

VOCAL POINT

COVER STORY | PAGE 06

Night of Stars



*Night of
Stars*



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Cover image: AccessPay Star Award (Unsung Hero) winner Binu Mathew with MC Kane Cornes and Dr Clare Allen.



Vocal Point is the official newsletter of Minda

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FROM THE CHIEF EXECUTIVE OFFICER DR CLARE ALLEN



W elcome friends, family, supporters and advocates to the September issue of Vocal Point.

It is my absolute pleasure to report back to you on some of things we have been up to since our last edition, including our Night of Stars and the launch of our new values.

To start, on behalf of the Minda community, I would like to congratulate our major award winner at Night of Stars, MyPATH's Binu Mathew.

Binu was nominated for providing friendly, person-centred support, for always being willing to lend a hand, for a passionate advocate for the people he supports.

Proactive and solutions-focussed, Binu achieved recent success securing a grant for new tablets, enriching the lives of customers in the MyPATH ICT program. You can read more about Binu and other award-winners and service milestone recipients on page 6.

We are also looking forward to our supported employee event, Stars of Minda in October. This year the event is being held at the Entertainment Centre and all supported employees are invited; I look forward to reporting back on the night in the December issue of Vocal Point.

Something we've been working on as a Minda staffing group has been our values, and I was pleased to launch our new values last month – heart, opportunity, respect, community and empathy. You can see a video about the launch of our values here:

www.mindainc.com.au/values.

I'm so proud to share our values because, as a values-based organisation, they drive our decision-making and they are values I see in action every day.

They are so important because they provide us with a moral compass and keep us on the right path. They're the glue that holds us together, creating a sense of family. They also create plus, plus action – they are really positive and enable us to be positive.

Our values don't just convey what's important to us, they drive how we work, how we show the community who we are and what people can expect from us as an organisation, in our teams and as individuals.

They're also something we can aspire to, and demonstrate how we can work together to achieve the best outcomes in our lives, in the lives of the people we support and for Minda.

A handwritten signature in black ink, appearing to read "Clare Allen".

Dr Clare Allen
Chief Executive Officer



FROM THE
INTERIM
CHAIR
JUDY
CURRAN

It has been another busy few months at Minda, and we have been so pleased to welcome our new Board members and members of the Executive team under the leadership of Dr Clare Allen.

As you may have read in the June issue of Vocal Point, we have welcomed four new Directors to the Minda Inc Board: Joanne Denley, Independent Board Director and Business Advisor; Darryl Gobbett, former Chief Economist and Financial Adviser at Baillieu; Kylie Gallasch, Group Executive Corporate Services & Safety at ARTC; and Andrew Heard, Director at Chartered Accounting practice, Heard Phillips Lieberenz. Now the Board is at full strength, the Board will elect our new Chair from within the Board, in coming months. I look forward to sharing that news with you soon.

I'm pleased to report that the new Clinical Governance Committee is taking shape, with highly experienced and respected consultant Greg Adey recently appointed as Chair.

Many of you will know Greg for his work within the Minda Nursing Home to have sanctions lifted and his ongoing role with the team to embed practices and drive continuous improvement.

The Clinical Governance Committee supports the Board in oversight of clinical and service governance across the organisation and provides advice to management on contemporary best practice and training.

Minda Board Director Joanne Denley, Executive Manager Customer Services, Andrew Stoll and Executive Manager Corporate Governance, Kym Shreeve also sit on the committee, with the remaining

membership to comprise highly skilled clinicians, supported by the Executive team to deliver Minda's Quality, Safety and Wellbeing framework.

With Greg leading a team of experts within the Clinical Governance Committee, we are confident that the people we serve, our clients and their families, will achieve great outcomes and experiences with Minda.

In addition, since late last year we have been working on developing a new, user friendly system to capture client satisfaction in a way that is reliable and can be validated.

We always welcome feedback from our clients, family members and the wider Minda community and encourage you to share with us by speaking with staff, contacting us via our website or at our reception.

There is also a new avenue where Minda staff, customers and families can report serious misconduct and breaches of the law and that is through an independent, external hotline, which you can read more about on this page in the story FairCall Hotline.

We have also been pleased to approve the adoption of the Australian Business Excellence Framework (ABEF), a system with which Clare is well versed. The ABEF creates a contemporary framework where rigorous business and service performance outcomes are measured and monitored.

