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LIFE WITHOUT BARRIERS
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Issue #4
December 2014

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WELCOME TO WE LIVE LIFE

In this edition of *We Live Life* we shine the spotlight on individuals who are making a difference.

We hope you enjoy reading about our volunteers and staff who, through their passion and commitment, are helping people to change their lives for the better.

In each edition we publish articles about our work with clients and our services, and share inspirational stories from around the country. We also profile our Life Without Barriers teams, innovations and successes.



Did you know, Life Without Barriers is also on Facebook, Twitter, LinkedIn and YouTube @LWBAustralia? Join us in these conversations.



A MESSAGE FROM OUR CHIEF EXECUTIVE CLAIRE ROBBS

With our 20th anniversary year quickly coming to a close, I'd like to take this opportunity to reflect on our achievements of the past 12 months.

This has been another full year for Life Without Barriers' staff and carers.

Our people are Life Without Barriers' most important asset and we were pleased to honor them through a number of awards programs this year.

This year our awards programs have extended beyond our annual Disability Services Achievements Awards to include the inaugural National Carer Awards and our inaugural Employee Recognition Awards.

The awards are a small way of saying thank you, and a tangible way of highlighting the dedication and hard work each of our volunteers and staff.

This year we also began delivering new services and projects to give more people better access to early intervention, prevention and recovery community mental health services in Tasmania, South Australia, Victoria and Queensland

We also opened new facilities at Berri, South Australia to support people who are homeless, and supported accommodation for people with disability at Labrador in Queensland, Whittlesea in Victoria and Frenchs Forest in NSW.

Outstanding achievements of Life Without Barriers staff and teams were also recognised at external awards programs such as the NSW Disability Industry Innovation Awards, where Life Without Barriers won the Excellence in Business Development and Change Management Award.

Our 'new look' also resulted in Life Without Barriers winning the Corporate Identity and Branding Award at the 2014 Sydney Design Awards and at the Northern Territory Disability Services Awards, Carlie McWilliams, General Manager, was nominated in the Emerging Leader category.

Many of these achievements were made possible through our partnerships with government, community partners, and importantly our carers.

Our challenge next year is to maintain this momentum, as while, we have achieved much this year there is always more to be done.

Thank you to everyone who through their engagement with Life Without Barriers, has helped others live their life without barriers. With every good wish for a safe and happy holiday season.

PILLARS OF PRACTICE FRAMEWORK LAUNCHED FOR BEST PRACTICE SERVICE DELIVERY

LIFE WITHOUT BARRIERS: PILLARS OF PRACTICE FRAMEWORK						
OUR GOAL	Clients live life to the full – and choose what's right for them					
OUR BEHAVIOURS THAT MAKE OUR PILLARS REAL FOR CLIENTS	<ul style="list-style-type: none"> Be open and invite feedback Listen carefully and check that you have understood Find out what clients think and feel about what we are doing Listen to needs, observe behaviours Tell clients what we have changed based on their input Use warm and friendly language and show kindness 	<ul style="list-style-type: none"> Be respectful to all people at all times Seek opportunities to genuinely engage with and listen to people with lived experience Be authentic in all interactions Be prepared to change how we do things to remove any barriers to participation Do not make assumptions about how things should be done 	<ul style="list-style-type: none"> Acknowledge that the client is expert on their own life Speak up for our client's interests Be authentic in all interactions Think nothing is too hard, impossible or too basic Keep accurate records of what we do and share information regularly 	<ul style="list-style-type: none"> Invite, engage and support team members Foster the sense that they can change people's lives Do the right thing, not the easy thing Be open to new ideas and be prepared to fail and learn Keep accurate records of what we do and share information regularly Forward new ideas that make a real difference 	<ul style="list-style-type: none"> Acknowledge and compensate others on doing well Invite team members to provide feedback on how we do things Provide shared objectives Communicate regularly and openly Create forums where staff can offer new ideas Reward new ideas that make a real difference 	<ul style="list-style-type: none"> Provide options and models that are proven to work Try a different model if the results aren't good enough Be open to change when you see a better way to do things Evaluate what you are doing regularly Look to peers to see what they are doing that's new
OUR PILLARS – HOW WE CREATE RESULTS WITH CLIENTS	LISTEN TO OUR CLIENTS and demonstrate that they are being heard	RESPECT CULTURE and remove the barriers to participation	PLAN WITH THE INDIVIDUAL and create a plan that expresses their goals and aspirations	INFORM OUR STAFF WELL have a better understanding of performance, capacity and resources achieved	WORK AS A TEAM to multiply our energy and achieve more with our clients	CHOOSE THE MODEL THAT WORKS and get better results
OUR VALUES – AND WHAT WE STAND FOR	WE BUILD RELATIONSHIPS	WE ARE IMAGINATIVE	WE ARE RESPECTFUL	WE ARE RESPONSIVE	WE ARE COURAGEOUS	
FOUNDATION PRINCIPLES	Organisational structure, governance, capability framework, risk management, quality systems and human resources.					
OUR PURPOSE	To partner with people and change lives for the better					

Providing services across different program areas involves implementing a range of models, to reflect the characteristics and needs of client groups.

But across these models of care there is one element that is always the same, and this is having the client at the centre of all decisions.

To deliver a quality person-centred, individualised service to each of our clients, we have developed our Pillars of Practice Framework which articulates for our staff ‘why we do’, ‘what we do’ and ‘how we do it’.

This approach enables us to provide effective services that transcend traditional sector boundaries and reach more children, young people, individuals, families and communities in need to make a positive difference to our clients.

