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# Update on the Organisational Benchmarking Project

**Ray Dunn**  
Chief Executive Officer

**A**t Life Without Barriers, we are absolutely committed to remaining focused on making a serious and positive difference in the lives of existing and future clients.



To achieve this, we have continued to make significant changes to our organisational and business processes to equip us to deal with both the increasing demand for our services from Governments around the country and the rapid expansion of our organisation.

Most recently, we engaged business consultant, Des Semple, to review and analyse the roles and functions of National, State, Area and Regional offices. In doing the review, Des spoke to a range of people across the organisation and he was highly impressed with the commitment and positivity of our people and our culture. Des has now completed his review and made a range of recommendations to set us up to continue our good work as we grow and develop.

The recommendations fall under four broad themes:

- Implementation of a flat organisational structure that locates decision making as close to the ground as possible
- Focusing the National Support Office to do two things: deliver strategy and support regions to deliver services to clients

- Having the right governance, systems and policies in place to support the large and diverse organisation that we now are
- Balancing quality, compliance and good practice and clarifying the roles of National, State, Area and Region to minimise duplication.

The Life Without Barriers Board has endorsed these recommendations and over the coming weeks and months, the Executive will be implementing them across National, State, Area and Regional Support Offices.

In addition to the benchmarking project, I have prioritised a project, led by Melinda Clarke, to look at the resources we have at regional level to deliver services to clients. We want the National Service Delivery Model to be in operation across all of our Out Of Home Care services. This means having three service streams in every region – case management, carer support and specialised programs. Melinda will be working with States, Areas and Regions to ensure we have organisational structures that enable the National Service Delivery Model to be rolled out. Melinda will also implement the recommendations from the organisational benchmarking review that relate to States, Areas and Regions. She will begin with NSW in April, visiting each State over the coming months.

*Together these two projects ensure that we focus all our resources and attention on delivering services to clients. Given their importance, we are keen to keep you updated. You will hear more about them in the coming weeks and months as these are implemented.*

# Letter from the Editor



Dear carers,

Already half way through the year!!

The May meeting of the National Carer Consultation Group was held in Newcastle. Our CEO, Ray Dunn, attended the dinner to discuss input into our new Strategic Plan. Please look out for our new Strategic Plan to be published on our website.

Expression of Interest details for the next Carer Conference (Dare to Care) are in the bulletin board at the back of this newsletter; be quick to express your interest on the enclosed form as there will only be 300 attendees. We have also enclosed a draft Program for your viewing.

In closing my article, I would like to take this opportunity to remind you that we are still looking for stories or accolades regarding anything about fostering you may want to share with us. Please remember that this is your newsletter so please send me an email or fax.

Many thanks,

**Tanya Bouma**  
Carer Advancement  
and Training Team (CATT)

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# NCCG Update

**Anne Wemyss**  
A/Director, Policy,  
Programs and Research



The National Carer Consultation Group (NCCG) met again recently with members of the LWB Executive and the Carer Advancement and Training Team CATT). Every three months, the NCCG is chaired by me and is supported by the CATT to discuss carer matters at a national level such as carer recruitment, support, communication, training and overall strategies for how we can improve our services and support to carers. The NCCG comprises a representative from each State and Territory and will soon include NZ. After each meeting, each representative feeds back information from the two day meeting to their regional carer reference groups.

At this meeting in May, Claire spoke about the new chapter LWB will be moving into: that there will be a new LWB Strategic Plan in place for 2010 which is a 5 year plan that takes into account a full review of the organisation's key goals and strategies moving forward over the next five years; that the LWB Business Plan will be finalised soon after which outlines the key priorities for LWB in the 2010-11 year; and the rollout of the National Service Development Model for LWB. Carers were very interested and supportive of the new directions being undertaken by LWB.

The NCCG also discussed a number of the current, national carer initiatives being led by CATT, including the Carer L&D strategy which is currently being rolled out across all LWB locations, the carer assessment project which is being trialled in NSW first, the Pilot Peer Support Program.

The NCCG are all very supportive of these initiatives. They are also involved in giving feedback to, and supporting, the rollout of communication initiatives,

such as the quarterly carer newsletter, the new carer portal and the annual carer feedback survey (the latter of which is currently underway).