Thank you.

Judy Curran
Interim Chair

FairCall Hotline

Minda clients, families and staff now have access to an independent, external hotline where they can report suspected fraud or other serious misconduct, under national 'whistleblower' legislation which commenced on July 1.

Executive Manager, People, Culture & Change, Lois Andrijich, says the new 'whistleblower' hotline is for significant issues where the information being disclosed relates to serious misconduct or an improper state of affairs or circumstances.

"This could be information about the organisation, or an employee or director of the organisation, engaging in conduct that breaches the Corporations Act, breaches other financial sector laws, breaches an offence against any other law of the Commonwealth, or represents a danger to the public," Lois says.

For these serious complaints which constitute whistleblowing, Minda has engaged the services of KPMG Forensic to provide the FairCall hotline service.

The toll-free FairCall phone number is **1800 500 965** and is monitored by KPMG on business days from 7.30am to 5.30pm.

The FairCall service also has an online reporting facility to provide a secure web platform for people to anonymously make a disclosure. The facility can be accessed from desktop, tablet or smartphone via www.kpmgfaircall.kpmg.com.au/Minda

Lois says the FairCall service offers an external, independent option of reporting something suspicious, without losing anonymity.

"We recognise we have dedicated staff at Minda who embrace our values, so the FairCall service is there purely in the event it might be needed."



Some of the members of our Disability Choices team

Disability Choices

We place great importance on supporting South Australians with disability and their families and go to great lengths to ensure our team provides quality services which are tailored to the specific needs of the people we support.

That personalised approach is a culmination of more than 120 years of experience, and has seen Minda become a popular option for families with a range of needs. However, an increased demand for National Disability Insurance Scheme (NDIS) services has placed considerable pressure on Minda's resources.

"The NDIS represents a fundamental change to how supports for people with disability are funded and delivered across Australia. It has meant significant change for disability support organisations, including Minda, and also for people accessing service," Executive Manager Business & Customer Development Marcus Gehrig says.

The growth in demand for NDIS services and new processing requirements has meant we have been experiencing an extremely high demand for services and a significant increase in administrative obligations.

It has necessitated Disability Choices operate in a very different way than it did in the past.

"In order to adapt to meet the conditions of this new environment, we have invested in the Disability Choices team and we are continuing to grow its capacity, but we are facing the hurdle of a backlog of processing," Marcus says.

"We are working hard to clear the backlog and want to reassure you that although there has been a holdup in terms of billing, we will continue to provide services."

We are in regular contact with the NDIS and NDIA and they are supportive of our response and have acknowledged the current challenges for the sector.

"Our relationship with State Government and the NDIA/NDIS is strong and our commitment to continue to collaborate with them is welcome," Marcus says.

"On behalf of the team at Minda, we want to thank you for your ongoing support, patience and understanding as we work through this together."

Australian Business Excellence Framework

We are in the early stages of implementing the Australian Business Excellence Framework (ABEF), a contemporary framework where rigorous business and service performance outcomes are measured and monitored.

Adoption of the ABEF's key result areas, and particularly people and culture change, enables Dr Clare Allen and the Executive team to establish business rules and compliance monitoring that makes everyone accountable to deliver best practice.

"For the last two decades, I have been successfully using the Australian Business Excellence Framework and I'm really excited to bring it to Minda," CEO Dr Clare Allen says.

"It's based on what top performing companies do to be successful and can be applied across the organisation."

The ABEF invites us to ask questions about the business, think about how we are performing as an organisation, what we are good at and where we need to improve.

Clare says, "It's about building a solid culture, gaining a better understanding of our customers and using an inclusive approach – with knowledge and experience sought from across the organisation – to stay focused on what is most important."



Our Values

We have launched our new values – heart, opportunity, respect, community and empathy!

Dr Clare Allen announced the values to staff via video on 6th August and says they have been developed through staff consultation and feedback.

She says that after talking with staff across the organisation about reframing the values, together we came up with:

**We work with heart
To create opportunity
Operating with respect
To build a community
Inspired by empathy**

"Heart, opportunity, respect, community and empathy are values that are important to us," Clare says.

"Heart shows we are passionate, we care, we are dedicated.

"Opportunity means we support people

to be their best, we are open to ideas.

"Respect means we value each person and we treat each other with kindness.