Our Pillars of Practice Framework consolidates the common elements and shared approaches, across all program areas for staff behaviours that are value based and lead to results with clients.

“We published the Framework as the printed document in October so that all practice staff and others could have ready access to it,” said Belinda Mayfield, LWBs National Practice Leader, Family Support and Out of Home Care.

“It is as equally important for our support staff who keep the organisation running smoothly, as it is our frontline workers. As a diverse and dynamic organisation, implementing a shared practice framework based on evidence and practice experience, which builds on our LWB values, supports the quality and consistency of practice across our programs.”

WORKING WITH VOLKSWAGEN TO SUPPORT MORE PEOPLE

After confirming our three-year partnership with Volkswagen in July this year, many of our LWB teams are now proudly driving to their duties in a Volkswagen.

Nearly 500 Volkswagens have already been ‘driven-out’ out across Australia to our service delivery centres.

Peter Armour, LWB National Fleet Manager, said he has received overwhelmingly positive feedback from our teams already driving the Volkswagen fleet cars.



Our Chairperson, Terry Lawler, proudly displays our new Volkswagens, being rolled out across Life Without Barriers as part of our three year fleet arrangements

NATIONAL CARER AWARDS 2014

NATIONAL WINNERS

The inaugural National Carer Awards publicly recognised and celebrated carers across the country. To learn more about the National Carer Awards 2014 including a full list of finalists please visit the website at www.carerawards.com.au

We are delighted to share the stories of the national winners.



NATIONAL YOUNG CARER AWARD **ELLEN HOLMES, MOLESWORTH TASMANIA**

For many young people their biggest issues are what they will do for a living and where they will live when they move out of home.

For all of the young people nominated for a National Carer Award, however, they have shown maturity beyond their years.

Ellen Holmes of Molesworth, Tasmania, is one such young person. Ellen cares for her mother and younger brother who both suffer from a very rare cardiac condition known as Danon's Disease – a condition characterised by weakening of the heart muscle.

Ellen performs all household tasks as well as assisting her mother with medication and supervising the school work of her younger brother, Alex, who is schooled via distance education.

That Ellen is bright, compassionate and articulate, positions her to be an advocate with Carers Tasmania where she works with other young carers in a support role.



NATIONAL FOSTER AND KINSHIP CARERS AWARD **RICHARD AND TRACEY COLLARD,** **KALGOORLIE WESTERN AUSTRALIA**

In early 2012 Richard and Tracey Collard commenced as foster carers with Life Without Barriers in Kalgoorlie, Western Australia, setting out on a life journey that would bring both special challenges and heartfelt rewards.

By March 2012, three Aboriginal boys had been placed in the care of Richard and Tracey.

At the time, there was early hope among everyone that one day soon the boys and their natural dad could be reunified. Sadly, this aspiration to reunite the family initially met with too many challenges. Two years later in March 2014 it was decided to give reunification of the father and his three boys another attempt.

Again, the general consensus was reunification of the family would be met with too many challenges, despite the father's love for his boys.

That's when Richard and Tracey offered to mentor the father of an evening, to teach him about household routines, budgeting and how to reinforce positive behaviours in the boys. They also taught the boys' life skills and how to be self-sufficient.



NATIONAL CARER AWARDS



NATIONAL CARER OF A PERSON WHO IS FRAIL DUE TO AGE AWARD **PAUL WINDRIDGE,** **SOUTH HURSTVILLE, NEW SOUTH WALES**

Patient, calm, encouraging, considerate and respectful are words nominator Suzanne Standfield uses to describe Paul Windridge of Hurstville, New South Wales.

Paul is selfless in the giving of his time and patience to look after his grandmother, aged 92.

Paul does an exceptional job which his grandmother is very appreciative of and Paul's whole family are very proud of him. Paul has been a carer of his grandmother for ten years. He provides encouragement of a mental and physical nature, along with the provision of meals, cleaning, washing and travel.

Paul organises weekly attendance of his grandmother to her dementia group and takes her to visit friends, relatives and church, when she is capable of attending.

On top of this ongoing support for his grandmother, Paul has managed to complete a Diploma in Structural Engineering on a part-time basis to fit in with his caring responsibilities, and this year started his university degree in civil engineering as a part-time student.



NATIONAL CARER OF A PERSON WITH A DISABILITY AWARD **JUDY PATEL, ROMA, QUEENSLAND**

Judy Pattel of Roma, Queensland, has kept her daughter, Tania, in the care of her family since Tania's diving block accident in 1991.

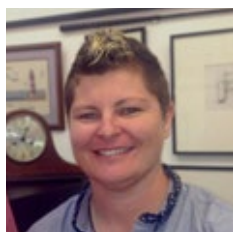
Judy is the primary carer of her daughter, who otherwise may have no option but to live prematurely in a nursing home. Because of Tania's spinal cord injury, Judy is on hand around the clock, to provide support and care for her. Tania has grown to be a happy, joyful woman.

With minimal respite over the years Judy has met the daily lifestyle support needs of her daughter and no matter how tough times have gotten, Tania has flourished.

It's Judy's enthusiasm for life, keen sense of understanding about what's right for her daughter and her continuous advocacy for Tania's right to a full, happy future that makes her an outstanding mother, friend and carer.