The NCCG also discussed the importance of maintaining regional reference groups and local support groups for carers in all locations, so that carers keep connected to LWB and each other. The NCCG have assisted the CATT in encouraging all regions to maintain these regular groups, and are also keen to have State Carer structures established to create a link between the National Group and the regional groups.

The 2 day meeting also included a dinner forum with members of the LWB Executive, which provided an opportunity to discuss current issues and topics of interest directly with the Executive. Policy matters were canvassed and our CEO, Ray Dunn, also provided an organisational update at the dinner.

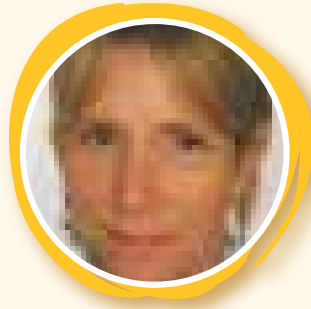
The current membership of the NCCG meets for the last time in August where a review will be undertaken of what has been achieved by the NCCG over the previous 12 months. A process for electing the new membership of the NCCG for the following 12 months will then occur from September, with the new NCCG membership convening in November. The priorities for the new NCCG forum will reflect those outlined in our new Strategic Plan and this year's Business Plan.

If you are interested in hearing more about the NCCG, please contact the CATT (Sue Trembath, Tanya Bouma, Adelle Bastick) or the current NCCG representative from your State/Territory.



# Learning & Development Update

**Sue Trembath**  
Carer Advancement  
& Training Team



Dear Carers,

**What:** The National Carer Learning and Development Strategy provides the opportunity for new carers to complete 5 learning packages in 5 stages.

- Stage 1. Preparation
- Stage 2 (a). Commencement – Core
- Stage 2 (b). Commencement – Enhanced
- Stage 3. Consolidation
- Stage 4. Extension
- Stage 5. Mastery

The first 4 stages are ready for roll out from 1 July 2010 and are also to be offered to current carers.

As an existing carer, we encourage you to also complete these packages and to make the most of these learning opportunities. It is important that you set the example we

expect new carers to follow, embrace learning and show that our carers reach for very high standards.

**Why:** International research findings confirm that access to ongoing learning is a key determinant of successful foster care. We must ensure our carers are well prepared and continue to acquire new skills and consolidate existing knowledge and skills. Our carers are specialist carers and we must demonstrate a difference in expected and attained standards and in quality of care.

**Who and When:** From 25 May to 23 June all SOCs will attend workshops about the new carer learning packages. From 1 July, all new carers will commence the packages and existing carers can also access the packages.

Your SOC will attend one of these sessions and will then be able to share the full details with you and arrange for you to start the packages.

We will review the packages after a year or so and make any changes, so please let us know your opinions by completing the feedback sheet at the back of every package.

We hope you find these packages helpful and that you feel better able to meet the challenges of your role.

## Outcome of the Create – LWB Client Participation Project

**Anne Wemyss**  
A/Director – Policy, Programs and Research

CREATE Foundation has been working in collaboration with Life Without Barriers to contact the young people in our care to ask them whether they feel like they are able to participate in decisions made about their lives and whether they can suggest other, more meaningful ways of doing this on a day to day basis.

CREATE surveyed our young people and also undertook a series of focus groups with young people in Queensland, South Australia and NSW. A lot of fantastic information and valuable insights were gathered from the young people and CREATE and LWB appreciate all the young people giving their time to input to this process. LWB also wants to thank those carers who encouraged their young people to complete the survey and/or to participate in the focus groups.

Some key points worth noting were that there were varying views on their being heard whilst in care. Some young people said that they felt they were not heard and wanted more involvement, whilst others said they were heard more once they came into care, and in some instances comments were made about their becoming more mature for being in care.

Discussions were had around care planning not being “young person friendly” enough. Many young people shared their positive experiences around respite. Some young people expressed interest in being involved in staff training, recruitment, peer training and policy development, to name a few.

One young person, in particular, had a vast number of ideas for social opportunities. The group were also able to identify the benefits of participation as being not only pure enjoyment, but to also make friends with other young people in care who have a shared understanding of being in care.

