



E.B.L. Newsletter

A word from Letizia.

This year has been quite a busy and productive time. So far, we have managed to successfully implement a new model of service delivery for both the adult and children's unit. This trial seems to have proven been successful with the vast majority of feedback being very positive

Being very positive indeed. All families should have received by now a package of forms to be filled out for prior to commencement of 2011 services. If you have any questions about this, please me and I will be happy to talk to you about it. Since the launch of EBL's new logo, we have been busy updating everything to reflect the change.

The interest received from families that attended the Disability Expo we was fantastic. Thanks to Ian for bringing his dog, Paris to the Expo. This proved to be a great attraction to our stall.

Thanks to staff and families for sending back the annual surveys. Hop e to see you at one of our functions!!

EBL Disability Services Inc. 2010

Volume 5

September / October 2010

Its Spring Time



From the Chair:

The Board at this time wishes to thank Sanjay Shah for his long service to EBL. Sanjay has been on the board and served as Treasurer for a number of years and was a valuable asset to the board. Unfortunately, his job has him travelling a lot and thus he has resigned from the board. We wish him all the best and hope that when he is able that he will consider joining the board again. However, earlier this year we welcomed Maggie Mar to the board and she has agreed to take up the role of Treasurer. Maggie has made significant contributions to the board already and we look forward to working even closer with her in this role.

On September 19th the City to Bay event was held in Adelaide. This year we are very thankful to have the Women in Innovation and Technology walking on our behalf. So far the three women in the team have \$795 donated for us. We are very thankful for their efforts and decision to support EBL in this manner this year. If you wish to donate and support them you can go to this link to donate on line http://www.everydayhero.com.au/wit_women_2010 Or you can contact Letizia to make a direct donation. My son and I were not able to join the team this year since we now live in Perth. However, we will be walking 12 km here in Perth to support EBL. As you are all aware, the carer surveys went out sometime ago. We have received 45 responses thus far. This is slightly up from last year. A gentle reminder that first, you can still send in your survey to provide your feedback and second that you can contact the board as a whole of myself personally at anytime of the year. You don't have to wait for a survey to voice your opinion. I wish to thank one of our carers who took the time to write me a personal letter regarding their thoughts on the services being provided. This was much appreciated and very informative.

The results of the survey will be published in this year's Annual Report as were the results from last year. The Annual General Meeting has been set for Melbourne Cup Day, November 2nd. We hope that you will put this on your calendar and try to attend. Due to the change in board member terms there will only be one board seat up for nomination. However, as we stated last year, we are looking to grow and expand EBL's services and capacity and some of these plans will be discussed at this AGM. We encourage everyone to attend and be active in discussion regarding the future of EBL.

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Recent Event's at E.B.L. After Mothers Day Lunch

This years After Mothers Day Lunch was held at the Midway Tavern on Wednesday 12th May.

This was the 1st time we had used this venue to host one of our functions so we were a little unsure of what to expect. Our concerns were soon put aside as we were served a wonderful selection of dishes as chosen from a varied menu.

It was great to see a good number of carers coming to the event as well as several staff .

The tables were decorated to reflect a mothers day theme with pink and white balloons. Along side the variety on the menu, diners were also encouraged to help themselves to the salad and vegetable bar, which ensured that everyone left with full tummy's.

Along with other EBL functions this one was also sponsored by the EBL Foundation Inc. Once again thank them for their generous support Feedback from the lunch was

very positive we received a few requests to use the venue again for future events and as such our After Father's Day Dinner which was held on the 22nd September.



Complaints and Concerns - Your rights



Consumers and their families and or carers have the right to:

- Make a complaint in writing, by phone, fax or email.
- Have an advocate or support person make the complaint
- Have a friend or an advocate support them.

- Have their concerns and complaints treated confidentially.
- Be treated with courtesy and consideration when making a complaint.
- Know that their rights will be protected and that they will not be penalised for raising a concern.
- Be told what avenues are open to them to resolve the complaint.
- Know that they can always approach senior management.
- Further pursue their complaint if they are not happy with the outcome.
- Be informed about the nature of services and support to be provided, including fees/ charges required.

E.B.L Inc. Aims:

To provide community based respite for children and adults with an intellectual disability thereby providing family support.

E.B.L Objectives:

- To provide a planned respite service for eligible families
- To utilise generic community resources which offer developmental opportunities
- To carry out any function which may assist in the attainment of these objectives.