NATIONAL DISABILITY SERVICES ACHIEVEMENT AWARDS 2014

Our seventh National Disability Services Achievement Awards were held in Sydney on Wednesday 3 December 2014, coinciding with the International Day of People with Disability. We are proud to share the amazing achievements of this year's winners, here and on our website at www.lwb.org.au



COMMUNITY BUILDER AWARD **SUPPORTED RESIDENCE, LISMORE, NEW SOUTH WALES**

Last year, to celebrate International Day for People with Disability 2013, the people of Lismore, New South Wales held the Festival of Ability. One of the biggest contributors of this community festival was the local Life Without Barriers supported residence team.

The residents entered the festival's Northern Rivers Ability Talent Quest, with the help of disability support program coordinator Emma Turner from the Alstonville office. Emma and well-known performer Michael Gates worked with the group on a dance routine which they rehearsed weekly for five months. Emma also helped with costume design and creation and with the finishing touches, they delivered an award-winning performance under the guise Maude Boat and the Darling Dancers.

Their hard work paid off, earning them the well-deserved first prize; and our presence was added to at the festival, where staff ran information displays about the services we provide.



COMMUNITY CONNECTION AWARD **ROCHERLEA DISABILITY SERVICES TEAM, TASMANIA**

When the Life Without Barriers Rocherlea Disability Services Team developed a Sports Day Challenge four years ago they had no idea it would become so popular.

Since the event was first held in November 2011 at the suggestion of Debbie Haines, a senior disability support worker, it has continued to attract participants from across Tasmania, including the people we support and their families, school students and a number of other community service organisations.

Now an annual event, the Sports Day Challenge activities range from a tug of war to relay races, thong-throwing and a balloon bustle.



BREAKTHROUGH AWARD **CHRISTIAN JACOBS, WESTERN AUSTRALIA**

After just six months with his new host care family, Christian Jacobs, of Bunbury Western Australia, went from being a young man with personal struggles and challenges, to an outstanding, thoughtful member of the local community.

When Christian came to Life Without Barriers in September 2010 it was after many years of living in short term placements with family members, foster carers and hostels. In December 2013 Christian agreed to try a host care arrangement on a rural farm and has not looked back.

Self-respect, respect for others, emotional calmness and empathy towards others are now terms used to describe Christian's warm personality.



BREAKTHROUGH AWARD **PAULA BOWMAN, SOUTH AUSTRALIA**

Paula's spirit of determination and optimism is what made her nomination stand out and why the judges chose her as a winner.

A resident at one of our South Australian supported accommodation homes, Paula faced one of life's biggest challenges when she was diagnosed with breast cancer in May 2013.

When diagnosed, her staff team helped her to understand the very complicated world of diagnosis, treatment options and risks. After chemotherapy and a mastectomy and many follow-up tests, Paula was finally given the all clear with a clean bill of health in July this year. Paula has used her experience for good, helping to raise money for breast cancer research through a Pink Ribbon Breakfast in October.



VOICE AWARD **CHRISTINE CONWAY, NEW SOUTH WALES**

The introduction of the National Disability Insurance Scheme (NDIS) in July 2013 has brought about many changes for people accessing disability services. The NDIS is uncharted territory for everyone, which can make people transitioning anxious about the future of their service, how they will cope with budgets, service management and providers.

But one woman in our Hunter Disability Program took her experience of being one of the first to move to the NDIS and put it to good use for hundreds of people. Christine Conway has become a great advocate for the NDIS, firstly by creating a service plan that suits her needs perfectly, but also by sharing her experience to allay any fears people may have about it.

Since 2013, Christine has attended several conferences and appeared on television to discuss how she is benefitting from our services, thanks to the NDIS. Not only is Christine continuing to share her NDIS journey with those seeking her knowledge, she is now a new member of the LWB Disability Services Advisory Council.

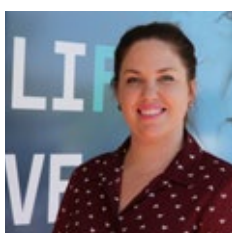


YOUNG ACHIEVER AWARD **TIFFANY MALTHOUSE, NORTHERN TERRITORY**

Tiffany Malthouse is the recipient of the Young Achiever Award for her personal growth over the past year, and her dedication to pursuing her talents.

Life for this 18 year old young woman in Alice Springs is always busy. Tiffany attends Acacia Hill School and Centralian Senior College, and also works at the local Woolworths and a nearby hospital.

This independence and confidence has also led Tiffany to more actively pursue her talent; dancing. Perhaps most impressive of all of Tiffany's achievements of late is her invitation to present at the 2014 Arts Activated National 'Creative Connections' in Sydney this October, led by 'Incite Arts'. This leading arts and disability conference showcases the accomplishments of people with a disability as artists.



COMMUNITY CONNECTION AWARD **CLAIRE OLSSEN, QUEENSLAND**

Claire is a registered nurse who joined the Life Without Barriers Queensland State Clinical Services team in 2013, working with people with complex health needs and disabilities in Far North Queensland.

In this time she has focused on assisting people who have been hospitalised for many years. Having realised that many of these people could be discharged if they have adequate support services and accommodation, if they were to leave hospital, she focused on strengthening their post-hospitalisation care. As a result, many of her clients have successfully left hospital and are now living happily and safely in the community.

Claire did all of this by building strong relationships with hospitals, health and allied health professionals, working together to assess and develop robust procedures for each individuals' personal health plans. Now, many enjoy great improvements to their quality of life thanks to Claire.

ACHIEVEMENT AWARDS 2014 (CONT)



INNOVATION AWARD **SCOTT ARTHUR, QUEENSLAND**

Scott Arthur is one of the Queensland team's long standing disability support staff who has grown with the organisation.