A fantastic insight that came out of the survey was that young people overall had a positive view of LWB carers and workers, and most could not remember a time when an LWB worker did not listen to them on a personal level.

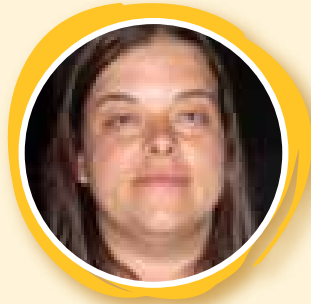
A report has been presented to the Project Sponsor, Claire Robbs, and the findings and recommendations are being included in our new Strategic Plan and our business priorities for the coming year.



# Reconciliation Action Plan (RAP) Update

## Kerri Clarke National Reconciliation Project Manager

The National Cultural Respect Steering committee (NCRSC) met again recently to discuss the preparation of the first year report and the proposed refresh of our Reconciliation Action Plan (RAP) for the years moving forward.



## Reporting on and Refreshing our RAP

On July 1st 2010, it will be twelve months since the national launch of our RAP. Tracking and reporting our RAP progress has given LWB the opportunity to get a good picture of where achievements have been made, where challenges remain and what future development opportunities exist. The reporting process will also allow us to reflect on the lessons we have learnt and the most significant changes that have occurred in our organisation. Our RAP report for 2009-2010 and our new refreshed RAP will be available in July 2010.

## Acknowledging Traditional Owners

Over 50 signs are being erected in our offices across the country acknowledging Aboriginal and Torres Strait Islander peoples as the Traditional custodians of the land. These signs will be officially open by Traditional Owners and Elders during Reconciliation Week with celebrations being held in local areas. Celebrating significant events with Aboriginal and Torres Strait Islander peoples will continue to be a major theme for LWB moving forward.

## Policy

We have commenced a policy audit to ensure our policies and procedures are culturally appropriate. Given the expertise required to complete this audit, we have engaged the services of Dr Tracey Westerman of Indigenous Psychological Services to assist us. Currently, we have developed a Reconciliation Policy and a Traditional Owners Policy which includes an Acknowledging Traditional Owners and Welcome to Country resource kit.

## Learning and Development

As part of our National Learning and Development plan, we are developing a plan to provide cultural awareness training for all staff as part of their induction, plus specialised training for carers and staff including Working with Aboriginal Children, case managing Aboriginal children, specific training for non-Aboriginal carers looking after Aboriginal children and a specific assessment framework for Aboriginal carers.

## Human Resources

Life Without Barriers has partnered with the Australian Employment Covenant and has committed to employing 150 Aboriginal staff across all levels of our organisation over the next three years. An application for federal government funding to support and mentor these positions has been submitted. In the near future, a Project Manager will be employed to develop an Aboriginal and Torres Strait Islander recruitment and retention strategy to ensure our success.

If you have any queries about the RAP, please contact Kerri Claire, National Reconciliation Project Manager on telephone 0438 592 357 or your local representative on the NCRSC. The membership of the NCRSC is:

Belinda Kendall (Co-Chair with Claire Robbs)

Kerri Clarke

Jenny McNaughton

Christine Williamson

Vicky Charles

Jane Longbottom

Malcolm Gollan

Jacqui Edward

Rikki Taylor

Terri-Anne Donovan

Peter Singh

Mark Zentgraf

Natalie Hunter

Martin Bin Rashid

Jessica O'Reilly



# Relay For Life – Tamworth

**Graeme Macpherson**  
Supporter Of Carers  
– Tamworth

The feet and leg muscles are worn out, but Tamworth residents raised a mighty \$140,000 on the weekend of 1st and 2nd of May during the city's biennial Relay for Life. Organisers said more would be added to that total once final figures were tallied later this week.

The relay was one of the biggest in the state in terms of participants, with about 2500 people involved. It is also believed to be one of the biggest Relay For Life events in Tamworth since the event began. More than 200 teams competed in the 24-hour Cancer Council fundraiser, which is traditionally held every two years. It involves teams walking or running, usually in a roster situation, over a 24-hour-period.