"Community demonstrates we are welcoming and we build real connections.

"Empathy means we consider people's feelings, we show compassion."

Executive Manager, People, Culture & Change, Lois Andrijich says reframing our values was important in the new NDIS environment to demonstrate Minda's customer-focussed approach and to reflect values that resonate with our employees.

"Organisational values represent what is important to us as employees, and guide our behaviours within the business. In addition, they show customers and other stakeholders including partners and potential employees what we stand for," Lois says.

Organisational Psychologist Christine Groemer says staff engagement was crucial in developing the values.

"We held face-to-face focus groups and



*Adam and Roger
in the pottery at MyPATH*

meetings at a variety of worksites, as well as using visual activity at some venues, and there was an online survey available to all staff," Christine says.

"The results from this engagement showed staff identified some themes as being core to Minda. These included that Minda has heart, we are professional and focus on high quality, we are always moving forward, and that we are like a family and genuinely care about each other."

From these themes, the values of Heart, Opportunity, Respect, Community and Empathy emerged and you can watch a video about our new values here:

www.mindainc.com.au/values.



Christmas
CAROLS & MARKETS

SATURDAY 7 DECEMBER
11AM - 7PM AT MINDA
mindainc.com.au/christmas





AccessPay Star Award (Unsung Hero) finalists Jesse, Binu and Andrew



Helene George (centre), winner of the YNA Service Excellence Support Staff Award, with Clare Allen and Joel Hepburn-Brown



Danielle Mayes and Colleen Hogan from HESTA

Celebrating a fabulous 40 years of service, Anthony Beveridge, with Clare



Karyn McCue (centre) winner of the Phil Hoffmann Travel Excellence in Leadership Award, with Clare Allen and Jo McLaren



Time to Shine

We celebrated some of our shining stars of Minda and SAGE at our annual Night of Stars employee awards night on Friday the 21st of June.

Held at the Stamford Grand at Glenelg, the night honoured staff who have demonstrated outstanding commitment in their work.

Taking home the top award was Binu Mathew from MyPATH and he says being presented with the award means a lot: "It is wonderful to be recognised by my family at work," Binu says.

"My colleagues at MyPATH have been and always will be my extended family; I would not be here if it were not for them.

"We care and support each other at MyPATH and everyone is always willing to lend a hand when someone needs it.

"This award is thanks to everyone for nominating me. I did not know that winning this (Unsung Hero Award) was the biggest one at Minda, and it's all once again thanks to my wonderful family at MyPATH. I will truly cherish this moment and award for my life, and I am grateful for this honour."

CEO Dr Clare Allen says everyone nominated for an award should feel proud of their achievement.

"It highlights great respect your colleagues have for you, and shows that your efforts are not only recognised, but are deeply valued," Clare says.

Night of Stars was supported by our valued partners AccessPay, BankSA, Phil Hoffmann Travel, TerryWhite Chemmart Marion Compounding, Hesta and YNA.

The event was hosted by AFL media commentator and retired midfielder Kane Cornes, with entertainment provided by Lost & Found.



TerryWhite Chemmart Marion Compounding Team Performance Award winners Murdoch Redgum Team, with Matt Boulter (left) and Clare Allen (right)

SERVICE MILESTONES AND AWARD WINNERS

Minda and SAGE employees celebrating Years of Service milestones were acknowledged at Night of Stars. Service milestones ranged from 10 years to 40 years – all service award recipients are listed below.



Celebrating a fabulous 40 years of service, Anthony Beveridge, with Clare



BankSA Innovative Solutions Award winner Kylie Buckney with Jessica Lendrum



Executive team members Clare, Kym, Andrew, Michelle and Board member Jerry Adams



Roger and Jesse hit the dance floor



Star Award winner Binu Mathew and Access Pay's Danielle Crawford



Binu celebrating with staff

10 years

Roxanne Abbie (in memoriam)
Gurjit Bhardwaj
Cassie Blight
Kiranjot Brar
Kylie Buckney
Jay Cameron
Steven Carter
Todd Champion
Rajeev Chempisseril
Louis Colton-Smith
Jack Cridland
Angela Cullen
Nikki Edmondson
Janine Faulkner
Katrina Gonzalvo
John Gordon
Amanda Greb
Gary Haddrell
Heather Heeps
Sharon Heerebrand
Lisa Hidvegi
Shaji Joseph
Vimala Koolankunnil - Ponmala
Dong Lee
Neville Lillingston
Michalakos Louca
June Marshall
Steven Marshall
Korena Martin
Peter Martin-Rankin
Alicia McGonnell
Jennifer McNamara
Kuldeep Minhas
Nicole Murfitt
William O'Connell
Sagren Padayachee
Mary Roberts
Gregory Sabile
Virendra Sharma
Donna Simkin
Richard Spice
Belinda Stocco
Dorothy Strachan
Garry Sullivan
Mohammad Tarik
Carolyn Tew