For further information please feel free to contact us or alternatively:

Disability Complaints and Advocacy Services of SA

3/178 Henley Beach Road
Torrensville SA 5031
Hotline: 1800 088 325
Telephone: 8234 5699
Email: drigney@dacssa.com.au

Recent Events at EBL: Christmas In July

Christmas in July was held as a celebration and launch of our new name change to EBL Disability Services.

The function took place on the 24th of July at the Slug and Lettuce Hotel at Parafield Gardens.

There were about forty people that attended and it was great to see people that are usually unable to attend our functions. We were thrilled to be able to display our new banners which will no doubt have plenty of use

in the future for promoting the work and services of EBL.

The meal was a traditional Christmas dinner, starting with Pumpkin Soup. Main meal was a choice of Turkey or Pork which was served with roast vegetables and Gravy. Christmas Pudding and custard followed for desert.

Another highlight of the evening was that our chair Karen Bard celebrated her birthday and what the cake lacked in size in certainly was

made up for in appreciation of the work Karen has done for EBL.



Disability and Ageing Expo 2010

EBL was once again represented at the Disability and ageing expo which was presented by DIRC (Disability Information and Recourse Centre and held at the Wayville Show grounds on Friday 13th August.

This years expo attracted many exhibitors however one was the talk of the town.

Keeping Letizia and Ian company was a four legged attraction by the name of Paris. A massive Newfoundland male who very quickly became a crowd magnet.

The expo commenced at 9am and finished a 4pm and throughout the day a lot of information was given to people looking for respite services. See photo's next page.



What is happening in the units?

We have had opportunity to refurbish all the bedrooms. This has included all new beds, mattresses and tall boys. The clients have appeared excited about the new look.

Trish and the team have been actively looking into the prospect of creating a sensory garden in the adult unit. We are all really excited about the prospect of this occurring in the near future as it will be a beautiful serene place for the clients to enjoy and relax.

I would like to take this opportunity to thank all the staff for their tremendous dedication and support

in trialling the new service deliver model.


We are planning a childrens and adult camp prior to the end of year which will be held at Narnu farm on Hindmarsh island.

Our team will be attending a staff development day in December. This is a time when we can all get together and learn new skills and improve upon our already great team. I hope you are all enjoying the feedback booklets that have been created by Ian. If you do not receive your feedback booklet upon your

childs booking out time please contact the office and we will ensure you receive this via post.

The year is about to come to an end. Please ensure all forms sent out are sent back to the office so we can plan the respite dates for next year.

If you require assistance with filling out the forms please give me a ring and I am happy to assist you with any questions or give you a hand to complete them.

Sheryl 

Staff Profile: Introducing Sara

We would like to welcome Sara to EBL. Sarah recently joined our team after moving to South Australia from the U.K.

(Q) What is your role at EBL?

- Support Worker

(Q) How long have you worked at EBL?

- 10 weeks

Q) What inspires you in life?

- Life :- The world around us. All that is around us, hearing, seeing, feeling it.

Q) Favourite quote?

- You only live once, but if you work it right once is enough.

Q) Tell us something wonderful that has happened to you in the last two years?

- Moving to Australia in May of this year.

.(Q) Your personal vision for the future?

- To Learn more , stay healthy and be happy.

(Q) Your favourite things?

- Photo's
- Family and friends
- Lap top
- Comfy boots
- I-Pod—music
- Chocolate!!

Thank you for taking the time to introduce yourself Sara, we hope you enjoy your time working at EBL.



HAPPY BIRTHDAY

RECENT BIRTHDAYS

Jackson B—7th July

Thomas F—20th July

Kevin H—17th July

Mathew H 13th July

Melbourne Cup Lunch (please note change)

A.G.M.,

By now you will have received an invitation to the Melbourne Cup Luncheon which is to follow our AGM on Tuesday 2nd November. Please note the following important change

We have been informed by Roulettes that RSVP To this event is to be no later than the 23rd October Please call 8258 7695 To make your booking

Notice of Annual General Meeting Tuesday 2nd November At the Parafield Flying Club (next door to Admin) Commencing at 10.30 AM



**Photos from:
Christmas in July**



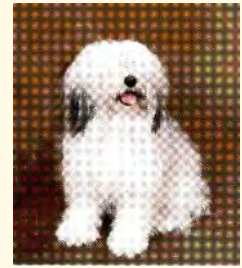
**Photo's from
The Disability Expo**

HOPE TO SEE YOU NEXT TIME

Word Search.....More Dogs



P N O F F I R G G N I T N I O P N N P N O
P O E P D P I T B U L L D M I X O H O H P
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N P A T T E R D A L E T E R R I E R U P O