Many of those taking part are survivors themselves, walking in memory of a cancer victim or walking in support of somebody with the disease. Starting at 10am on Saturday morning, the Life Without Barriers Team consisting of 23 individuals started on the epic event. Carers, contractors, staff, young people in care and friends were organised into a roster to ensure there was at least two walkers on the track at all times. Some people did one lap and others stayed for the full 24 hours. In between the blisters and sore knees were lots of happy faces that were pleased to be working towards a common goal.

Trophies were made up and will be presented soon. It is hoped that Life Without Barriers Tamworth can challenge other LWB offices to do the same when the "Relay for Life" fundraiser comes to their town.

*continues page 7*



**The following excerpt is from an article that was recently run in the *Armidale Life Style Magazine***

Graeme Macpherson has dedicated years to the youth organisation called Life Without Barriers. He tells us how his recent bike ride around Australia goes hand in hand with his work ethics. He also mentions the local need for foster carers in Armidale.

## **H**ow long have you lived in the region?

I was born and raised in Tamworth and lived in the area until I was 23 years

old. Having itchy feet, I shifted to Queensland and moved around the state for about 18 years - living at Goondiwindi, Toowoomba, Mackay and finally South East Queensland. Approximately five years ago I returned to Tamworth to assist with my aging parents. During this time I have purchased property in Tamworth, and I'm content to live here and work with Life Without Barriers, an organisation that helps find homes for struggling youth.

## **> How did your life as an adventurer come about?**

I have never thought of myself as an adventurer. But I guess adventure and personal development go hand in hand. The more I can develop and learn, the more I can improve my self esteem and coping skills. This internship enhances my ability to seek out challenges and push the boundaries for personal rewards.

For me, it is very important to challenge myself to find the limits of my abilities and to create a positive outlook on life.

## **> Your most memorable adventures?**

- Travelling Vietnam by motorcycle
- Cycling around Italy, Andorra and Spain
- Walking the Overland Track in Tasmania
- Voluntary work in Uganda for Water Aid Uganda
- Cycling from Tokyo to Osaka in Japan

- Riding a motorcycle round Australia
- Hiking up to 4300m on Mt Kenya.
- 22,766km cycle trip around Australia.

## **> What prompted your bike ride around Oz?**

I have always enjoyed cycling and the ultimate cycle trip is to have a new piece of road every day. It also gives me a lot of stories to tell the kids we work with. I am always encouraging them to get out and enjoy life in a constructive way. I also have a passion for the environment and the Aussie bush, and cycling is the best way to appreciate this.

As my life has evolved, I have seen many people dream about adventures and experiences, without seeing these dreams come to reality. I feel that by completing this journey I can inspire other people to break free from their safety net and pursue their dreams.

Also I have dedicated this ride to my mother, who passed away early in 2008. I am sure she was with me during the ride, especially when assisted with strong tail winds. Thanks Mum!

## **> Highlights of your Oz bike trip?**

- Cycling to the tip of Cape York - QLD
- Cycling the Gibb River Road – WA
- Cycling the CREB track in the Daintree - QLD
- Cycling the Mundabiddi Trail – WA
- Cycling the Nullarbor – WA and SA
- Cycling Ben Lomond National Park - TAS
- Meeting lots of fantastic people
- Completing a 305km/day from Ceduna to the Nullarbor roadhouse
- Cooking up a meal at night knowing I was one or two days ride from other civilisation

■ Catching up with friends throughout Australia.

### What have you learned from your adventures?

There are a couple of requirements for cycling around Australia - one is the ability to function with minimal material possessions; the other is the ability to develop good coping skills. The minimalist approach puts in perspective what is really important in life. Yeah, a good supply of tubes and a GPS is important, but the ability to look outside the square to solve problems is invaluable. Although I am not fixing punctures or navigating my way through isolated bushland, my work today with children with challenging behaviours demands the same skills and attitudes to overcome adversity.

### > Tell us about your work with 'Life Without Barriers'?

I used to actually look after kids in houses we had set up for kids in need, but these days my position involves recruitment, training, assessment and support for foster carers.

The challenges posed by my work provide me with an adventure of a different kind. There is never a dull moment and I am constantly learning about myself. I am hoping to find like-minded people who are courageous and secure enough to take on the caring role.

