



# Minda News

# Footy Fever at Minda



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Sporting the colours of their favourite football team and singing loudly to the words of the Adelaide Crows song, Minda clients welcomed Adelaide Crows players Mark Stevens and Ian Perrie to the Brighton Campus of Minda Incorporated in the week prior to the Adelaide vs Melbourne game at AAMI Stadium on Sunday 4 July 2004.

The players autographed Crows memorabilia and mingled with loyal fans, some of whom attended the game, thanks to a generous donation of tickets by Cornes Toyota and the Adelaide Football Club.

Fleet Sales Manager, Greg Hochuli presented the tickets on behalf of Cornes Toyota to Minda Chief Executive Officer, Phil Martin.

"This presentation is part of an ongoing, successful program for deserving South Australians to share in and enjoy a great South Australian event", said Mr Hochuli.

The generous 100 ticket donation by Cornes Toyota and the Adelaide Football Club demonstrates how organisations can assist Minda maximise its vision to practise respect, inclusion and choice for clients both on campus and in the community.

Crows' players Simon Goodwin, Mark Stevens, Michael Doughty and Tim Hazell donated a portion of their match fees to enable those at Minda to attend the game.

# President's Column

Roy Arnold



In May this year, many activities were conducted to celebrate Week of the Volunteer. And it seems appropriate in this newsletter to remind ourselves of and formally acknowledge the considerable contribution made to Minda by the 180 volunteers who work throughout the Minda organisation.

Last year, over 4900 hours were given by volunteers to direct client support. In addition, endless hours were devoted to fundraising, working the clothing pool, helping out at the morning tea for the Governor, and a multitude of other indispensable activities. Our volunteers also provide invaluable support by assisting with client holidays, working with the Tutti Ensemble Choir and assisting with art at Blackwood.

During the past 10 years, the volunteer service has grown to become far more dynamic, and has been a great source for the recruitment of some of our most dedicated staff. It is a credit to

all our volunteers that their high quality and caring support for the clients of Minda is so highly valued.

Our close association with Volunteering SA means we do not have to advertise for volunteers at this stage. However we would love to hear from anyone who is interested in this wonderful cause. Please contact Rick Selway or Trevor Whitney, details below, if you or someone you know would like to become more involved with volunteering at Minda.

Of course, I should mention our Minda Board Members, who are also volunteers, working long and hard - not only at Board meetings but in the extensive preparation that is required to fulfil their many out-of-hours duties, including sub-committee commitments, attending Consultative Meetings and official occasions just to mention a few!

With the Federal and State budgets recently handed down, it is a time when finance and budgets are foremost in our minds. The Federal budget has allocated additional funds for aged care and we will seek out ways to access these funds particularly for respite.

We are always hoping for additional funding in the State budget in order to further increase our efforts to service the unmet need in the community.

Your Board will only consider it has done its job when every person with intellectual disability in our area receives service.

The main focus at this meeting was on the Rules of the Association. For some time a sub-committee of your Board (including Past Presidents Joe Laslett and Pat Kaufmann), has worked with and incorporated constructive feedback from the Reference Group to revise the Rules which were last updated in 1993.

Any final changes to the Rules can only be made by members of the Association at a General Meeting and the role of the Board is to consider changes and make recommendations to the members.

To volunteer at Minda telephone:

- **Rick Selway**  
Volunteer Coordinator (8422 6244)
- **Trevor Whitney**  
Chaplain (8422 6393)

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of Minda Incorporated**  
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Mr Roy Arnold

**Vice President**  
Mr Peter Davidge



**Board of Minda Association**  
Mr Wes Ashman  
Mr Steven Bernath  
Mr Mick Bower  
Ms Rosemary Clancy  
Mr Kym Hancock  
Mrs Lyn Magee  
Mr David Zwolak

**Chief Executive Officer/Public Officer**  
Mr Philip Martin

**Patron**  
Her Excellency Marjorie Jackson-Nelson  
AC CVO MBE  
Governor of South Australia

## Westminster School students visit Minda

In May and June classes of Year 8 students from Westminster School visited Minda as part of their community activities programme.

These visits are designed to provide them with an opportunity to develop a basic knowledge of Minda, as well as a greater awareness and understanding of people with intellectual disability.