When he became a program manager two years ago, he embraced the opportunity with enthusiasm. Since then, Scott has tirelessly demonstrated an outstanding work ethic and in doing so, has provided an excellent role model for colleagues in all services in the Springwood office. He shows a level of dedication to his clients rarely found in many organisations and is the silent success and backbone to greater things to come for the program.

He has set up countless homes, care arrangements and services for our clients in emergency situations. Anyone who is fortunate to have him on their care team knows that Scott is always only a phone call away if they ever have an emergency or simply want a chat.



PERSONALISATION AWARD **MAX WARD, VICTORIA**

Max Ward, a disability support worker with Life Without Barriers at Cranbourne, Victoria, has delivered outstanding person-centred support to improve the quality of life of one of his clients, Doron, with an intellectual disability.

Before Max came along, the person he supports lived unhappily for years in isolation, spending days alone without social interaction, and unable to contribute to the community.

Max transformed this man's world into a colourful, interesting and vibrant landscape of experiences, opening his mind to a whole new world of possibilities. Max's unlimited energy and patience towards his client has made the world of difference with trips to the coast and interstate, trips to the snow, sea and many other beautiful places Australia has to offer.



PERSONALISATION AWARD **TINA LONGSTONE, NEW SOUTH WALES**

Tina Longstone is a foster carer from New South Wales with a proud history of caring for many children and young people with physical and intellectual disabilities.

Tina currently cares for three children and young people aged five, 13 and 19 years, who are all non-verbal and have a number of health-related needs requiring additional mobility and feeding support.

That Tina has a sound understanding of the individual needs of each child she cares for, coupled with an extensive knowledge of their disabilities and medical needs, positions her to be of great assistance. She's keen to engage them with their cultural backgrounds and is keen on ensuring they access the education they deserve.



ACCESSIBLE COMMUNITY AWARD **CROATIAN CLUB, NEW SOUTH WALES**

Formed around the early 1900s, the Croatian Club in Newcastle is helping to build a more inclusive community for the people we support. It comes as no surprise then that this community-minded organisation has developed a wonderful program with the Life Without Barriers' Hunter Day Service program.

In recent months, the Croatian Club accepted a request from Life Without Barriers' Hunter Day Services to use their premises for social events, including their annual get-together, kicking off with this year's themed Country Hoe Down.

The Hunter Day Services team invited 80 guests to enjoy the buffet and listen to live music, performed by the support staff. The staff were allowed early access while the club was open in order to set up and decorate their premises and no request was too large for the Croatian Club staff, which was greatly appreciated.

SHOWCASING SERVICES, CREATIVITY AND PARTNERS AT THE G20 LEADERS' SUMMIT INNOVATION HUB

Life Without Barriers was proud to be part of the key activities associated with this year's G20 Leaders' Summit at Brisbane in November.

In the lead up to the summit, Life Without Barriers was part of a four-day pre-forum, the G20 Innovation Hub: *Beyond Business as Usual* at Brisbane's Botanic Gardens from the 11 to 14 November.

The Innovation Hub was coordinated by the Wise Foundation and Social Outcomes as a parallel event to the G20 Leader's Summit to stimulate discussion on innovative pathways for strengthening communities.

A highlight of our participation in the Innovation Hub was an invitation to present to delegates attending *Beyond Business as Usual* in the Innovation Market Place at the Botanic Gardens.

Tracy Mackey, LWB National Executive, presented on behalf of LWB, saying she believed, "our participation in the Innovation Hub added to the wealth of information available to visitors involved in discussions on global economic growth.

"During my presentation I was given the opportunity to highlight the role that non-government organisations such as Life Without Barriers has in delivering responses to social need and in helping to develop more resilient communities through shared values," she said

"We also displayed one of our recently branded Volkswagens under our new fleet arrangements to demonstrate how Life Without Barriers works in partnership with the private sector to improve the lives of the people we support."



Life Without Barrier held an information display at the G20 Innovation Hub: *Beyond Business as Usual* at Brisbane's Botanic Gardens from 11 to 14 November 2014, from left: Gabrielle Roberts, Queensland State Manager, Community Engagement and Elise Schumacher, Partnership Manager

NEW RECONCILIATION JOURNEY POSTER LAUNCHED

Life Without Barriers has documented and made public its journey of Reconciliation as an organisation with the aim of capturing the steps to date, and identifying the way ahead.

Gary Oliver, LWB Executive Lead, National Reconciliation, said the celebratory poster reflects our journey in growing cultural capability, and is a reminder of the commitment Life Without Barriers has on working to create better outcomes for Aboriginal and Torres Strait Islander people and communities.

This is another opportunity to raise awareness of our Reconciliation initiatives.

You can download a copy of this poster at our website, www.lwb.org.au, or have a copy sent to you by emailing mac@lwb.org.au

OUR SERVICES PROMOTED IN DARWIN

More people in the Northern Territory are now aware of the Life Without Barriers care and support services thanks to our colourful bus promotions for 2015. The goal is to reach the local community with an awareness campaign of the services available through Life Without Barriers in particular, child care, out of home care, disability services, and our Home and Community Care services for older people.





Leanne Walker, Christine Conway, Leanne Webber and Ray Jeffery



Amy Williamson, LWB Area Operations Manager, Cairns, Brad Swan, Director, Operations North West Australia, Campbell Woodfield, consumer, Naomi Devoy, Queensland's Department of Communities, Child Safety and Disability Services and Campell's support worker, Dale

CHOICE ON THE MENU AT DISABILITY ACTION WEEK CELEBRATIONS IN QUEENSLAND

'Your choice' was on the menu for people in Central Queensland at the Life Without Barriers Disability Action Week breakfast in September, in Rockhampton.