Maxwell Thomas
Vicki Tokay
Yumi Tsuboi
Anita Vukovic
Haibin Wang
Katherine Ward
Yi Zheng
Phillip Zunic

Margaret Pascoe
Louise Sherman
Robyn Taylor

35 years

Wayne Lucas

40 years

Anthony Beveridge
Elizabeth Chapman
Tanya Wreford

Award Winners

AccessPay
Star Award (Unsung Hero)
Binu Mathew

Your Nursing Agency
Service Excellence Support Staff Award
Helene George

HESTA
Service Excellence Corporate Staff Award
Danielle Mayes

Phil Hoffmann Travel
Excellence in Leadership
Karyn McCue

BankSA
Innovative Solutions
Kylie Buckney

TerryWhite
Chemmart
Marion
Compounding
Team Performance
Murdoch Redgum
Team

20 years

Paul Agar
Roy Bradburn
Steven Coghlan
Sharon Crook
Michael DeRoode
Joanne Dixon
Kevin Fear
Bronwyn O'Neill
Rebecca Peacock
Rebecca Raines
Mariola Scislo
David Story
Joanne Suttle
Debra Washington

25 years

Nyoli Boyce
Philip Cridland
Paul Flanagan
Leah Gooding
Philomena Moran
Margretta Penglase
Louise Rhodes
Christine Slide
Suzanne Thomas
Julie Truscott
Fiona Watts

30 years

Susan Agar
Roland Burghardt
Rebecca Dawson
Malcolm Dobbie
Edward McMahon
Alison Newman
Kim Nguyen
Helen Oniszk
Sandra Owen

The Executive Team

The Minda Executive team has seen a recent refresh and we wanted to introduce you to the team.

"The Chief Operating Officer role has experienced significant growth and to ensure we stay true to our core purpose in supporting people with disability, it has been necessary to split the role into two streams, governance and client services," Dr Clare Allen says.

Kym Shreeve joins Minda as Executive Manager Corporate Governance, with Andrew Stoll in the role of Executive Manager Customer Services.

"Specialising in the areas of disability, aged care and health, Kym has successfully led the design and delivery of innovative and person-centred services in organisations to deliver improved client outcomes," Clare says.

"And with more than 25 years' leadership experience in the human services sector, Andrew joined Minda in March 2019, firstly as a consultant and then taking on a permanent Executive role."

Before joining Minda, Andrew's previous roles included General Manager Development at ECH and Executive Manager Community Services with Resthaven and he is experienced in managing substantial change in both organisational strategy and service.

We also welcome Chief Financial Officer, Nick Stevens and Executive Manager People, Culture & Change, Lois Andrijich.

"Lois is a people and values-driven leader with a strong interest in enhancing organisational culture and her work in large organisations has been across diverse industries, including aged and home care and retirement living," Clare says.

"Nick is a chartered accountant with almost 30 years' experience within commerce and Big 4 Accounting Firms and offers a blend of commercial, risk, audit and corporate finance experience."

Andrew, Lois, Kym and Nick join Executive Manager Infrastructure Michelle Gheorghiu, Executive Manager Business & Customer Development Marcus Gehrig and General Manager Commercial Enterprises Jamie.

"I'd like to acknowledge the experience, passion and commitment of the existing Executive team in Marcus, Michelle and Jamie. I hope you will join with me in warmly welcoming new members of the team."



*Lois Andrijich – Executive Manager
People, Culture & Change*



Nick Stevens – Chief Financial Officer



*Andrew Stoll – Executive
Manager Customer Services*



*Jamie Higgins – General Manager
Commercial Enterprises*



*Michelle Gheorghiu – Executive Manager
Infrastructure*



*Marcus Gehrig – Executive Manager
Business & Customer Development*



*Kym Shreeve – Executive Manager
Corporate Governance*

Event Volunteers

Our amazing volunteers give so much back to Minda and we're currently on the lookout for volunteers who can provide support at a range of events.

