide a unique opportunity for Adele who accesses Identitywa's support on a weekly basis.

Whilst Adele has enjoyed drawing and colouring at home, she really loves the painting sessions she now shares with Wendy. They regularly travel to Neil Hawkins Park in Joondalup as the park provides a beautiful and peaceful setting for Adele to paint.

Identitywa's vision is to see all people live with a sense of purpose, a sense of belonging and a sense of well-being. One of the initiatives implemented by the agency to assist in achieving this outcome is the integrating of Personal Outcomes Measures for each of the people they support.

Personal Outcomes Measures originated in Canada through the Council on Quality and Leadership and have been used in support settings for over 20 years.

Adele has identified improving her physical fitness as one of her Personal Outcomes Measures, so Wendy takes her to the local gym each week where she completes a circuit and works on her stretching and balance.

"My favourite thing to do is painting and making jewellery," shares Adele.

Wendy also plans quality activities that Adele and her husband, George, can participate in together such as fortnightly trips to do banking and food shopping or perhaps a walk along Hillary's boardwalk.

Wendy really enjoys her time with Adele too. "Supporting Adele to achieve her goals is a delight," says Wendy.

"Art plays a big role in the activities I've implemented with Adele. As a professional artist, I truly believe that art is the vehicle for self-expression."

"Art engages not only the intellect, but the heart and soul, and ignites passion that lights up lives not just for the moment, but for a lifetime. Art never discriminates; there are no mistakes - only new experiences!"

Wendy



^ Richard (centre) visiting his brothers, Clive (left) and Ian (right).

A lifetime of storytelling through Clive's art

From the age of five, Clive Collender, has been drawing pictures which tell the story of the places, people and animals that have been part of his life.

Clive is one of three sons born to English parents, the family moving to South Africa in the 1960s where Clive's father, Fred, a world renowned geologist, worked for a number of mining companies.

Clive and his brother, Ian, were both born with hearing and sight impairments and from the age of 4 and 4 ½ years-of-age they attended a specialist boarding school in Cape Town which supported children with disability.

It was at Boarding School that he commenced his lifetime of art, inspired by letters sent to him by his father. As the brothers couldn't read, Fred would draw pictures which told the story of what their older brother, Richard, their mother, Ellie, and he were doing. Clive would then respond with his own letters filled with drawings.

The family returned to England in 1976, where Fred continued to work until he retired, and then relocated to Perth in 1988. Ian and Clive continued to live with their parents. After their parents passed away, they were able to remain in the family home until 2014, with the dedicated support of Richard and Ellie. However, even with this support, the family decided to seek an alternative living arrangement due to Ian's diminishing sight. After researching the most suitable place for Clive and Ian to live, Richard was very relieved to find Identitywa could offer the best

outcome and the brothers moved into Identitywa's Dymchurch Street house where they share with three others.

The appreciation for Clive's art, and his profile as an artist, have escalated over the past few years to a level which has seen him featured in exhibitions locally, around Australia, and internationally.

"He currently has work on display in Rotterdam as part of an exhibition by the Melbourne based The Museum of Everything, and he is featured in the exhibition, *A Dot on the Run 2016*, being held at the Port Hedland Courthouse," shares Richard.

Each week Clive goes with his Identitywa support worker to his art lessons at DADAA's studios in Fremantle and Midland and also CATA in Warwick.

Whilst Clive has had his work exhibited at local exhibitions via CATA, it was through DADAA that The Museum of Everything became very interested in his work which led to them purchasing 100 of his drawings and exhibiting his art in Melbourne and Rotterdam.

"We were also particularly thrilled when he had an entire wall featuring his art at an exhibition at The University of Western Australia in 2014," said Richard.

Richard visits Ian and Clive three times a week at Dymchurch. During his visit he communicates with them via Tactile Finger Spelling and by writing notes on a pad; even though Ian can no longer see, he still writes. Ian and Clive regularly join Richard and his family when they holiday together. The family's commitment to the brothers living the best life they can is truly inspirational.



^ Clive shares his life through his drawings.



**A Catholic outreach supporting people
with disability and their families.**

We welcome contributions
to Identikite from people we support,
their families and staff.

Articles can be emailed to
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