We are currently recruiting people in the

Armidale region to take on the challenging and rewarding position of foster carer. If you are interested in becoming a foster carer for Life Without Barriers, please give me a call on 0457 801 479.

### > What other adventures do you have planned?

Since I have returned from my cycling trip it has been important for me to be engaged in activities that will stop me packing up my bike and heading off on another trip.

Currently I am studying to become a personal trainer. Having recently completed Certificate III in Fitness, my focus now is to complete Certificate IV.

I am also been keen to develop my mountain biking skills. Having competed

in about six events this year, I have been fortunate enough to have qualified for a World Championship race. The 24 hour solo World Championships are to be held in Canberra on 9 - 10 October this year.

This is the first time the World Championships have been held in Australia, and with a race base of 2,500 entries, I will be one of 300 riding for the World Championship. Riding a bicycle for 24 hours is a huge ask, and creates an awesome challenge for me both physically and mentally ... bring it on!

> Thank you Graeme.

As my life has evolved, I have seen many people dream about adventures and experiences, without seeing these dreams come to reality.





# POSITIVE CONDITIONS FOR HEALTHY DEVELOPMENT OF CHILDREN AND YOUNG PEOPLE IN OUT OF HOME CARE

You will recall from our last edition of Connections, that we commenced the first part of this article on the healthy development of children and young people in our care.

The Out of Home Care system cannot provide all of the positive factors for child and youth well-being. However, identifying what drivers of well-being Out of Home Care can influence, and defining what best practice is in those areas, is the primary focus of developing National Standards.

Each of the areas of child and youth well-being are discussed briefly below.

## Physical and mental health

Critical developmental transition phases for children include the antenatal, birth, post natal periods, infancy, early childhood, primary school years, adolescent years, and the transition to adulthood. Within these phases, a variety of factors contribute to positive health and well-being outcomes.

Identifying and promoting a nurturing environment for the healthy development and growth of a child or young person continues to be a key focus for Australian governments.

The childhood and adolescent years are periods of significant growth, development and change, and the objective of all families is that their children live in environments that support optimal physical development.

It is important that carers provide to their young people:

- Support and encouragement to participate in physical activity
- Good nutrition and healthy eating;
- Timely access to appropriate health services including: dental, speech/ occupational therapy, counselling, family support

Further, positive mental health is critically important for children and young people to develop emotional connections, stability and confidence. In research conducted in 2007, foster carers indicated that more than half (54%) of children and young people living in foster care arrangements required professional help for their mental health issues; however, only 27% received this assistance. Further, 61% of children in foster care had exhibited behavioural problems compared with 14% of those in the general community.

## Safety

Feeling safe and secure is essential to emotional well-being and is generally understood to be a necessary precondition for good health. 'Safety' also includes cultural safety, a concept that acknowledges the need for 'an environment that is safe for people: where there is no assault, challenge or denial of their identity, of who they are and what they need'.

It is important that carers provide:

- An environment that is safe and secure;
- An environment free from violence and abuse;
- A space for the child or young person to call their own.

Children's sense of security and safety increases when they have the protection of parents, a personal safe place to be, or trusted people around them.

Safety encompasses a range of personal considerations, such as protection from the risk of personal injury and accident, protection from harm, exploitation or maltreatment, and protection from violence. This also extends to racism and the impact this has on all cultures, including Aboriginal and Torres Strait Islander children and young people.

The stability and security of a child's environment also contributes to their sense of feeling safe. Stability in a child's life is important in ensuring that connections to family and the community are made and maintained, in particular for social and educational activities, and particularly as the outcomes for education are closely associated with stability.

Safety also involves external considerations, such as feelings of living in a safe neighbourhood and being free from the fear of crime. Both actual and perceived safety can have an impact on overall health and well-being.

For example, there are associations between stress and anxiety in children and poor learning outcomes. Safety provides a key foundation for improved well-being and developmental outcomes. Parental perceptions of neighbourhood safety may also impact on a child's well-being, and lead to the child being restricted in their participation in outdoor activities, which may in turn lead to a sedentary lifestyle and the development of health issues associated with such a lifestyle.