- **City to Bay Expo** Victoria Square, Friday 13th and Saturday 14th September
 - **Melbourne Cup Carnival** Hilton Adelaide, Monday 4th and Tuesday 5th November
 - **Christmas Gift Wrapping** Adelaide Arcade, Harbor Town, Marion Libraries, Throughout December
 - **Frozen 2 Movie Fundraiser** Sunday 15th December
 - **NYE at Glenelg Beach** Tuesday 31st December
- For more information, please contact Community Engagement Coordinator Nicole Carey on **8422 6544** or email community@minda.asn.au



Volunteers Isaac, Tim, Leeanne, Raul and community engagement coordinator Nicole



Jeane has everything under control in the kitchen for Coffee Club



Phil Hoffmann Travel volunteers gift wrapping in Adelaide Arcade

Bagpipes Bring Joy to Brighton



Warwick enjoying Volunteer Ron's music

The bagpipes have returned to Brighton, much to the delight of many people we support, and thanks to our volunteer bagpiper Ron.

Warwick, who lives at Minda Brighton and works at Commercial Enterprises at Reynella, is a big fan of the bagpipes.

Warwick was filled with joy when Ron played the bagpipes under the rotunda at Minda Brighton during a recent Friday lunchtime. He enjoyed clapping along in time to Ron's music, and chatting with Ron about when he would come back next!

Many residents from the Minda Nursing Home also loved Ron's performance, which included the Adelaide Crows' club song and concluded with popular melody for the great highland bagpipe, Highland Cathedral.

Ron has been playing the bagpipes for 50 years, and his instrument is an incredible 130 years old.

"I play the bagpipes every day," said Ron, who started learning to play as a child.

"When I started, my mum was told she'd need to buy me bigger shirts. It was true, I put on six inches around the chest in learning to play," he said.

Ron will be returning to play the bagpipes under the rotunda on the last Friday of each month at 1pm.

"I like seeing the joy on people's faces," Ron said.

More Than a Travel Agent

Over close to 30 years, Phil Hoffmann Travel has built a reputation as a South Australian icon, offering quality, value and a personalised service.

As an Ambassador of Minda, Phil has lead the way for his team to give back to the community, with a philanthropic spirit he and his wife Alison instil across their organisation.

An outstanding Minda supporter and integral part of the PHT team, Jo McLaren (pictured middle with Warwick, Max, Dale and Hamish) has supported Minda through volunteering and event participation for the best part of two decades.

"I've been involved with Minda since starting with Phil Hoffmann Travel almost 18 years ago and something I will never forget is going to Minda to sign a contract at about the same time the laundry opened at Brighton," Jo says.

"Phil and I were taken on a tour of the laundry by supported employees who proudly told us about their jobs and their lives. There was one young man who was just so filled with enthusiasm about his job and his place in the team we thought, just imagine the possibilities if you could bottle his energy and sense of pride!"

Jo and many of the PHT team have also contributed to a range of events at Minda, including International Day of People with Disability, gala events and fundraising sausage sizzles.

"I've always had a fantastic time at events, and I've loved encouraging our team to come to Minda to work with people Minda support and really pass on the joy of volunteering," Jo says.

"Through volunteering, Minda has taught us so much more than we could ever have learned on our own; it has fostered respect, encouraged inclusiveness and is a wonderful partnership, a real gift in our lives."

The team at Phil Hoffmann Travel are also delighted to help the wider Minda community – just mention you suwwpport Minda when you book and the team will offer you "park and fly" to the value of \$50, 15% off the full price of Cover-More comprehensive travel insurance, one-way private transfer to the value of \$50, or \$50 off luggage and accessories – terms and conditions apply.

To book your next adventure, or to find our more, visit www.pht.com.au or call one of their branches.



Jo McLaren (centre) with Warwick, Max, Dale and Hamish



Matt Boulter from TerryWhite Chemmart Marion Compounding (centre) with Tom and Jenny

Grant Provides Therapy Items

Our wonderful partner TerryWhite Chemmart Marion Compounding has provided a generous grant to Minda ASSIST Therapy which has allowed the occupational therapy team to purchase some fantastic portable therapy and sensory items.

