



CHRONICLES



The CODA Office will close at 4:00pm on Friday 22 December 2017 and re-open at 9:00am on Tuesday 2 January 2018.









For urgent inquiries during this time please call 0418 523 661



Need a last minute gift idea—pop into the CODA Shop for a hand made designer key ring.

CODA Board of Management for 2018



	Ross Soares Chair		David Schram Vice Chair
	John Scarrott Treasurer		Karen Brady
	Mary Carew		Ed Morrissy
	George Roberts		Miffy Shelton

Board Meeting Dates

- Monday 19 February 2018
- Monday 19 March 2018
- Monday 16 April 2018
- Monday 21 May 2018
- Monday 18 June 2018
- Monday 16 July 2018
- Monday 20 August 2018
- Monday 17 September 2018
- Monday 15 October 2018
- Monday 19 November 2018
- Monday 17 December 2018

CODA Supervisors for 2018

2017 has seen changes to our team of service supervisors and we have welcomed Mitzi Featherstone to the role of Clinical Practice Manager.

CASS House — Bernice Reynolds Supervisor



CASS House is a home with 24 hour care for five residents with an intellectual disability or acquired brain injury. Our aim is to provide a home that is happy, stable, safe and enriching for each individual, while delivering quality support appropriate to each individual's needs.

Individual Support — Sue Gamble



Individual Support is a team that assists a number of clients to live independently within the community. Our clients largely make their own life decisions and are able to advocate for themselves. We aim to uphold the rights, dignity and self-determination of each client in the least restrictive environment possible and to be accessible and flexible to support their rights and needs.

Jalmah — Lucy Morrissy



Jalmah is a shared supported accommodation house which provides 24 hour care for five residents. The aim of Jalmah is to provide quality support incorporating assistance with developing living and social skills. All residents actively participate in decision making processes related to their day to day activities and those of the house.





Langdon House and West Street — Jo Cook



Langdon House provides short term accommodation services to clients with intellectual, physical and sensory disabilities living in the community. It also provides clients with a supportive space to develop independent living skills and opportunities for social and other learning experiences.

West Street aims to provide an immersive environment for clients to build on initial independent living skills acquired at Langdon House or at home.

Launch Pad — Kerrie Black



The Launch Pad provides support to clients with a focus of learning and capacity building. The Launch Pad offers group and individual support including swimming, art, technology, physical fitness and life skills including targeted in-home supports and development of social skills.

The LEAP Shop — Carla Marshall



The LEAP Shop is a recycled goods store, which stocks clothing, home-wares, toys and fashion accessories. The LEAP principals are: Learn, Engage, Achieve, Participate.

The LEAP Program provides a space where people can:

- Learn and practice new skills, including those which may lead to employment.
- Engage in the community and practice social inclusion.
- Have a retail outlet for their artistic creations.
- Generate income that will assist the organisation to achieve its mission.

LEAP encourages volunteers to provide service and interact with the customers who come in to the shop and also to participate in social activities when friends call into the shop for a visit. Participants learn employability skills such as how to manage the stock in the shop and how to keep the work environment clean, tidy and safe for customers and clients.

Recreation, Specialist and Children's Services — Renee Wilson



Recreation, Specialist and Children's Services was established in late 2016.

The service recognises:

- The growth in requests from families for a range of specialist and childrens services that support activities outside the family unit and provide parents and siblings with a break from their caring role.
- The specific skills required to successfully support people on the autism spectrum or those requiring positive behaviour supports.





Muffins at CASS House

Ray has been enjoying cooking muffins at home on a Thursday with Trish.



New Sign for Langdon House

The Langdon House clients and Children's Services groups have been busy designing and creating (under the watchful eye and guidance of Supervisor Jo Cook) a new sign for Langdon House. The sign is soon to be hung at the entrance.





Creative work at The Launch Pad

The Tuesday Art Program group at the Launch Pad has been busy designing and making beaded key rings to sell in the LEAP Shop.

The keyrings are a great gift idea with all proceeds going back into the program.



Aladdin the Musical

A group of 11 clients enjoyed a trip to Melbourne on the train and had a wonderful afternoon of entertainment at Her Majesty's Theatre watching Aladdin the Musical. The group enjoyed a photo opportunity with one of the cast.





Pasta Salad

Ingredients

- 250g spiral pasta
- 3 cobs corn (kernels removed see note)
- 250g green beans, trimmed and cut into 3cm pieces
- 250g lean leg ham, cut into short strips
- 1 red capsicum cut into thin strips
- 3 ripe tomatoes chopped
- 1/4 cup of flat-leaf parsley, finely chopped
- 1 small avocado peeled, stone removed, chopped
- 1/4 cup of fat-free salad dressing.



Method

Step 1.

Cook pasta in a large saucepan, following packet directions, until just tender. Drain. Transfer to large bowl.

Step 2.

Bring a small saucepan of water to the boil. Add corn and beans. Cook for 1 minute or until beans are bright green. Drain. Rinse under cold water to refresh. Drain. Pat dry with paper towel.

Step 3.

