



THE **JUNCTIONWORKS** Ltd  
"Creating new possibilities in people's lives"

**JULY - SEPTEMBER 2017**

*Celebrating 30 years of  
creating new possibilities*



# Family Connect

The Newsletter Connecting  
Parents, Carers & Supporters  
with The Junction Works



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## LETTER FROM THE CEO

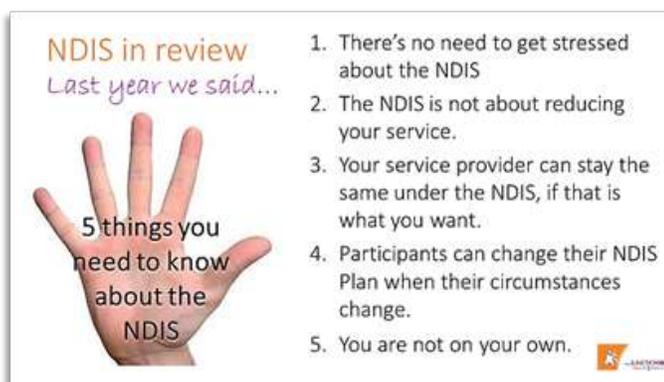
### Dear parents and carers,

As you would be aware, on June 7 2017, The Junction Works held a Parents and Carers Feedback and Information Session at Austral Service Centre. This was an excellent opportunity for The Junction Works to hear how families were coping with their transition to the NDIS and for families to have some of their concerns and questions answered.

At the time of the session, 94% of our families had an NDIS plan in place. Other families were in the process of transition, and a small number had yet to hear from the NDIA. Below is a summary of my presentation to families present at the session.

### NATIONAL DISABILITY INSURANCE SCHEME

You may remember that at last year's Family Forum we presented five things that we thought families needed to know about the NDIS:



**NDIS in review**  
Last year we said...

5 things you need to know about the NDIS

1. There's no need to get stressed about the NDIS
2. The NDIS is not about reducing your service.
3. Your service provider can stay the same under the NDIS, if that is what you want.
4. Participants can change their NDIS Plan when their circumstances change.
5. You are not on your own.

Now, a year later we can say with confidence that we got the last three right, but were too optimistic about the first two.

I'm pleased to say that over the past 12 months, over 95% of our families have received direct assistance from The Junction Works in the development of their first NDIS plan. We have attended 178 planning sessions with families and their Planner or LAC, and have supported the review of over 50% of plans, including one trip to the tribunal.

Nevertheless, the transition to the NDIS has proved to be stressful for many. And some families are finding that their support services, even after their review, are less than they were receiving under ADHC block funding.

### Pressure on the NDIS comes from a number of sources including:

- The demanding pace of the roll-out required by bilateral agreements between governments
- Technical problems with the MyPlace Portal
- Low prices for certain items, in particular 1:1 services like personal care
- The introduction of LACS whose knowledge and skills were variable
- The complexity of service pricing, and
- The scheme's implementation outpacing the preparatory work needed to meet demand.

### These systemic issues have led to:

- Inconsistency in the quality of participants' plans
- Some participants receiving less support than under ADHC Funding
- Shortage of support workers reducing participant choice
- Defective NDIS MyPlace web portal
- Low prices and high administration costs posing substantial risk to service providers and their capacity to meet growing demand for services.

## LETTER FROM THE CEO (cont.)

### *Of course it's not all doom and gloom!*

At The Junction Works we are strong believers in the NDIS, but not the way in which the rollout has been occurring. We know that the previous system was inadequate. We hope, therefore, that a year or two from now, many of the current NDIS stressors will be sorted out, and the scheme can regain its core principal of providing participants with more choice and control.

If you are interested in reading more about these issues, check out the Australian Productivity Commission's Position Paper on the NDIS released on 14th June 2017 - visit:

<http://www.pc.gov.au/inquiries/current/ndis-costs#draft>

### *In the meantime...*

At The Junction Works, we are changing the way we provide services in-line with the NDIS requirements and are developing services to meet clients and families' support needs, including:

#### **THERAPY SERVICES:**

We are still at the beginning of developing our Therapy Team, which is young, keen and active. The team comprises speech pathologists, occupational therapists and psychologists.

Demand for therapy has risen dramatically under the NDIS, leading to longer than acceptable waiting times. We are working to resolve this issue, including through the recruitment of new therapists.

### **NDIS needs changes, NDIA failed to meet standards and expectations, CEO says**

*By social affairs correspondent  
Norman Hermant*

**6 June 2017**

National Disability Insurance Agency (NDIA) CEO, David Bowen, said the preparation for the transition to full rollout "warranted significant improvement".