This year the students' time at Minda was divided between meeting staff and residents at the Pat Kaufmann Centre, and hearing from Toni Haines and her team at Envirocare.

This is the third year such a programme has been organised, and it is helping to develop strong links between Westminster and Minda.

Further opportunities for contact between the school and Minda are being explored by Minda's Chaplain, Rev. Trevor Whitney.

from the  
**Chief Executive Officer**

**Philip Martin**



Welcome to the Winter edition of Minda News and the opportunity to hear some of the wonderful things happening at Minda.

The Commonwealth Department of Family and Community Services (FaCS) has released its documentation in relation to business services. The Department has given a guarantee that no person will lose their place as a result of the changes; there will be a 'fair price' for business services and a package of support to help businesses improve viability. This is to occur over four years. The package offers some opportunities to assist our supported employees stay

in work as well as the considerable challenges of re-positioning 'business services' from their present operation to something close to commercial viability. We will still need to achieve quality accreditation by the end of this year and will then have up to four years to build the services.

There is also a new service type, 'targeted support' which will offer non-wage-based Commonwealth services to the most severely disabled supported employees. We are still assessing the full details of this option.

In late May I was pleased to accept a Quality Certificate from the State Government for our achievement of the first stage of Service Excellence. We will

pursue Stage 2 by the end of 2004. The process has been excellent in challenging and subsequently confirming the overall quality of services we provide at Minda.

At a recent gathering of Chief Executive Officers I was pleased to receive numerous requests for service providers throughout the country to come and learn about what we are doing in the area of ageing and disability and an acknowledgement of our national leadership in this important area.



*Federal Member Chris Pyne visited Minda to get a first hand view of the best way to progress the viability of business services*

visit our Web site  
**[www.mindainc.com.au](http://www.mindainc.com.au)**

# Respite House opens in **Park Holme**

Families, staff, builders and clients celebrated the 'soft opening' of Bowaka Street in Park Holme on 14 May 2004.

Phil Martin, Minda CEO welcomed and addressed more than forty guests, including families and staff to the new house, and declared the home 'open for bookings'.

Also in attendance were John Wicks, Domain Project Development, Giles French and Craig King, Rossdale Homes and Lina Pedler, Variety – The Children's Charity, and Executive and Senior Managers from Minda.

The official opening is scheduled to take place in August 2004.

Pictured: Bowaka Street, Park Holme



## *Valuing volunteers at Minda is important*

*It was Volunteer Week in May and Minda always acknowledges the support of the many Volunteers that make a valuable contribution each year.*

*John Heard has been a valued Volunteer for Champion House since his daughter moved in during 2001, devoting many hours of hard work with his carpentry skills, repairing and varnishing chairs and furniture.*

*John is meticulous in his craftsmanship and provides a service to the clients and staff that is much appreciated.*

*It has been necessary for John to take the items of furniture to his home to work on them. He has repaired and varnished 38 chairs, 2 tray mobiles, 1 microwave stand and a sofa table. This has been a considerable cost saving to the House as this has increased the life of the chairs and tables, ensuring they last much longer and have not needed replacement. The other benefit is that the structural maintenance has made the chairs much stronger, which has prevented injury to clients and staff.*

*John's next project is to re-upholster the chairs in the foyer of the Bonython Building. This will make the entrance more attractive and inviting for the clients, families and visitors who use it daily. Sturt Cottage Craft Volunteers received a donation of beautiful upholstery materials and some of these materials will be utilised to cover the seat and back of the chairs.*

*It is very satisfying when people work in harmony to provide a positive outcome.*

*Thank you John Heard on behalf of all the clients, Ronda Shepley and staff in Champion House.*

## Literacy Courses

A pilot outreach literacy program began at Building Abilities in February 2004. The program was developed by Trish Murphy – Cox, who has years of experience teaching literacy and numeracy skills to people with disabilities.

The program runs every Thursday morning between 10 – 11.30am and is attended regularly by 8 clients.

The aim of the program is to provide people with disabilities basic literacy and numeracy skills that will enable them to recognise and spell their own names, write their address and to recognise common signage such as road signs and emergency services such as Police and Ambulance.

The pilot phase of the program finished on 3 June with a small graduation ceremony where participants were presented with a certificate of achievement by Lifestyle Services Senior Manager, Karen Peterson.

The program will resume on 22 July.