Occupational Therapist Jenny says the range of items includes weighted blankets, vibrating cushions, body socks, games, a trampoline, foam crash mats, a balance beam set and lycra tunnels.

"One of our biggest focusses as an OT team is supporting our customers to participate as fully as possible in their home and community and to provide them with the appropriate learning opportunities and equipment they need to increase their independent life skills," Jenny says.

"This grant is a very effective way to support as many customers as possible, because the portable nature of the items means they can be used in our therapy space at Brighton, and can also be taken into the community to allow us to provide a service to customers who have high sensory needs but who are unable to access the clinic.

"It also offers an opportunity for families and support staff to trial various types of equipment to ensure that therapy is a tailored experience to the customer. The wider Minda ASSIST Therapy team will also greatly benefit, as the equipment may also be utilised by other therapy disciplines in the team to ensure consistent approaches towards customer goals."

Minda ASSIST Therapy has several customers who come to Minda Brighton for therapy, but also supports a large number of customers who cannot access the Brighton site for a variety of reasons.

Jenny along with Senior Manager, Fundraising and Volunteer Services, Tom Radomski, personally thanked pharmacist Matt Boulter from TerryWhite Chemmart Marion Compounding here at Minda last month.

Matt is part-owner of TerryWhite Chemmart Marion Compounding, which has been providing pharmacy services to Minda for more than 12 years.

Alexander Reaps the Rewards



Alexander and Sandy at the front of Minestra cafe, Prospect



Alexander serves a milkshake to Soma

A sense of contributing to the community is what Alexander loves most about his job at popular Italian eatery Minestra. Alexander has been enjoying working at the Churchill Road, Prospect, café for around seven months after receiving assistance from our MJP Employment Services.

MJP is a Federally-funded specialist disability employment provider which helps around 200 people with disability each year to find and maintain a job in the general labour market.

When Alexander went to MJP, he had a few jobs in mind that he would like to do – and kitchen duties and making coffee were top of his list.

MJP's David Plummer worked with Alexander to create a plan to get him into his desired area of work.

"The plan involved volunteer work briefly at Meals on Wheels and then at Unley Community Centre's café," David says.

"Alexander started his volunteer duties in dishwashing, then progressed to cleaning benches and food preparation. He gained some independence and social skills, then decided his goal was to

work in hospitality. Alexander needed a workplace close to home as he wasn't familiar with public transport, so we approached a few cafés in the area and were fortunate to find Minestra."

Alexander started at Minestra with basic dishwashing duties and has now progressed to making juices.

"My favourite part of working at Minestra is serving drinks because I am new to customer service and it is a challenge for me. Sandy is currently training me to make coffee, which was one of my goals for the future," Alexander says.

"As a result of working at Minestra, I feel that I am putting something back into the community."

Alexander is enjoying being part of the café's community, with many regular customers bringing in their home-grown backyard vegetables for use in dishes.

"Alexander has completely added value to our team and community, taking on new roles and gaining new skills. On a community level, it feels good to help someone for which the path is not always clear, and I've never lost sight of the rewards."

Spring Clean

Time to get to spring cleaning? Remember to stop past an Unplug N' Drop location to responsibly dispose of your e-waste.

Visit electronicrecyclingaustralia.com.au/unplug-n-drop to find out what you can Unplug N' Drop and a location near you, like your local Bunnings.





Charlie chooses green and gold



Maria concentrating on her work



Artist Daphne teaching the group some painting techniques



Some of the beautiful finished products

Reconciliation Action Plan

We were pleased to launch our Reconciliation Action Plan, and you can find it on our Minda website homepage.

You may have read in a past edition of Vocal Point about the amazing Reconciliation Action Plan artwork by Lorelle Hunter, a Mirning and Wirangu woman from the west coast area of South Australia.

Lorelle's work beautifully represents Minda and what is important to us and our community.

Ahead of the launch of our Reconciliation Action Plan, the MyPATH group took part in a painting session with artist Daphne Rickett as part of National Reconciliation Week, which is held every year from 27 May to 3 June.

The group enjoyed painting on canvas and rock and had a wonderful time getting involved.

Choice is Key for Steven

The way to a man's heart – a pink donut and doing just what he likes.

That's according to Home Care customer Steven, when staff asked him what he would like to do with his day.