Planning has begun for the introduction of the National Disability Insurance Scheme (NDIS) and new service choices to be implemented in Queensland in 2016 and across Australia by 2018.

Approximately 65 community members attended the breakfast to hear from providers, agencies and people with a lived experience of the scheme.

Christine Conway, who is a consumer through the NDIS in the Hunter Region of NSW, shared her experiences of participating in the scheme. Christine was joined on a panel by Leanne Webber, LWB Operations Manager, Hunter Disability, and together they provided advice on the benefits the NDIS can offer.

Ray Jeffery from the National Disability Insurance Agency in Queensland also spoke about the NDIS in Queensland and what it will mean to people with Rockhampton with a disability.

The audience also heard from Peter Smales, Acting Regional Executive Director, Central Queensland, Department of Communities, Child Safety and Disability Services, and local disability advocate, Des Ryan, representing the Queenslanders with Disability Network.

"The National Disability Insurance Scheme is going to bring big changes for people with a disability, their families and carers in Central Queensland," Amy Williamson, LWB Area Operations Manager, Cairns, said.

"The scheme will bring more opportunities for people with a disability to choose and direct the supports they need and it will create a more competitive market place in terms of service providers.

"As a national organisation with a strong focus on people, relationships and responsive service provision, and we are very optimistic about the opportunities the NDIS will bring for people with a disability and our organisation," she said.

Amy said Life Without Barriers was proud to add disability support services to their operations in Rockhampton, which already included professional care services for older Australians and out-of-home care for children and young people.

The event was kindly supported by ABC Radio Capricornia and the Queensland Department of Communities, Child Safety and Disability Services.

MENTAL HEALTH WEEK 5 TO 11 OCTOBER 2014

LIFE CHANGING HEALTH PROJECT LAUNCHED IN SOUTH AUSTRALIA

This year Life Without Barriers was proud to celebrate Mental Health Week in South Australia with its body and mind fitness program – the LWB Physical Health Needs Project.

The project aims to address the poorer physical health experienced by many people with mental health challenges.

“It has become evident that people with mental health issues usually have poorer physical health than the general population,” said Janine Donaldson, coordinator of the Physical Health Needs Project.

Janine said research had found that people with mental illness had an approximately 25 year lower-life

expectancy, with cardiovascular disease being the leading cause of death.

“That’s why this project is so important – it will help to address both the physical and mental health needs of the people we support on an individual basis.

“We will work closely with physical health providers to deliver a holistic approach to treatment and recovery for the people we support.

“I am excited to be involved in this important initiative to identify and



Janine Donaldson, coordinator of the Life Without Barriers Physical Health Needs Project, provided the keynote address

support each client’s health needs, with an approach which is evidence-based and recovery-focused,” she said.

Key partners from across private, community and government sectors, and members of the LWBs national executive attended the launch, including Chief Executive Claire Robbs.

LWB launched the Physical Health Needs Project on 25 September in readiness for Mental Health Week, recognised this year from 5 to 11 October.



DON'T LOSE YOUR MARBLES – MENTAL HEALTH AWARENESS

On Tuesday 2 December 2014, Life Without Barriers was proud to host the 2014 ‘Don’t lose your marbles’ challenge at our Parry Street premises, Newcastle. Douglas Holmes, a mental health advocate and peer worker with St Vincent’s Hospital, Sydney, and keen Life Without Barriers’ supporter, is the creator and coordinator of the Don’t Lose Your Marbles challenge. For more information about this program visit www.cosnp.info/about/tmc/

APOLOGIES AND CORRECTIONS

In our September issue of our We Live Life, some captions were misplaced against photos of winners in our inaugural Employee Recognition Awards. Our sincere apologies for this error and inconvenience of all involved.

JACK TACKLES CRADLE MOUNTAIN, TASMANIA, IN SUPPORT OF LIFE WITHOUT BARRIERS

Eight year old Jack Duffy of Launceston Tasmania is a reminder that children with disability have many abilities, achievements and strengths to celebrate.

Jack has cerebral palsy, spastic quadriplegia and cannot walk, talk or eat on his own, yet this has not stopped him from taking on new challenges in life.

Jack's next challenge is to complete the 65km Overland Track, across Tasmania's fabulous Cradle Mountain region, in April 2015 to raise awareness and funds for Life Without Barriers.

That Jack will be carried on the back of his proud dad, Chris, and will be supported by a small hiking team comprising police, firefighters, a paramedic, a teacher, a parks ranger and a Life Without Barriers staff member, will help make the six day journey more adventurous.



Jack Duffy and dad Chris will tackle Cradle Mountain, Tasmania in support of Life Without Barriers, much to the delight of siblings, Xavier and Jaimie

Jack's life and this adventure isn't about what he can't do, it's about how – with a little help from those around him – he can do just about anything.

One of Jack's passions is to raise awareness for other people who face challenges of their own, and that's why Jack is a keen supporter of Life Without Barriers and embraces one of our favourite mottos – championing opportunity for all.

Earlier this year, Jack and his dad, Chris and mum, Erin, met with the LWB team at Rocherlea Tasmania to discuss the

concept of raising awareness and funds for our important services.

That Jack's previous adventures had included Kayak Jack where he joined his dad for one hour everyday paddling from Launceston to Hobart (more than 600km in total) and two marathons (his Dad pushed him the 42km each time) gave rise to the idea of making his next challenge the Overland Track at Cradle Mountain.