# Report of the Rules Subcommittee of the Board – June 2004

The Board of Minda established a subcommittee to consider modernisation of the Rules. The Rules were last updated in October 1993. In the more than 10 years that have elapsed since then, there have been considerable changes in statutory and administrative requirements.

The key areas under consideration by the subcommittee were:

## **1 Membership of the Association**

The subcommittee had a desire to clarify the process by which someone could be considered for Life Membership as well as clarification as to who can become an Ordinary Member.

It is desired to have the opportunity for a parent of a person with intellectual disability to be able to pay a subscription and become a member. It is proposed that any other person who wishes to become a member should be nominated by two financial members and accepted by the Board as well as paying a subscription. A third clause would be that any person who is an existing member can remain so.

It is also proposed to introduce a clause in the Rules to clarify the circumstances under which a person can resign or membership is cancelled. This would empower the Board to cancel the membership of a member if they have committed an act or made any omission which, in the opinion of the Board, is inconsistent or detrimental to the Objects of the Association or bring the Association into disrepute.

## **2 Size of the Board**

After numerous debates it is proposed that the Association consider the appropriateness of having a member from a particular council area, particularly when we work with 5 or 6 council areas and to consider whether perhaps the State Government should have 1 nominee instead of 2 and to further explore the notion as to whether the members of staff should perhaps have 1 nominee instead of 2. To change

the wording of the Association elected to say at least 5 and not more than 6 people who are not members of staff, elected by the members at the Annual General Meeting and not less than 4 being parents.

It is believed that the combination of these factors plus the introduction of a clause to facilitate expertise in disability to be appointed to the Board would add value to our overall direction.

## **3 Object of the Association**

The subcommittee would like to propose an update of the Object being To provide and assist in the provision of services and facilities that will enhance the well being of people with intellectual disabilities, enabling them to be treated with the same respect and dignity as others and assisting them to lead valued and fulfilling lives, while encouraging the involvement and support of families, advocates and volunteers in matters affecting the quality of their lives.

## **4 Absentee Votes – Board elections only**

There is a desire for the Board to consider the introduction of an absentee vote for the purposes of Board elections only. This is to try to facilitate the opportunities for Association members who may be unable to attend an Annual General Meeting to indicate their preference for a vote for a particular Board member in the case that there is an election. All other business at the Annual General Meeting will require attendance and it is not the recommendation of the subcommittee that proxies be considered.

## **5 Amendment to titles**

It is proposed to change the title of the Executive Director to the Chief Executive Officer to avoid any confusion that may exist. The Chief Executive Officer attends Board meetings, reports to the Board but is not a Board member. Directors are members of the Board who are Directors of the Association. They are not members of staff in management roles.

## **6 Definition of parent**

There has been a need to clarify the definition of parent. It is the intention that a parent would be the person who is the father, mother or the guardian of a person who is a client at Minda. They are the primary nominated person to be making decisions in the life of the person with intellectual disability. They would be deemed to be a parent and for those purposes would be eligible to apply to be a member of the Association.

## **7 Notice of meeting**

It is proposed that Notice of General Meeting should be by written notice to the members and to delete the option of having an advertisement in the daily paper.

## **8 Interests of the Board and Association**

The Rules have been clarified with regard to the disclosure of conflicts of interest by Board members and where conflict exists between the interests of the Association and the individual interests of the Board members. A new provision has been included to deal with the application of the Association's funds in the case of dissolution and new provisions have been included for stronger accounting and auditing procedures of the Association's financial position.

It is the desire of the subcommittee to seek broad-based input to the suggested changes to the Rules, to facilitate discussions at Parent Groups, Reference Group and Staffing Groups. These were further discussed and debated at the mid-year Association meeting in June with a view to tabling these documents at the Annual General.

## **Roy Arnold**

President and Chairman of the Board

**The Minda Incorporated Annual General Meeting will be held on 10 October 2004**



**ADELAIDE  
CROWS**

# Footy



# Forever

at Minda 2004

# Service excellence

## The Service Excellence Framework



Minda is making steady progress with the Service Excellence Framework (SEF).

Services that provide direct care to clients are now using a more consistent approach and are audited to standards that promote quality care.

In order to streamline the process Managers in State funded services are using a Checklist as a guide to implement strategies and monitor their progress.