Mr Bowen also said the agency needed to learn from early experiences.

"What we've heard over the last six to nine months is that we haven't been delivering at a rate that's acceptable to us, and quite frankly not acceptable to all of participants and providers," Mr Bowen told the ABC.

#### ***"There is room for improvement."***

The NDIS has been dogged by media reports of problems with the scheme.

Some participants have criticised the planning process, and there have been numerous complaints that disability support plans fall far short of what participants need to live independently.

Other criticisms include long-standing problems using the NDIS web portal, and there have also been reports the NDIA has instituted a policy to reduce financial support to reduce costs...

<http://www.abc.net.au/news/2017-06-06/ndis-full-rollout-warranted-significant-improvement-ndia-boss/8593770>

## LETTER FROM THE CEO (cont.)

If a participant has not used their therapy funding by the time their plan is renewed, please ensure that you ask for the funding to be rolled over in their new plan.

### FOCUS ON SKILLS DEVELOPMENT:

Skills development means different things to different families. Our skills development curriculum builds participants skills to...

- Access the community
- Take on new activities
- Enjoy greater independence
- Undertake formal training
- Obtain employment, and
- Have a higher quality of life

Into the future we will be focussing more on aligning skills-based programs to participants' and families' aspirations, and refocussing our curriculum as required.

### LIVING SKILLS & RESPITE HOUSE:

We have the land! We've raised the funds! We're just waiting for Liverpool City Council to re-zone the land before we build. The land has been donated to TJW by a local philanthropist, and is located on the corner of Kelly Street and Bringelly Road, Austral. The facility will provide a base during the day for the learning of independent living skills, and be used as transition housing and respite during the night and weekends.

### NEW SUPPORTED ACCOMODATION:

TJW is taking advantage of new ways of establishing supported accommodation within the NDIS environment. Our first new group home, located in Edmondson Park, will be completed in

March next year.

The NDIS will provide a level of funding which will enable support provisions for people living in the house. Over the next month we will be asking families whether supported accommodation is part of their future plans as part of our plan to provide facilities and support in a timely fashion.

If you weren't able to attend the session but have questions about the NDIS, please don't hesitate to drop me a line on 8777 0500, or via email to [chrisc@thejunctionworks.org](mailto:chrisc@thejunctionworks.org).



*Above: Land currently awaiting council approval for the development of the Living Skills & Respite House.*

## LETTER FROM THE CEO (cont.)

### PARENTS AND CARER'S SURVEY

Finally, thank you to the 71 families who returned our **Parent and Carer's Feedback and Satisfaction Survey**. The survey is an important form of feedback that assists us to improve current services and to develop new ones that meet your needs and expectations.

The results were overwhelmingly positive, and I am delighted to report that 100% of respondents said that TJW staff are friendly and respectful, and 90% said that the services provided by TJW significantly increased the quality of life of their family member.

One area for improvement is the level of information we provide to parents and carers about their family member's achievements. (76% of respondents said we provided sufficient feedback.)

We are now looking at this issue and will be developing more consistent and informative ways of providing information about participants' activities and achievements.

Any concerns you have about your family member, however, should still be directed to their Program Coordinator or to Nick Mihas, Manager of Disability Day Services:

**Nick Mihas**  
TJW Manager Disability Day Services

Ph: 8777 0500  
Mb: 0439 960 616  
E: [nickm@thejunctionworks.org](mailto:nickm@thejunctionworks.org)  
Post: PO Box 15, Austral NSW 2179

Please also know that my door is always open and that you can contact me with issues of concern and other feedback.

All the best,



**Chris Campbell**  
Chief Executive Officer

*A warm welcome to Minh Nguyen, the newest member of our Connect Team!*

Minh has started with The Junction Works as a Connect Worker, having two years' experience in aged care and disability, as well as nine years' case management experience.



Minh is fluent in Vietnamese and is keen to meet our families, as well as to be a point of contact for parents and carers who may be seeking information or assistance to plan for future needs.

For more info about The Junction Works' Connect Services, contact us today:

PH (02) 8777 0500  
E [info@thejunctionworks.org](mailto:info@thejunctionworks.org)  
W [www.thejunctionworks.org](http://www.thejunctionworks.org)

## POWER OF THE DREAM: TJW JUNE CONCERT



*Our Junction All Stars troop made their dreams a reality through a showcase of talent at The Power of the Dream Concert.*

Power of the Dream took place on Wednesday the 28th June at Casula Powerhouse Arts Centre, made possible through months of hard work put in by the 100 talented young adults with a disability who developed and performed at the show.

