



Community Matters

NEWSLETTER - MAY 2023

Together We Thrive



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Board Directors

Julie Yusop - Chair
Dev Ramachandran
Michelle Pardini
Duncan Guy
Colin May
John Yu

CLA Offices

36 & 56 Cockburn Road, Albany WA 6330
Ph: 08 9842 3855
www.mycla.org.au
reception@mycla.org.au
ABN: 16123793282
Registered NDIS Provider
Cover photo: Stephen Volunteers



CEO UPDATE

Russell Nelson

In March and April, Community Living Association (CLA) has made significant strides in offering essential support to people with disability in the Great Southern. This edition of Community Matters outlines our accomplishments and the challenges we have faced head-on. Our primary objectives have been to enhance participant experiences, streamline processes, and fortify partnerships with stakeholders.

Achievements and Highlights:

Participant Milestone Celebration

- We are thrilled to announce that many of our participants have been with CLA for over a decade. To celebrate this loyalty and dedication, we will be hosting a party for these long-standing participants in the first couple of weeks in August.
- Participants are encouraged to invite their close friends to this special event, and we look forward to a joyful gathering of our community members.

Enhanced Participant Experiences

- Our service delivery and planning teams have been working diligently to improve the overall experience for our participants, implementing new feedback mechanisms and refining our support plan review process.

Streamlined Processes

- By adopting innovative digital solutions and optimizing communication channels, we have managed to streamline our processes and reduce wait times for support plans and services. We will shortly be rolling out a number of new innovations to our FlowLogic Systems which will introduce the next generation of quantifiable service delivery improvements to our participant experience.

Strengthened Partnerships with Stakeholders

- We have held a number of workshops and meetings with various stakeholders, including other registered service providers and government agencies, to foster collaboration and share best practices.

Upcoming Initiatives and Events

- 10+ Year Participant Celebration Party
As mentioned earlier, we will be hosting a celebration for participants who have been with us for over a decade in the first couple of weeks in August. Further details, including the exact date and venue, will be shared soon.

We are proud of the progress we have made in recent months and are committed to continually improving the support and services we provide to people with disability in the Great Southern.

As we celebrate the milestones of our long-standing participants, and work towards further enhancing their experiences, we remain focused on fostering a strong, united and supportive community together.

Finally, on a lighter note, we are glad to report that this newsletter has been written without mentioning the word 'COVID' – a positive sign of our unwavering dedication to the well-being of our participants, irrespective of the challenges we face!



Russell Nelson

Stephen *Volunteers*



Stephen recently started volunteering at Blossoms Nursery in Denmark and he is really enjoying the work and helping people.

He is currently working between 20 to 40 minutes each shift but is looking to extend this to 1 to 2 hours at a time.

Stephen does different jobs around the nursery such as raking leaves and helping customers carry their purchases to their cars.

He looks forward to getting out there every week and high fives the staff when he arrives.



Stephen &
his Dad, Ash

Reel Legends



When? Fridays 9 - 11.30am
Where? Emu Point jetty
Cost? No charge!

Fishability Albany has been running in the region for six years now.

The team of volunteers deliver a weekly fishing activity on Friday mornings at Emu Point Jetty between 9.00am and 11.30am.

All fishing activities are at no cost to participants. Fishability provide all the fishing equipment. Volunteers are all police cleared and hold current Working with Children Cards.

Jarrod



Chad & Prakash





Lingo

Bingo is attracting quite the crowd now at 56!

Most of the bingo lingo is associated with rhymes. They were originally used in London in the mid-20th century, where they were used to pass on secret or hidden messages.

These rhymes were very quickly picked up by bingo players who used them in the bingo halls to ensure that all 90 letters could be clarified easily when called out.

Get your bingo lingo up to speed here:

- 2 One little duck
- 3 Cup of tea
- 4 Knock at the door
- 7 Lucky seven
- 11 Legs eleven
- 13 Unlucky for some
- 17 Dancing queen
- 22 Two little ducks
- 26 Pick and mix
- 30 Dirty Gertie
- 32 Buckle my shoe
- 33 All the threes
- 38 Christmas cake
- 53 Here comes Herbie
- 58 Make them wait
- 61 Baker's bun
- 62 Tickety-boo
- 73 Queen bee
- 74 Hit the floor
- 85 Staying alive
- 90 Top of the shop



Meet *The Auditors*

The National Disability Insurance Scheme (NDIS) requires all registered service providers to undertake external audits so that the NDIS Quality & Safeguards Commission can be satisfied that the supports and services provided to participants, are being delivered in line with the NDIS Practice Principles.