This promotes good communication and makes services easier to use for clients and families.

Clients and families that use Minda services will benefit the most from the SEF as it has encouraged us to think more about continuously improving services to meet current and future needs.

We seek out areas of Best Practice in other organisations and we are benefiting from partnerships with other agencies participating in the SEF.

- We have accessed information regarding cultural issues to improve service delivery for clients and families from non-English-speaking backgrounds.

- Policies and procedures are being examined to ensure they reflect organisational needs and meet appropriate standards.
- Risk Management strategies are being coordinated into one system for ease of use.
- Client files are being updated and streamlined to promote consistency and privacy.
- Compliments, Complaints and Suggestions feedback procedures are being reviewed and simplified.
- In the process we have learned that we need to be more creative with what we have and initiate new ideas to problem solve issues more effectively.

The process also identified that we have some gaps in services that we need to address. We have linked the SEF with other quality assurance procedures via a Quality Assurance (QA) Task Group.

This has strengthened our standards of quality service provision at Minda and clarified our goals. The benefits of the process and the positive outcomes for clients and their families will ensure that we persevere and continue to aim for a strong organisation that promotes excellence in all Minda services.



## Laundry staff set to shine

The Laundry Service team commenced training in the Certificate III Laundry Operations in June 2004, in line with the Minda's goal to strive for continuous improvement in all operational areas.

Nine team members commenced the 20-month training module, which will see each trainee undertaking four core units of competency and other specialist units including human resources, management, production and quality.

Brenton Baker, Senior Manager – Support Services says "Flow-on benefits from the training will also be passed on to 22 supported employees."

"The training module enhances the professionalism of our service and paves the way for new business directions for Minda's laundry services," he said.

The nationally accredited training is jointly conducted by the Douglas Mawson Institute of TAFE and the New Apprenticeships Centre.

If you would like more information about the Service Excellence Framework you can contact Judi Carpenter (8422 6242) or Chris Pickering (8422 6349).

## Annual **Bill Rufus** Memorial Dinner

In recognition of outstanding commitment to achieving quality and excellence in service standards provided for Minda clients, two awards are presented to staff by the Glenelg Rotary Club.

At a celebration dinner held on 5 May, individual and groups awards were presented by the President of the Glenelg Rotary Club, Bob Hocking.

The individual award was presented to Rod Clarke, Waterhouse Accommodation Manager.

The group award was accepted by Chris Pickering, Quality Assurance Project Officer on behalf of Sue Capp, Acting Assistant Director of Nursing in the Pat Kaufmann Centre, Judi Carpenter, Project Officer – Service Excellence Framework, and colleagues in the Quality Assurance Project, Danny Ween and Tony Finch.

Congratulations and well done goes to all award recipients!

From left to right: Danny Ween, Sue Capp, Chris Pickering, Judi Carpenter and Tony Finch.



## Bringing **world-class** standards to Minda

Brenton Baker, Senior Manager – Support Service, who won the FilterFab Launderer of the Year in November 2003 has just returned from a 3-week, fully-funded study tour of leading European laundry facilities.

Visiting more than 25 sites in England, France, Germany and Ireland, Brenton took in first hand the technology and practices used in state-of-the-art European laundry operations.

"I was really impressed by the French and English facilities.

"While Minda does many things right, the French and English have invested larger sums of money into



their operations and provided a greater amount of space for the range of processes.

"But what we have in common with our overseas colleagues is the respect and encouragement which we at Minda give to our supported employees. It's good to see our work practices in this

regard are equal," he said.

Included in Brenton's tour was also a visit to the annual TexCare trade show for the laundry industry held in Frankfurt, showcasing hundreds of worldwide organisations – their equipment, products, services and technology.

# Waterhouse Grand Opening

## We've made it!

The Waterhouse refurbishment was completed after a fairly disruptive few months, with clients excitedly moving into their new small unit on 20 January 2004.

Almost without exception clients' appreciation was shown in the way they settled down quickly and by their relaxed manner and smiles.

Waterhouse clients can now look forward to a future living with their friends and peers in a home-like environment with a service delivery reflecting that they are indeed, at home.

The official Opening Day in April was combined with the launch of the Waterhouse Cookbook.