### **Culture and community**

Most children and young people recognise that they belong to a community, and they commonly define this in terms of where they live. It is within this environment that children and young people seek to access many of the cultural, sporting and leisure activities that allow them to participate in a community that is broader than their family or school environment. This has particular resonance for Aboriginal and Torres Strait Islander people, as well as other culturally and linguistically diverse backgrounds, including newly arrived migrants and refugees.

For Aboriginal and Torres Strait Islander children and young people, 'community' is defined in terms of a predominant connection to culture that is broader than the community within which they live, and this has been found to be the case wherever the child or young person lives.

The maintenance of connections to family, community and country forms the basis of the development of the Aboriginal or Torres Strait Islander child's identity as an Aboriginal or Torres Strait Islander person, their cultural connectedness, and the emergence of their spirituality. For Aboriginal and Torres Strait Islander children, strong cultural identity is integral to who they are and a source of pride. The teaching, maintenance and regaining of Aboriginal cultural practices for Aboriginal children are the responsibility of the whole community.

For young people from culturally and linguistically diverse backgrounds, maintaining a sense of culture and links to the community are also important. As noted in research cited by the NSW Department of Communities, children placed within culturally/ethnically similar families, or families specially trained and assessed to provide culturally competent care, have the following benefits:

- better communication and less misinterpretation due to language and cultural barriers
- a positive sense of self and ethnic identity
- familiarity with food, language and customs
- increased stability of placement
- reduced need for caseworker intervention due to cultural and linguistic issues.

It is important that carers allow these young people to:

- Spend time with family or friends
- Participate in cultural activities
- Have access to community services relevant to your culture or identity.

### **Spirituality**

The term 'spirituality' is open to a range of interpretations, and is often used to describe a person's inner life or to define those aspects of a person that are unseen, or intangible, but that give meaning or purpose to life.

Spirituality is also used to describe a set of personal beliefs; it can be connected to a person's cultural or religious heritage, and may be linked to institutional religions or participation in church-based events and activities.

Spirituality can assist in ensuring that a child or young person develops a positive sense of identity and maintains connections with family and significant others enhancing their sense of belonging.

There is strong evidence that spirituality is important in shaping a young person's perception of their quality of life and, in this sense, it is understood to be important for health and well-being. Spirituality or connection to a church-based group as a strong protective factor for a child or young person is often cited in both Australian and international literature. Surveys of Australian youth provide evidence that spirituality, or faith, is important for 14 to 15% of the young people surveyed.

For Aboriginal and Torres Strait Islander children and young people, the development of Aboriginal or Torres Strait Islander spirituality is closely linked to family and country or land, and spiritual development depends on connections to particular people and places being maintained. Aboriginal spirituality has been described as feeling connections with people and places – feeling proud and knowing you have connections and bonds with people and being welcomed.

It is important that carers:

- Support and encourage their young people to participate in cultural and spiritual events;
- Allow opportunities for their participation in church or community groups.

### **Emotional development**

Strong and positive relationships with family, friends and community are important for a child or young person's well-being, to their sense of self-worth and to the development of values or a moral code. Families play a principal role in teaching values, and significant adults in the family and broader social circle are key role models in this regard. Connections provide children with stability, without which emotional and psychological development can be adversely impacted. A focus on maintaining relationships ensures that children maintain stable contacts with significant people and groups and promotes better emotional and psychological development.

Some studies have shown an association between conditions such as depression and the presence of psychosomatic symptoms with poor child-parent relationships. Generally, the evidence confirms that friends, parents, relatives and family friends are the top three sources of advice and support for all age groups, that families are the main source for teaching values, and

that family attachment is a strong, protective factor.

It is important that carers provide:

- Open and honest communication in your care environment;
- A constant relationship for the young person with a trusted adult;
- Allow the young person to maintain or develop friendships with peers.

### **Learning and achieving**

Positive participation in education and learning is generally associated with strong lifelong outcomes. Such participation develops important cognitive skills, imparts knowledge and understanding that is important for a person's future, and provides an environment where children can develop important social and life skills.