Steven sometimes chooses to go to McDonalds, where he orders and pays for a chicken burger and, on this occasion, two pink donuts.

"I can have two, and look what I bought," Steven tells staff at both Home Care and McDonalds.

Staff at McDonalds know Steven and communicate with him around his choices each time he arrives.

Home Care enrolled nurse Marilyn says Steven likes to watch aeroplanes while enjoying his lunch.

"It's an outcome Steven wants and it enables him to make informed choices and be independent," Marilyn says.

"With Home Care, Steven remains

connected to his local community, participates and tries new things, all as part of his Home Care package.

"Steven also completes an annual survey, to make sure his Home Care team is supporting him to have the best life he can."

Minda Home Care is a registered provider through the Australian Government My Aged Care service, and offers flexible support options to meet customers' changing needs and goals, with as little, or as much, support as they choose.

"Our team welcomes enquiries, and is happy to explain how it all works, as well as guide people through each step, keeping everything confidential along the way," Home Care Manager Libby Chapman says.

The team has training in aged care, dementia and mental health, and all team members have DCSI and Police clearances.

If you would like to find out more about Home Care packages, contact the Home



Steven enjoys his pink donut

Care team by phone on (08) 8179 5292, via email homecare@minda.asn.au, or visit the website www.mindainc.com.au.

Kerri-ann Shines in Study and Life

Kerri-ann graduated from her university program two years ago – but she loves studying so much that she keeps going back for more.

The model student, who lives in Minda accommodation, studied a variety of subjects in Flinders University's Up The Hill program, including personal and social psychology, and an introduction to neurological rehabilitation.

Up The Hill is a program which matches students with disability with peer mentors to help them in developing social networks and expanding opportunities and activities in university life.

Kerri-ann, 47, made many good friends through the program and was the first student to cross the stage in Flinders University's main graduation ceremony amongst 150 other graduands in 2017.

"It was a great experience, but it was a bit daunting being the first one on stage," Kerri-ann says.

Kerri-ann is still relishing studying at Flinders as an audit student, which means she is continuing purely for her own self-enrichment and academic exploration.

While she no longer has a mentor through the university program, she has

secured a mentor through NDIS.

This semester she is studying philosophy and is enjoying exercising her right to ongoing education.

A common theme throughout Kerri-ann's studies is disability advocacy and wanting to help others.

"I want to advocate for people who can't speak up for themselves," says Kerri-ann, who has previously attended the Having A Say self-advocacy conference in Geelong with Minda.

"If people can speak up, I can still support them. Ultimately I want to work in that area."

Kerri-ann's success in the Up The Hill program led to her being approached to contribute to a book published by Sydney University about university life for people with disability.

Kerri-ann wrote a 3,000-word chapter on her student experience and, when the book was launched, she attended the launch function in Sydney.

Kerri-ann's parents, John and Yvonne, say university study has broadened Kerri-ann's horizons.

"The first thing she's into in the morning is her books," Yvonne says. Kerri-

ann is a keen writer of poetry and plays, and when she attended the Having A Say Conference back in 2010, she won a poetry award for her poem called 'Life goes on'.

"I love writing poetry," she says.

"I'm mostly doing plays now. I type my plays up on my computer."

Kerri-ann works for Health Partners in the city three days a week as an administration assistant.

"I've worked there for 18 years and Health Partners is very good to work for," she says.

Kerri-ann enjoys living an active life and pushing the boundaries too. "I'm just me," she says.



Kerri-ann graduates from Flinders University's Up The Hill program



The book Kerri-ann authored a chapter

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World Environment Day

We were delighted to join the City of Holdfast Bay and Friends of Minda Dunes volunteers in planting 1000 seedlings at the Minda Dunes Coast Park for World Environment Day on June 5.

The event was held to introduce the newly formed 'Friends of Minda Dunes', many of whom are Brighton Dunes residents, as volunteers to the site.

Ten volunteers from the City of Holdfast Bay's Holdfast Habitat Heroes volunteer group buddied up with the new Friends of Minda Dunes volunteers to assist with planting, while Mayor Amanda Wilson expressed her appreciation for the work of all the volunteers on the day.

Everyone enjoyed learning more about Kaurna culture thanks to a Welcome to Country from Corey Turner and Smoking Ceremony by Allan Sumner.

The Minda Dunes Coast Park will be 500 metres long and four metres wide and is the final section to be built in the City of Holdfast Bay.