You can follow Jack's adventure on Facebook at www.facebook.com/OverlandJackLWB

FIVE MINUTES WITH JACQUI MCMAHON

Disability Support Coordinator,
Western Australia



Jacqui (centre) pictured with LWB Disability Support Worker Gail Gilpin and client Chris. Chris shared his story in one of the videos prepared to support this year's annual report. You can watch his story and hear from Jacqui and Gail via our YouTube site, website and as the feature story for Western Australia in our online annual report lwb2014.org.au

When and why did you join Life Without Barriers? I joined Life Without Barriers in 2011 as a support worker and am now a Disability Support Coordinator.

What do you most enjoy about work? I love working with our clients and, with the help of our team, affecting changes and enhancing quality of life and community involvement for all.

What profession other than your own would you consider? Movie star.

Do you have a favourite word or phrase? Support and teach.

What do you like to do outside of work? Hang out with friends and family.

Do you have any hidden talents we should know about? I make a mean Vindaloo and am quite proficient at organising and hosting various events for clients and staff.

What inspires you? Making people laugh and being valued for the work I do.

My first job was... Working in a fish and chip shop when I was 14. It was disgusting I smelt like fried fish for two years.

My greatest achievement has been... My three beautiful children who are all happy healthy and following their dreams.

The person I most admire is... I admire lots of people, I see great qualities in all different people in my life that I try to emulate from family to work colleges, clients and my dog.



Jarrah Retreat – a new partnership mental health initiative in the Albury/Wodonga region on the NSW and Victorian border – opened in October 2014

JARRAH RETREAT

A NEW MENTAL HEALTH INITIATIVE OPENS AT ALBURY WODONGA

Jarrah Retreat – a new partnership mental health initiative in the Albury/Wodonga region on the NSW and Victorian border – opened in October 2014 to provide people living with mental illness a self-directed recovery centre.

“Jarrah Retreat is the result of a collaboration with the Albury Wodonga Health to deliver this important service which will go some distance towards creating healthier communities,” Teresa McClelland, Victorian Operations Manager, Life Without Barriers, said.

This purpose-built facility now delivers short-term programs for up to 10 people at a time, aged between 16 to 64 years of age. It offers vital access to early intervention, prevention and recovery based mental health services.

“At Life Without Barriers we are proud to partner with Albury Wodonga Health to deliver this important service which will go some distance towards creating healthier communities,” Teresa said.

“The onset of a mental health challenge for anyone can be extremely traumatic.



The new entry to Jarrah Retreat

“Sometimes it’s difficult to understand what is happening and this can result in major disruptions to life and connections with family and friends.

“Sadly, it’s estimated that one in five people experience some form of mental health challenge in their lifetime,” she said.

A key feature of Jarrah Retreat is its safe, supportive and friendly environment.

Facilities include two kitchens, an outdoor barbecue and entertainment area, landscaped gardens, computer access, creative art and child friendly spaces, self-contained accommodation and wheelchair access throughout.

“Opening Jarrah Retreat is yet another important celebration in our 20th anniversary year.”

OUR 2014 ANNUAL REPORT IS NOW ONLINE



This year we've gone digital and created a website as our Annual Report.

One feature of our 2014 Annual Report website is our Shared Stories spread throughout the report.

"It is one thing to have us tell you about our work," said Chief Executive, Claire Robbs, "but quite another thing to see it for yourself.

"We are grateful to current and former clients who gave freely of their time to share their personal stories in the video."

KEY STATISTICS CHART OUR GROWTH

Since Life Without Barriers began in the 1990s our breadth and reach of services have grown.

With an original focus on disability support in the Newcastle area, today we operate in 250 communities across Australia in out of home care, mental illness and homelessness support, aged care, refugee and asylum seeker services, and disability support.

In the past financial year, we provided support to more than 6000 people.

We supported nearly 2000 people with disability including people through the National Disability Insurance Scheme (NDIS) to direct their own care.

We've also provided family support and out of home care services to help

more than 2200 children, young people and their families thanks to our out of home care carers and staff.

In this same period we delivered services to support more than 940 older Australians to remain living in their home; and helped more than 340 refugees and asylum seekers in Australia.

It's the services we provide and the people we support that sets us apart from other community service agencies.

In 2013-14, we also provided mental health and homelessness services for almost 400 people and over the past year our commitment to Reconciliation is one example of how we are strengthening our support, and listening to our first Australians, across Life Without Barriers and in the community.



Launching the Culturally Sensitive Practice in Out-of-Home Care guide with our partners, Lindsay Wegener, Peakcare, Steve Jacques, Key Assets, author Jatinder Kaur, JK Diversity Consultants, and LWBs Kelly Buckingham, Rob Ryan, Key Assets, and LWBs Dean Keep.

PRACTICE GUIDELINES IMPROVE SERVICES FOR CHILDREN AND YOUNG PEOPLE

Life Without Barriers' partnership with JK Diversity Consultants, Peakcare Queensland and Key Assets has culminated in the release of a resource to ensure culturally appropriate care for children and young people.

This new practice guide, titled *Culturally Sensitive Practice in Out-of-Home Care: A Good Practice Guide to supporting children and youth from Culturally and Linguistically Diverse (CALD) backgrounds*, has been developed for people working with children and young people from CALD backgrounds.

LWB Operations Manager Kelly Buckingham said the development of a cultural practice guide had been a priority for Life Without Barriers.

"This practical resource will provide an effective tool to break down barriers, and embrace culturally sensitive practice and create an opportunity to reflect on our own culturally encapsulated beliefs and values," Kelly said.