Tina and Karen cutting the ribbon



Phil launching the Waterhouse Cookbook



Dolphin Court



Sand Dunes



The Parents & Friends raised \$2000 for the pergola extension and the Kiwanis service group provided the labour. Minda Inc provided the pavers and labour for the paving.

It was a great combined joint effort and is an asset for the Waterhouse clients and their families.

Pictured left: Rod Clarke, Karen Bowyer and Bill Heycox, thanking Kiwanis service group members for all their hard work on the expansion of Waterhouse pergola area

# Support Minda's 2004 fundraising efforts



For some people the Winter months include keeping warm and enjoying the company of family and friends at home.



For others, dressing up and going out is as enjoyable in Winter as it is during the warmer months.

No matter what your preference is, we would urge you to think of Minda during the next few weeks. Fundraising is a core part of Minda's existence, and we thank you in advance for your generosity.

**Enquiries: Public Relations 8422 6286 or complete the order form below and return.**

YES we enjoy staying at home during the winter months and are pleased to donate the funds we would have spent on going out to Minda.  
 \$10    \$20    \$30    \$40    \$50  
 \$100    \$ Other

YES we do enjoy going out no matter what the season and are pleased to take advantage of the great offers in this year's Entertainment Book purchased from Minda. \$60 +\$5 postage.

**Please make cheques payable to Minda Inc.**

Name \_\_\_\_\_

Address \_\_\_\_\_

State \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone (Home) \_\_\_\_\_ (Work) \_\_\_\_\_

Payment by:  Cheque    Bankcard    Visa    Mastercard (please tick box)

                    **Total enclosed \$ \_\_\_\_\_**

Cardholder's Name \_\_\_\_\_

Expiry Date \_\_\_\_\_ / \_\_\_\_\_   Signature \_\_\_\_\_

Special delivery Instructions \_\_\_\_\_



# Winter wine offer



**Minda and Brewery Hill Estates are pleased to once again present another great value wine offer to readers of Minda News.**

Brewery Hill Estates, a division of Ewinexchange Ltd, a wholly South Australian company, produces wines predominantly for export to lovers of fine wines. The small quantity sold locally is not generally sold in liquor stores, and is usually only available through special offers such as this one where the intention is to benefit fundraising efforts of worthy, local organisations.

**Place your order now and within 14 days you'll be enjoying quality wine and earning valuable dollars for Minda.**

<b>WINES All 750ml unless stated otherwise</b>	<b>Cost per doz.</b>	<b>Qty</b>
<b>Margaret River Chardonnay 2002</b> You won't find wines this price in Margaret river. Creamy barrel ferment characters with fruit weight in harmony with oak. Bronze medal Brisbane 04, merit award Singapore 04. Much customer praise Perth, Melbourne and Brisbane Wine Shows.	<b>\$150.00</b>	
<b>Limestone Coast Cabernet Merlot 2001</b> Classic combination with the structure and finish of the Cabernet softened and complemented by smooth soft Clare Valley Merlot.	<b>\$150.00</b>	
<b>Red Ochre Gourmet Sauces</b> 1. Lemond Myrtle Sweet Chilli Sauce 2. Pepperleaf Mustard One each FREE with every case of wine that you buy.	<b>FREE!</b>	
Brewery Hill ABN 13 085 179 451, Liquor Licence 5080 4577	<b>Sub-total</b>	<b>\$</b>
<b>DELIVERY FIS ADELAIDE METROPOLITAN AREA. ELSEWHERE \$8.00 PER CARTON</b>		<b>\$</b>
<i>Please make cheques payable to Brewery Hill.</i>	<b>TOTAL</b>	<b>\$</b>

## Brewery Hill Estates

Name \_\_\_\_\_

Address \_\_\_\_\_

State \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone (Home) \_\_\_\_\_ (Work) \_\_\_\_\_

Payment by:  Cheque  Bankcard  Visa  Mastercard  Diners  Amex (please tick box)

**Total enclosed \$** \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

Expiry Date \_\_\_\_\_ / \_\_\_\_\_ Signature \_\_\_\_\_

I certify that I am over 18 years of age

Special delivery Instructions \_\_\_\_\_

**Minda Incorporated, PO Box 5, Brighton SA 5048** Telephone 8422 6200 Facsimile 8422 6330 Email pr@minda.asn.au  
**This offer only available until 31 August 2004 unless sold out prior to this date.**