CLA has engaged DNV to conduct our Mid-Term Audit on 19-20th June.

You're invited to a morning tea to meet the auditors at the opening meeting!

Date: Monday 19th June

Time: 9.00am

Location: CLA 56 Cockburn Road

RSVP for catering purposes: 9842 3855 by 15.6.23

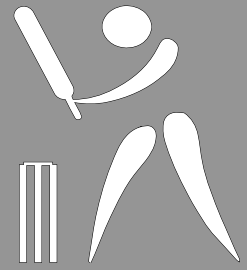


CONGRATULATIONS

Kynon passed his drivers licence test on a wet and stormy day - it was his first attempt!



Social Sports



Scott and Cam

CLA's Social Sports program is an introduction to modified sports which allows participants to experience a sporting environment that is interesting, stimulating and fun.



Gary & Rowan



Chad & Michael

When and where:

Social Sports @ ALAC
Wednesdays 10am - 11.30am
Barker Road, Albany



Contact CLA on 9842 3855 to enrol.



Busy Bodies



Josh has been very productive at Worklink over the last few weeks.

He has crafted a beautiful wood coffee table and a hammer.

Outstanding Josh!



HAPPY BIRTHDAY

Rowan celebrated his birthday at Singability recently.



CLA

Activities



Mondays

- Best Buddies Group
- SingAbility

Tuesdays

- Art @ Vancouver

Wednesdays

- Social Sport @ ALAC
- Community Garden

Thursdays

- Ten Pin Bowling
- Bingo

Fridays

- Fishability @ Emu Point
- Barefoot Bowls @ Emu Point

Saturdays

- Ten Pin Bowling

For more information, or to register your interest, please contact Claudia Simpson:

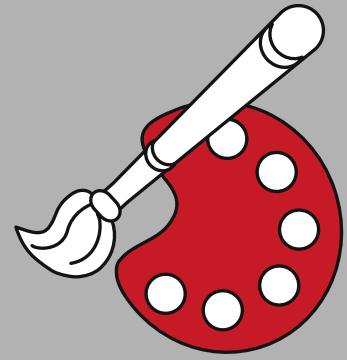
- Ph: 9842 3855
- claudia.simpson@mycla.org.au



Check out the latest Activities Calendar on the CLA website



Easter *Art*



Josh



Gary

Participants enjoyed making colourful Easter decorations at CLA in April. All materials were kindly supplied by Albany Bunnings.



CLA Contact List



Vicki Corpus - Chief Business Officer	0428 074 478
Renee Clear - Chief Experience, Culture & Talent Officer	0418 369 312
Kristy Rothwell - Senior PBS Practitioner	0428 684 725
Kirsty Martin - Coordinator/PBS Practitioner	0419 474 203
Amanda Dawson - Coordinator/PBS Practitioner	0419 175 784
Peter Nevin - Coordinator	0428 916 981
Kannen Naidu - Coordinator/PBS Practitioner	0428 679 419
Brody Isaac - Mentor	0429 682 599
Gemma Podlich - Mentor	0448 423 128
Corey Grossman - Mentor	0438 305 384
Sian Diver - Mentor	0490 513 930
Claudia Simpson - Community Development Officer	0409 758 615
Dani Connolly - Service Planner	0448 104 333
Janine Beamish - Service Planner	0419 165 736

Why do we like feedback and complaints?

- Complaints help us identify problems, improve services and provide better outcomes for participants.
- If you would like to provide feedback or make a complaint, you can contact us by phone, email, letter, CLA website or just by talking to someone at CLA. You can also submit anonymous complaints or feedback.
- We manage complaints fairly and want to reach good results for you.
- We will provide you with updates as we resolve your complaint.
- You can also make a complaint about us to the NDIS Commission by calling 1800035544, or email contactcentre@ndiscommission.gov.au.

Suggestions • A suggestion box is located at 56 Cockburn Road.