Add corn, beans, ham, capsicum, tomato and parsley to warm pasta. Toss until well combined. Add avocado, dressing and salt and pepper. Toss gently to combine. Serve

Have you got a new NDIS Plan?

Have you got a better NDIS plan?

Has your plan been updated? If so CODA needs to know.

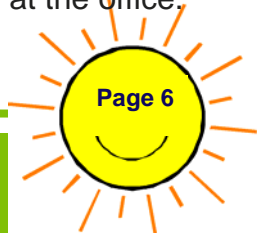
New or changed
NDIS plan?
We need to know!

A new or altered NDIA plan means that you also need a **NEW SERVICE AGREEMENT** with CODA. The Service Agreement sets out the terms of the service that you receive from CODA and also includes important claiming and GST information that CODA must have in place to continue to provide service.

Please come and see Denise to confirm the **continuation** or **change** of your **services** resulting from a new NDIA plan.

If you have **ANY** questions please talk to your service supervisor or Denise White at the office.

Please phone 5231 1573 to talk to Denise.





Heat Health and Heatwaves

Extreme heat or heatwave is a period of unusual and uncomfortable hot weather that could negatively affect your health. Extreme heat can also affect community infrastructure (such as power supply) and other services. Extreme heat can affect everyone, however some people are more vulnerable.

Heat can worsen the condition of someone who already has a medical condition, such as heart disease or diabetes. Heat can also cause illnesses such as heat cramps and heat exhaustion which can lead to heatstroke (a life-threatening condition). The table below will help you recognise the symptoms and what to do.

	SYMPTOMS	WHAT TO DO
HEAT CRAMPS	Muscle pains. Spasms in the abdomen, arms or legs.	Stop activity and sit quietly in a cool place. Drink cool water. Rest a few hours before returning to activity. See a doctor if cramps persist.
HEAT STROKE	Pale complexion and sweating. Rapid heart rate. Muscle cramps, weakness, dizziness, headache. Nausea, vomiting, fainting.	Go to a cool area and lie down. Fan if possible. Drink cool water if not vomiting. Remove outer clothing. Wet skin with cool water or wet cloths. See a doctor.
HEATSTROKE (a life-threatening emergency)	Same symptoms as heat exhaustion except sweating stops. Mental condition worsens, confusion. Seizure. Stroke-like symptoms or collapsing. Unconsciousness.	Call an ambulance—phone 000 Get the person to a cool area and lay them down. Remove clothing. Wet skin with water, fanning continuously. Position an unconscious person on their side and clear their airway.





How the Disability Services Commissioner investigates complaints.



The Disability Services Commissioner listens to complaints about disability services. Anyone can make a complaint about a Victorian disability service provider.

Investigation is another word for finding out more information about a complaint. There are a few steps that we go through before we investigate.



Step 1.

We will listen to you.
We will also ask questions.
We will tell you how we can help you fix your complaint.



Step 2.

Sometimes the best way to fix your complaint is to help you talk to your disability service.



Step 3.

Sometimes we talk to the disability service about your complaint. We ask what happened. We ask why it happened. We read their documents.



Step 4.

Sometimes we have a meeting with you and your disability service. You can have your family, advocate or anyone you need for support come along to the meeting.



Step 5.

Sometimes we decide that your complaint needs to be investigated.



How we investigate complaints

Sometimes the Disability Services Commissioner decides to investigate a complaint. This is to find out what happened and what needs to be done. We do 3 things to investigate a complaint.



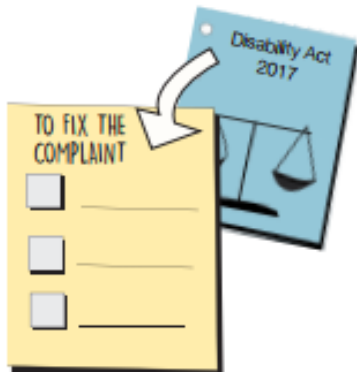
1. Make sure that you are safe.

We ask your service what they have done to make sure that you are safe. We also ask them what they will do to make sure everyone is safe.



2. Find out more information about your complaint.

We speak to the managers. We speak to the support workers. We ask what happened. We ask why it happened. We read documents from the service provider. We do this to find out exactly what happened.



3. Tell the service provider what they need to do so that it doesn't happen again.

We give the service provider a list of things they need to do to fix the complaint. We want to try and make sure it doesn't happen again. The service has to report back to us to show they did what we asked.

We are not an emergency response service. If you feel under threat or at risk of abuse ring the police on (000).



Some investigations are about abuse and neglect of a person with a disability. We might need to work with the police. Victoria Police will get involved if a crime has been committed.



Phone: 1800 677 342
Fax: 03 8608 5765
TTY: 1300 726 563
Email: complaints@odsc.vic.gov.au





New Staff

CODA would like to welcome the following new staff to the CODA community.

Kerry Ryan, Dianne Martin and Corina Morrison.

We hope that your time with CODA and our clients is rewarding and filled with fun and laughter.



**CODA acknowledges the support
of the Victorian Government**