Can you find the words below

- | | | |
|----------------------|--------------------|----------------------|
| Maltese | Otter Hound | Pointing Griffon |
| Mastiff | Papillon | Polish Lowland |
| Miniature Bull | Patterdale Terrier | Sheepdog |
| Mixed-Breed | Pekingese | Pomeranian |
| Newfoundland | Petit Basset G V | Poodle |
| Norwegian Elkhound | Pharaoh Hound | Portuguese Water Dog |
| Norwich Terrier | Pinscher | Pug |
| Old English Sheepdog | Pit Bull Pointer | |

Please Note!! New Organisational Procedures

Booking out

We have now formalised the booking out procedure in the units in response to the satisfaction survey. This will ensure communication is of a high standard and you have opportunity to ask questions about your child's stay in a more formal context. The staff will go through a checklist to ensure all information regarding your child's stay is communicated, give you opportunity

to ask any questions you may have and allows staff to transfer any questions, concerns or positives back to the office environment to be followed up.

Incident reporting

When staff have filled out an incident report they are required to ring the Oncall supervisor to report. They are then directed to call the parent—carer to inform them their has been an incident and what has occurred. Upon booking out the staff will ask you to sign the

incident report. This is a way of ensuring that all information is passed on and we are not making decisions throughout your child's stay about what can wait to be communicated at booking out. However this change also ensures that communication lines are open and transparent. If you have any questions, positive feedback etc. regarding these processes please feel free to call us at the office.

Invitation to Carers:

The management of EBL have been evaluating the results from past carer surveys. One of the issues that was raised over the past couple of years was that some carers felt that they did not have the opportunity to be involved in organisational decision making with regard to the strategic direction of EBL.

We acknowledge that whilst opportunities have been provided through avenues such as carers morning teas and consumer forums regarding major change, this still appears to be insufficient.

This article serves as a reminder and as an invitation to any carer that would like to become more involved in the EBL decision making process.

Firstly we would like to gain expressions of interest from carers who would be interested in forming a forum aimed at working towards organisational change. It is proposed that we would meet on a monthly basis to identify and institute suggested change in future direction.

Interested parties are encouraged to contact Ian at the office.

You may also not be aware that carers are welcome to come along to board meetings in an observer capacity.

Board meeting are held on a monthly basis as the admin office, 177 Lockheed Lane, Parafield Airport. Usual commencement time is 6.00pm.

If you would like the opportunity to attend a Board Meeting then please contact Letizia to register your interest.

Halloween 2010: This Event has now been Cancelled



EBL Disability Services Inc.

halloween ball

Hotel Playford - Ballroom
120 North Terrace, Adelaide

Saturday 30th October 2010
7pm to the witching hour (12 midnight)

Dress:

- Halloween Fancy Dress
- Black & Orange Tie

For more details visit ebledge.net.au or phone 08 8258 7915

3 Course Dinner & Drinks
Entertainment & Dancing
Door Prizes
Silent Auctions

\$14000 per ticket (early bird offer available)

Carers Morning Tea Dates

Our 2010 morning teas will be:

November 16th 2010

Commencement time will be 10.00AM—12 noon and will be held at the Parafield garden's unit- 3 Ventura Street, Parafield Gardens

We look forward to seeing you there.



EBL Disability Services 2010

177 Lockheed Lane
Parafield Airport
South Australia 5106

Phone: 8258 7695
Fax: 8281 5055
Email: accounts@eblodge.net.au

Respite for Children and Adults
with and Intellectual Disability



With Thanks

EBL would like to thank and acknowledge the following businesses for their support.

Mr Paul Solito

Falcon Offset Printing

For the donation of all the printed material for the Halloween Ball.

Also to

The Women In Technology Team

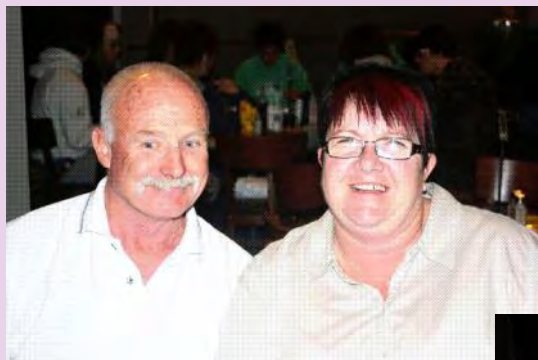
For their fund raising effort of over \$800.

A fantastic effort.

Friendly reminder:

EBL Disability Services Inc. will not be accepting medication unless in Webster format from 1st January 2010

Photos from the After Fathers Day Dinner:



Held
Wednesday 22nd
September 2010

At
The Midway Tavern