This year the concert came to life through music, drama and screenplay - and for the first time at The Junction Works, through motion capture technology, made possible through The Junction Work's partnership with The University of New South Wales. Used for film or video game creation, motion capture involves recording real-time movement digitally, which was demonstrated by Junction All Stars' member, Ben, in the show finalé.

The technology has provided a unique experiences for a number of young adults with a disability in TJW performing arts programs, whom have had the opportunity to be a part of this exclusive technology at UNSW over the past few months.

Power of the Dream was also the first TJW production to involve tap dancing, which the guys performed for the first time to an audience in a catchy 'New York' routine.

Thank you to TJW Disability Support Worker Sarah Webb who has introduced her own tap dancing skills to the young adults supported at The Junction Works, many of whom now share the same passion for performing this art.

The Junction Works would like to thank Creative Director Adrienne Coulter for producing the June Concert, as well as all parents, carers and friends who came along to support the guys at the show.

**Be sure to save the date for the next Junction All Stars performance, which has been confirmed for WEDNESDAY DECEMBER 6 at Casula Powerhouse Arts Centre (more details to be released).**

For all the photos and videos of the Power of the Dream Concert, including footage of the full tap dance routine and concert highlights, follow The Junction Works's [Facebook Page](#), or head to the video page on our website at: [www.thejunctionworks.org/newsroom/videos](http://www.thejunctionworks.org/newsroom/videos).



## DINING AT THE JUNCTION CAFÉ

*The Junction Luncheon Experience is quickly becoming a popular end-of-week treat amongst the local community and staff at The Junction Works.*

Each Friday, The Works Kitchen and Catering Crew - comprising TJW Catering Program Coordinators and program participants - are offering a professional dine-in experience at The Junction Works' Austral Service Centre to staff, families, supporters and the local community.

The Luncheon Experience has been particularly popular amongst residents at Austral's Tobruk Retirement Village, many of whom are now 'Friday regulars' at the café.



*Above: Lauren and Francesca from the Works Catering & Kitchen Crew preparing for guests at a Friday Luncheon.*

The Luncheon Experience provides a diverse range of independent and work-ready skills for the participating young adults.

Building on cooking and kitchen skills, the café has provided a new avenue for skills development in professional dining and serving etiquette, such as showing guests to tables, taking orders, serving meals and clearing up tables. This is in addition to the vital 'back of house' training that the guys have received to be able to wash and iron their uniforms, handle payments, utilise fresh ingredients

from our Cowpastures Community Garden and develop the social skills required to greet and serve members of the public. For some participants, this has meant shifting from minimal verbal skills, to confidently welcoming and serving visitors - a significant achievement on every level.



The Junction Works' Luncheon Experience would not be possible without the expertise and creativity of TJW Kitchen & Catering Program Coordinators, Lyndan Barwick and Lesley Reed, as well as the enthusiastic young cooks in the program.



**The Junction Works would like to invite you to our upcoming FAMILY LUNCHEON DAY at the Austral Service Centre, to experience first-hand the professional service and passion of the guys - please find the details below.**

**SAVE THE DATE!**

**TJW FAMILY LUNCHEON DAY**

When: **FRIDAY 28TH JULY**

Where: **TJW Austral Service Centre**

135 Thirteenth Avenue, Austral 2179

*More details to be released on our website and social media.*

## EVEN CLOSER: JUNK FREE JUNE FUNDRAISING SUCCESS



On account of the local community, families, corporate sponsors and TJW staff, our 2017 Junk Free June appeal was a huge success - raising \$60,000 for supported accommodation services at The Junction Works.

*Over \$8,000 was raised for Chris Campbell's Junk Free June challenge, in addition to a generous \$52,000 donation made by Sargents Pies to The Junction Works for the fitout of our Edmondson Park service centre.*

Our guys also got in on some Junk Free June action, hosting open days, luncheons and selling raffle tickets at our sites - even getting busy washing cars for fundraising at our Vitality Centre!



We would like to thank our corporate supporter Sargents Pies, who have once again offered a

hand to assist The Junction Works in *Creating new possibilities in people's lives.*

All funds raised through Junk Free June, as well as through our upcoming Charity Golf Day on 13th October 2017, will go towards developing our long-term residential services through Edmondson Park and our Living Skills & Respite House at Austral. These funds will mean that building can commence immediately upon council approval, with plans for the fitout of both sites already in place.