We have worked together with Council to establish an easement for the pathway on Minda's land title, which enables Council to construct and maintain the pathway and allow public access once built.

Construction of the pathway is expected to be completed in the coming weeks, while completion of revegetation work, public art installation and signage may extend beyond this time.

The broader Coast Park project is a continuous two-way pedestrian and cyclist trail along the metropolitan Adelaide coastline, from North Haven in the north to Sellicks Beach in the south, and is a shared initiative between the South Australian Government and Adelaide's six coastal councils.



Allan, Mayor Amanda Wilson, Marcus and Corey



Cooper modelling the t-shirt he designed

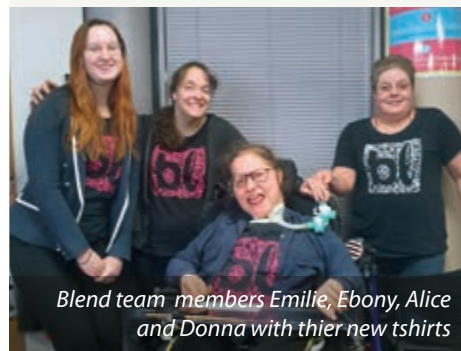
Blend Creative

Blend Creative recently celebrated the launch of their new t-shirts.

The brilliant concept contains lots of tiny, perfectly-formed, design-related tools and icons that outline the letters 'bl' for Blend, which was originally designed by Training & Development team member Cooper.

Every employee then contributed an image to be hidden within the design to represent the team and the vibrant company they work for.

Such things include the Link Magazine logo, Adobe tools and even a unicorn for Blend Creative team member Donna!



Blend team members Emilie, Ebony, Alice and Donna with their new t-shirts

Guitar Festival Strikes a Chord

The Adelaide Guitar Festival has rocked out at Minda! There were smiles and plenty of dancing when the Adelaide Festival Centre's Guitar Festival brought its Resonance program to Minda Brighton.

The Resonance program's simple objective is to take the festival to those who may not otherwise be able to attend.

Thanks to the world-class guitarists – Cal, Tom, Emma, Dylan and Sam – who showed everyone who came along to Verco Hall such a great time!



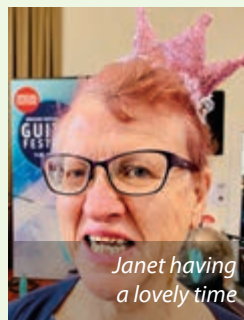
Cal, Emma, Dylan and Tom on stage



Performer Sam with Brenton (Moggie)



Leith and Paula get into the groove



Janet having a lovely time



Cal and Tom with Bev

Bingo a Winner at RLS

Customers at Retirement Lifestyle Services are on a winning streak with two innovative bingo games designed by long-time support worker Jen.

Jen has worked at RLS for 20 years and she is always looking for different ways to engage our customers in fun and meaningful ways. And bingo, the game of chance, has proved to be a real winner for everyone!

Jen was nominated for the BankSA Innovative Solutions Award at our recent Night of Stars employee awards night. Her award nomination stated she was "keen to explore options around trying to reduce falls" among RLS customers and came up with the idea of falls prevention bingo.

The customers really enjoy the game and their knowledge of falls prevention has increased.

While Jen was nominated for the Night of Stars award for falls prevention bingo, she has now added fire safety bingo to the RLS schedule.

"The guys like bingo and I wanted to be able to repeat the message in a fun way, so I found pictures of things which apply to the customers' everyday lives and used them," Jen says.

"When we play bingo, we discuss the pictures and why they are important; for example, many customers have trousers which need braces or belts to prevent them from falling down and allowing them to walk unhindered.

"Other examples include: ensuring their glasses are clean, their shoes tied up, their shoes fit correctly, the soles aren't worn, physiotherapy exercises, the correct use of their walkers, standing up straight instead of leaning all their weight over their feet, and being mindful in looking where they are going."

Jen says fire safety bingo focusses on signs of a fire and what to do.

"We look at things like dialling 000 for the fire brigade, don't panic, use your eyes and nose to see and smell smoke, know where the

fire exits are, follow staff instructions, exit the building and do not go back in, and that staff need to take attendance," she says.

"We play every fortnight through the month, alternating with plain number bingo." Keep up the great work Jen!



THANK YOU



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