Life Without Barriers is committed to seeing positive change in the lives of the people we support and providing holistic support programs.

"We know that to achieve this commitment we must work together to support the social, cultural, linguistic and spiritual diversity of individuals and communities."

The guide was launched at a Griffith University on 5 September by author Jatinder Kaur, who recognised the value the partners played in supporting and developing this resource.

Jatinder said the guide, which includes a range of case studies, unpacks what it is to adopt culturally-sensitive practice; and provides resources for improved service planning and the development of cultural support plans and culturally matched placements.

The guide is freely available online at www.jkdiversityconsultants.com.au or you can request a printed copy by emailing kelly.buckingham@lwb.org.au



Celebrating the opening of the new Berri premises, from left: Andy Kilgour, Chief Operating Officer, National Executive, Bruce Mulligan, Director of Human Resources, Christy Kitto, Operations Manager, Riverland, South Australia, Claire Robbs, Chief Executive, and Ashley Couzens, Team Leader, Riverland, South Australia

OUR NEW BERRI PREMISES DELIVERS MORE ASSISTANCE TO THOSE EXPERIENCING, OR AT RISK OF, HOMELESSNESS

Life Without Barriers was proud to open a new premises at 12 Crawford Terrace, Berri South Australia on 23 September 2014 complete with kitchen, bathroom and laundry facilities for use by local people who are experiencing homelessness; and the Riverland Assertive Outreach and the Personal Helpers and Mentors Targeted Service.

In congratulating Life Without Barriers on its program, South Australia's Minister for Communities and Social Inclusion, Zoe Bettison said, "This program provides pathways out of homelessness by delivering housing as a first response, to end rough sleeping and is delivered in partnership with the Exceptional Needs Unit in Disability SA."

This financial year, the South Australian Government is providing more than \$400,000 towards our Riverland Homelessness Assertive Outreach Program to addressing homelessness in the Riverland.

PRINCIPLES FOR PARTNERSHIPS IN ACTION ENDORSED

Life Without Barriers has made a public commitment to adhere to the 'Principles for a partnership-centred approach for non-government organisations working with Aboriginal and Torres Strait Islander organisations and communities' in October 2014.

This agreement to the principles reaffirms LWBs commitment to working in partnership with Aboriginal and Torres Strait Islander organisations and communities to improve outcomes for Aboriginal and Torres Strait Islander people.

Through adherence to these principles, which were supported by the Australian

Council of Social Service, we can look forward to developing new partnerships and strengthening existing partnerships.

"In practice, the agreement will ensure LWB engages with Aboriginal and Torres Strait Islander people, organisations and communities in the development, delivery and review of services that impact on Aboriginal and Torres Strait Islander people to ensure that culturally appropriate services are delivered," said Gary Oliver, LWB Executive Lead, National Reconciliation.

For more information about the agreement please email gary.oliver@lwb.org.au

OUR HOME CARE PACKAGES SUPPORT OLDER PEOPLE TO STAY LIVING AT HOME

Doug and Joan Heaton of Broadwater, south of Ballina, NSW, have lived in their family home for more than 15 years and, with the support of Life Without Barriers, have no plans to move.

Joan began accessing our professional care services for older Australians since October 2013, and was LWBs first client of our Home Care Packages program in Australia, but she is also now the most long-term person in our program.

“Our services are all about the people we support having control over their care needs,” said Rick Eggins, LWB Case Manager.

“With the support of our Home Care Packages program, Joan and Doug look forward to continuing to live independently at home and in their local community.”

Life Without Barriers is a government-approved provider of the Home Care Packages program funded by the Australian Government’s Department of Social Services.

Through the program we support older people to live in their own home and participate more fully in community by providing assistance with household maintenance, accessing community activities or specialised clinical support such as nursing in the home. Our Home Care Packages program is now available in all states except Tasmania.



Doug and Joan Heaton of Broadwater, south of Ballina, plan to stay living in their family home with the support of Life Without Barriers

#ICONNECT

A NEW MENTAL HEALTH PROGRAM FOR YOUNG PEOPLE IN TASMANIA



In June 2014, Life Without Barriers began delivering its first ever mental health service in Tasmania through a program for young people – #iConnect.

“The #iConnect program will give young people, aged 12 to 18 years, better access to early intervention, prevention and recovery focussed community mental health services,” said Rhonda McLaughlin, LWB General Manager for Tasmania.

“Through this service we will work with young people to focus on a framework of recovery and encourage each client’s involvement in decision-making when planning their care and recovery process.”

#iConnect is being delivered by Life Without Barriers in partnership with Tasmania’s Department of Health and Human Services. It offers

individualised community-based and flexible psycho-social support for young people with, or at risk of, severe mental illness, and their families or caregivers.

“We will be providing intensive and individually tailored support packages to assist clients of Tasmania’s Child and Adolescent Mental Health Services or Community Forensic Mental Health Services who may benefit from additional therapeutic community based support,” Rhonda said.

“This will include working collaboratively with young person and their clinician to assist in the young person’s progress towards recovery and/or the ongoing management of their illness and support needs.

“The onset of a mental health challenge for anyone can be extremely traumatic, and especially for young people grappling

with all of the transitions that happen during adolescence and early adulthood.

“We are proud to partner with Tasmania’s Department of Health and Human Services to deliver this important service which will go some distance towards creating a healthier future for young people with mental health challenges,” Rhonda said.

Since #iConnect began in June, our LWB team has already started noting some positive outcomes such as the ability for some young people to engage in trusting relationships with their family and case managers, a reduction in their social anxiety and an increase in community engagement including education.