The recent focus in Australian jurisdictions on the preschool and early primary years is supported by research demonstrating that participation in early childhood programs is beneficial for intellectual development and independence, sociability and concentration, and language and cognitive development. It is also associated with a lower incidence of personal and social problems in later life, such as school dropout, welfare dependency, unemployment and criminal behaviour. Participation and regular attendance at school, especially in the preschool and early primary years, is therefore of significant potential advantage to children from disadvantaged backgrounds. This focus must also extend to other key transition points, including Year 12 and further education or training, because most young people transition out of care between the ages of 16 and 18, while their peers stay at home into their twenties, with a potential impact on their ability to continue with education and training.

Available data and research indicates that areas of focus for assessing educational and learning experiences and outcomes include preschool participation rates, transition to primary school, achievement of specified benchmarks for literacy and numeracy, school attendance and retention rates, Year 12 completion rates, and successful transition to tertiary education, training and employment.

It is important for that young person that they can:

- Attain practical life skills including: self care skills, making friends and networks, basic cooking, basic budgeting, problem solving, learning to drive;
- Have consistent attendance at school;
- Are encouraged and have access to resources to achieve literacy and numeracy benchmarks.

*(Reference – Department of Families, Housing, Community Services and Indigenous Affairs together with the National Framework Implementation Working Group)*





# Bulletin Board



## Carer Conference – Expression of Interest

Please ensure that you fill out the enclosed expression of interest for the next Carer Conference (Dare to Care) to be held in Brisbane on 1-3 April 2011. The expression of interest is to be sent back by 30 September 2010 to Tanya Bouma from the Carer Advancement and Training Team, Level 1, 81 Railway Street, Rockdale NSW 2216.



## Social Networking Sites

A reminder to all carers about confidentiality agreements. Carers need to ensure that they are careful when they use Facebook, MySpace and other social networking sites. Carers are not to use these sites to “talk” about their placements and must not name their young clients on Facebook. To do so is to break the law and breaches the young person’s confidentiality/privacy. It is also not wise to identify yourself as an LWB carer on these social networking sites, in order to protect your own privacy.



## Carer Feedback Survey Report

A big thank you to all the carers who completed the survey online. A summary of the survey outcomes will be available for viewing by early July 2010 on the Carer portal.



## Loyalty Program

For all Carers who are registered with the LWB Loyalty Program, please ensure that you take advantage of the 5% discount offered from Coles and Woolworths. To utilise this discount, you need to buy a gift card online and then present this card at the checkout. You only receive the discount when you purchase the gift card online.

With the school holidays in June, please do not forget to use your loyalty card to receive discounts on a number of different national benefits. Be sure to visit the Loyalty Program Website which you can access from the carer portal ([www.lwb.org.au](http://www.lwb.org.au)) and click on the yellow button to register your access to the carer portal.

## 2010 School Terms

| ACT | 1st Term | 28 Jan – 09 April |
|-----|----------|-------------------|
|     | 2nd Term | 27 Apr – 02 Jul   |
|     | 3rd Term | 19 Jul – 24 Sep   |
|     | 4th Term | 11 Oct – 17 Dec   |

| QLD | 1st Term | 27 Jan – 01 Apr |
|-----|----------|-----------------|
|     | 2nd Term | 12 Apr – 25 Jun |
|     | 3rd Term | 12 Jul – 17 Sep |
|     | 4th Term | 04 Oct – 10 Dec |

| VIC | 1st Term | 01 Feb – 26 Mar |
|-----|----------|-----------------|
|     | 2nd Term | 12 Apr – 25 Jun |
|     | 3rd Term | 12 Jul – 17 Sep |
|     | 4th Term | 04 Oct – 17 Dec |

| NSW | 1st Term | 27 Jan – 01 Apr |
|-----|----------|-----------------|
|     | 2nd Term | 19 Apr – 02 Jul |
|     | 3rd Term | 19 Jul – 24 Sep |
|     | 4th Term | 11 Oct – 17 Dec |

| SA | 1st Term | 27 Jan – 01 Apr |
|----|----------|-----------------|
|    | 2nd Term | 19 Apr – 02 Jul |
|    | 3rd Term | 19 Jul – 24 Sep |
|    | 4th Term | 11 Oct – 10 Dec |

| WA | 1st Term | 01 Feb – 01 Apr |
|----|----------|-----------------|
|    | 2nd Term | 19 Apr – 02 Jul |
|    | 3rd Term | 19 Jul – 24 Sep |
|    | 4th Term | 11 Oct – 16 Dec |