**Through our supported accommodation services, we hope to inspire many individuals living with disability to achieve living skills, independence and a greater quality of life, as well as to assist our families through challenging circumstances.**

Thank you for continuing to support The Junction Works in achieving greater opportunities for young adults with a disability.



**Next time you're out shopping, grab a pack of Sargents Pies from the freezer aisle!**

Sargents Pies prides itself on top-quality ingredients, as well as providing aid to people living with disadvantage in Australia.

## PROVIDING FEEDBACK

### NOT SURE WHO TO CONTACT TO MAKE A COMPLAINT?

The Junction Works deals with complaints in a professional, confidential and timely manner. Whether it's positive or negative, feedback is important to us - but to act, we need to know first.

Below are steps to take if you wish to complain about a service or experience that you have received at The Junction Works.

**At The Junction Works we treat all complaints seriously, confidentially and in a timely manner.**



**The Junction Works**  
PO Box 15, Austral, NSW 2179  
135 Thirteenth Avenue, Austral, NSW 2179

**Ph: 02 8777 0500**  
**Fax: 02 9606 0528**

**Em: [info@thejunctionworks.org](mailto:info@thejunctionworks.org)**  
**Em: [feedback@thejunctionworks.org](mailto:feedback@thejunctionworks.org)**  
**[www.thejunctionworks.org](http://www.thejunctionworks.org)**





#### A complaint can be...

A problem or concern  
Something that is worrying you, or  
Something you're unhappy about.

#### You can make a complaint by:

- Making a phone call
- Writing a letter
- Organising a meeting with us
- Contacting an advocacy organisation to get advice

A complaint can be made anonymously by phone or by mail.

#### Why make a complaint?

- You are more likely to get what you need
- It could help out others
- It improves our service
- You make decisions that affect your life

**You will not get into trouble for making a complaint**

#### How to make a complaint about your service



**1. TALK** to someone you feel comfortable with about your problem, like your family or your Family Connect Worker at The Junction Works.



**2. PHONE:** If your problem is not sorted out you can talk to a Manager at The Junction Works. The phone number is **8777 0500**.



**3. MAIL or EMAIL:** You can put the problem in writing and post it to the CEO at PO Box 15, Austral 2179 or email it confidentially to **[feedback@thejunctionworks.org](mailto:feedback@thejunctionworks.org)**



**BUT, if the problem is still there, or you are not happy with the result, you can talk to another agency including:**

#### NSW Ombudsman

Ph: 9286 1000  
Or online at:  
[www.ombo.nsw.gov.au/complaints](http://www.ombo.nsw.gov.au/complaints)

#### Ageing Disability & Home Care (ADHC)

Ph: 9334 3700 **or** 8732 1300

#### Australian Human Rights Commission

Ph: 1300 656 419  
Or online at: [www.humanrights.gov.au/](http://www.humanrights.gov.au/)

#### The Anti-Discrimination Board NSW

Ph: 1800 670 812 **or** 9268 5544  
Email: [complaintsadb@agd.nsw.gov.au](mailto:complaintsadb@agd.nsw.gov.au)

#### NSW Early Childhood Education and Care Directorate

Ph: 1800 619 113

## TJW Events & Reminders

### UPCOMING DATES

<b>FRI 28th JULY 2017</b>	<b>FAMILY DAY LUNCHEON</b> TJW Austral Service Centre 135 Thirteenth Ave, Austral 2179
<b>FRI 13th OCT 2017</b>	<b>TJW CHARITY GOLF DAY 2017</b> Macquarie Links Golf Club Registration details to be released via TJW website & social media
<b>24th - 27th OCT 2017</b>	<b>TJW SPARK FESTIVAL 2017</b> The Tops Conference Centre 51 Bendena Garden, Stanwell Tops
<b>WEDS 6th DEC 2017</b>	<b>DECEMBER CONCERT</b> <b>Junction All Stars</b> Details to be released



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Why TJW parents & carers prefer our E-Newsletter:

- Instant updates
- A copy to save for later
- Easy to share with family & friends
- Access to links with exclusive online content, including videos and social media
- Quick links to relevant news



### SPARK 2017: FIELD OF DREAMS

Last year our SPARK Festival attracted over 350 adults with a disability - and this year tickets are selling even quicker!

Be sure to register today to avoid missing out. Visit [www.thejunctionworks.org/newsroom/sparkfestival](http://www.thejunctionworks.org/newsroom/sparkfestival) for more info, or contact us on **(02) 8777 0500**.