#iConnect is our first ever Life Without Barriers mental health service to be offered in Tasmania and is part of the National Partnership Agreement on Improving Health Services in Tasmania.

COMMUNITY ARTWORK AT LENNOX HEAD A CREDIT TO OUR YOUNG PEOPLE

Children and young people in far northern New South Wales have created a colourful community artwork in the coastal town of Lennox Head.

Developed as part of a Transform Art Project 2014, the artwork is intended to beautify Lennox Head while encouraging creativity and positive social outcomes for the children and young people Life Without Barriers supports.

The participation of children and young people in the creation of this community artwork is a reminder of our commitment to working in partnership with our local community.

The Transform Art project 2014 is a public art project that was funded and



The latest community art project in Lennox Head

organised by the partnership of the Lennox Arts Board Inc, Life Without Barriers, Foundations Care, Essential Energy and the Ballina Shire Council.

This is the second Transform Art project to be completed in Lennox Head and the Lennox Arts Board has more planned for Ballina and Alstonville.



CELEBRATING OUR RECONCILIATION INITIATIVES IN 2014

Waltja Tjutangku Palyapayi Aboriginal Corporation wins the 2014 Indigenous Governance Awards

The Waltja Tjutangku Palyapayi Aboriginal Corporation was one of a handful of winners in this year's 2014 Indigenous Governance Awards held in Melbourne on 30 October.

Waltja Tjutangku Palyapayi Aboriginal Corporation, a community based organisation working with Aboriginal families in remote Central Australia and the APY lands in South Australia, took home first-place as Category A winner for incorporated organisations for governance.

As part of the awards process, Reconciliation Australia partners large organisations with awards finalists to support the development and implementation of projects and increase the capacity of both organisations.

As the partner organisation with the Waltja Tjutangku Palyapayi Aboriginal Corporation, Life Without Barriers met with executive members of Waltja Tjutangku Palyapayi Aboriginal Corporation prior to the awards to discuss our future partnering opportunities.

"We've agreed with Waltja Tjutangku Palyapayi Aboriginal Corporation representatives, that high importance will be placed on cultural respect and relationship building between our two organisations while we work together to determine joint service delivery projects and two-way capacity building initiatives over the next few months," said Gary Oliver, LWBs Executive Lead, National Reconciliation.

This work will continue to build on Life Without Barriers capacity to increase positive outcomes for Aboriginal and Torres Strait Islander people and communities.

The Indigenous Governance Awards were created by Reconciliation Australia in partnership with BHP Billiton to identify, celebrate and promote effective Indigenous governance.

Sereako Trellogen (centre) and Brad Swan, Director, Operations, North and West Australia

LIFE WITHOUT BARRIERS OPENS NEW PREMISES AT CAIRNS

A new Life Without Barriers premises was officially opened in Anderson Street Cairns, far north Queensland on 12 November 2014.

More than 70 community members attended the opening including the people we support, foster carers, management and staff of community and government agencies.

"The new office space has given us some much needed additional room for our Home and Community Care, community care services team, Strong Mobs program team and our area management team as well as a great environment for the training we do with our staff, foster carers and now, through our Registered Training Organisation.

"We were delighted to have so many of our Life Without Barriers' friends and supporters in the Cairns community join us for the official opening and naming ceremony of our expanded new premises on Anderson

Street, Cairns in November," Amy Williamson, Area Operations Manager Cairns, Life Without Barriers, said.

Sereako Trellogen, a Torres Strait Islander man who we have walked alongside for a number of years, officially named our new training room 'Kod' meaning 'passing on training knowledge and wisdom'.

Life Without Barriers will soon commence delivery of Certificate 3 in Disability Services and Certificate 3 in Home and Community Care in Cairns. The training is free for eligible applicants through the Certificate 3 Government Guarantee and Community Learning program.

Amy said the training room was also now available for use by other community sector organisations.

WISHING YOU A SAFE AND HAPPY FESTIVE SEASON

As we celebrate the festive season, Life Without Barriers says a big and heartfelt thank you to all of our valued staff, carers and partners for brightening the lives of the people we support, especially children and young people in foster and kinship care.

All year round, Life Without Barriers aims to achieve a fairer and more inclusive community through partnering with people in the community and supporting them to change their lives for the better.

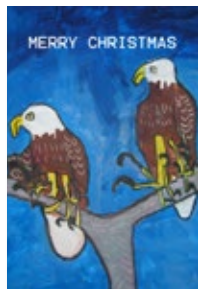
We know how generous people can be in helping to build more caring communities, and the festive season provides a wonderful opportunity to thank them. We would like to thank each and every one of you for your efforts to support to more than 6000 people to reach their potential every day through our services.

We look forward to working with you all as we move into another exciting year.

CHRISTMAS CARD DESIGNS FROM OUR ARTISTS

This year Life Without Barriers is celebrating Christmas through a collection of original and beautiful festive designs.

Five Flowers by Samuel Bosworth of Hobart, Tasmania, will be our feature card this year for Life Without Barriers. Samuel attends weekly art classes at our day program at Claremont and his artwork reflects his amazing eye for detail and love of patterns and colour. Keep your eyes out for our electronic Christmas cards.



CONNECT, WATCH, LIKE AND FOLLOW LIFE WITHOUT BARRIERS. PLEASE 'LIKE US' ON FACEBOOK TO JOIN IN THE CONVERSATION AND SUPPORT THE ORGANISATION OR FOLLOW US ON TWITTER @LWBAustralia, WWW.LWB.ORG.AU, LINKEDIN AND YOUTUBE.

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