| NT | 1st Term | 27 Jan – 01 Apr |
|----|----------|-----------------|
|    | 2nd Term | 12 Apr – 18 Jun |
|    | 3rd Term | 19 Jul – 24 Sep |
|    | 4th Term | 04 Oct – 10 Dec |

| TAS | 1st Term | 09/10 Feb – 28 May |
|-----|----------|--------------------|
|     | 2nd Term | 15 Jun – 03 Sep    |
|     | 3rd Term | 20 Sep – 16 Dec    |

| NZ | 1st Term | 02-05 Feb – 01 Apr |
|----|----------|--------------------|
|    | 2nd Term | 19 Apr – 02 Jul    |
|    | 3rd Term | 19 Jul – 24 Sep    |
|    | 4th Term | 11 Oct – 20 Dec    |



### Looking for something to do with your kids over the school holidays?

Below is a range of outdoor and cultural activities that will keep the kids occupied over the school holidays including public transport information on how you can get your family there safely.

**NSW:** <http://more.nsw.gov.au/school-holidays?gclid=CNqY46rw-KACFQ5biAodLA5a0w>

**QLD:** <http://www.qld.gov.au/about/leisure-and-culture/recreation-and-attractions/school-holidays.html>

**VIC:** <http://www.vic.gov.au/about-victoria-tourism/holidays-daylight-savings/school-holidays/school-holiday-activities-b.html>

**TAS:** <http://www.service.tas.gov.au/Search/PhraseSearch.asp?Community=Families&DisplayHeading=School+holiday+activities>

**WA:** <http://www.wavisitorcentre.com/en/School+Holiday+Activities+in+Perth/default.htm>

**SA:** <http://www.sa.gov.au/community/links/Community%20Services/School%20Holiday%20Activities>

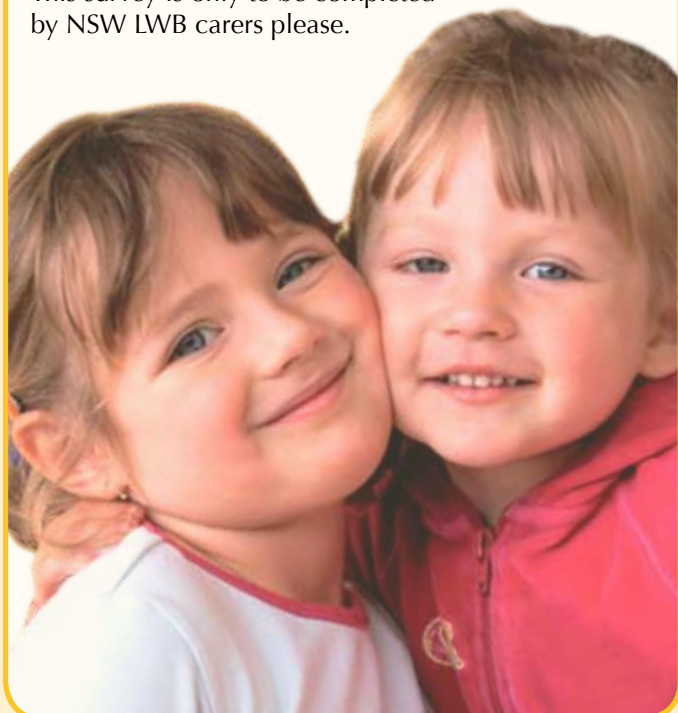
**NZ:** <http://www.kidzstuff.co.nz/category/school-holiday-activities>



### Attention NSW LWB carers only

ACWA (Association of Childrens Welfare Agencies, NSW) is conducting a survey currently to look at NSW carers' support and training needs. The survey has been provided to all carers of government and non-government service providers in NSW. The survey is available electronically, so please click on this weblink <http://www.surveymonkey.com/s/JXZT8H5>. Please complete this survey for ACWA by the end of August 2010. This survey does look similar to our usual LWB annual carer feedback survey; however, this survey does extend into other areas of external support opportunities. If you have any queries regarding the survey, please contact CATT or Sylvia at ACWA on 02 9281 8822.

This survey is only to be completed by NSW LWB carers please.



## Contact us

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