

VOCAL POINT minda



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Celebrating success



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Cover image: Eleni Androutsis encourages others to consider a career with Minda and SAGE.



Vocal Point is the official newsletter of Minda

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FROM THE CHIEF EXECUTIVE OFFICER CLARE ALLEN



Welcome to our first issue of Vocal Point for 2020. We've made an energetic start to the year here at Minda, with a strong focus on leadership within the organisation to ensure we make Minda the best it can be for our clients and families.

I was delighted to launch our Leadership Development Program in late January, with 36 existing managers and emerging leaders from across the organisation taking part. Leadership was identified as a priority area in our most recent staff engagement survey, with our investment in leadership designed to make sure we have excellent, well-trained leaders across the business.

Leadership is also a key component of the Australian Business Excellence Framework (ABEF).

The ABEF offers a platform for success in leadership, strategy and planning, information and knowledge, people, clients and other stakeholders, process management and improvement and innovation, and success and sustainability performance.

For the past two decades, I have been successfully using the ABEF and I have been excited to bring it to Minda. It's based on what top performing companies do to be successful and can be applied across the organisation. It's also based on creating a culture of performance and 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.

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 clients.

In addition to the Leadership Development Program, we're developing a new Reward and Recognition program for staff that we will be launching soon. It will aim to reward our people for performance, service, and demonstration of our Values.

I've been genuinely pleased with how staff, and indeed the Minda community, have embraced our new Values – Heart, Opportunity, Respect, Community and Empathy – since they were launched late last year. Our Values are more than just beliefs – they describe the core ethics and principles that drive how we work, and act as a thread that runs through all aspects of the business.

Investment in our people and leadership through the ABEF, and creation of an environment where staff are empowered through our Values, is a key to ensuring Minda can continue to improve and transform. It's going to be an exciting year ahead.

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

Clare Allen
Chief Executive Officer



FROM
THE
PRESIDENT
JOANNE
DENLEY

Although the festive season is well behind us, I would like to thank everyone who supported Minda's wonderful community events during December – the Minda BankSA Christmas Carols and Markets, and our charity Christmas gift wrapping at Adelaide Arcade, Harbour Town, Marion Cultural Centre, Cove Civic Centre, and Cheap as Chips at Glenelg, Port Adelaide and Colonnades.

I'd like to express a heartfelt thank you to the many wonderful volunteers who gave up their time to undertake half and full day shifts at our gift wrapping booths throughout the month – you helped us to raise a fantastic \$12,800 through this community initiative to support people with disability.

We also enjoyed great volunteer support at our Christmas Carols and Markets event, which attracted 3,000 people to Minda Brighton in perfect weather conditions. This event aims to promote inclusion and welcome the broader community to Minda. I personally enjoyed the entertainment on stage and the carnival atmosphere with market stalls and food trucks, and seeing young families enjoy the rides and amusements.

This event was made possible by more than 80 volunteers, including volunteers from BankSA, Kiwanis, the Rotary Club of Somerton Park, City of Holdfast Bay event volunteers, and of course Minda's own fantastic volunteers.

Whether it's helping at events or providing companionship for someone we support, volunteers are at the heart of Minda's operations, and I've loved

seeing some of the positive impacts from their work.

Looking at the year ahead, much work is already underway by the Board and Executive, and indeed right across the organisation. A few weeks ago, I was pleased to join the Board in meeting with members of the Minda Association in an informal setting at INC Café. It was great to see everyone and to hear from Minda friends and family advocates directly about what they'd like to see from the organisation in the future.

To this end, the Board has been working on the new Strategic Plan for 2020 to 2023. A key focus of the new Strategic Plan will be consolidating the business to align with our core purpose.

I look forward to us being able to share more details about the Strategic Plan soon, and taking you with us on this exciting journey towards being a truly client-centric organisation with strategic directions that ensure clients and their families are at the centre of everything we do.

Joanne Denley
President



Jocelyn Graham

Welcome Jocelyn

Our new Executive Manager Customer Services, Jocelyn Graham, says she is keen to contribute to Minda's strong legacy.

Since starting at Minda at the end of November, Jocelyn says it has been an exciting time getting to know some of the passionate and dedicated staff who deliver services to our community of clients.

"I am very much enjoying meeting with so many people who are passionate about making a difference in the lives of those we support," she says.

Jocelyn is an experienced executive with over 24 years' experience in disability services, children and family services, child protection and family reunification. Her most recent role was as Director Services, Lifetime Support Authority, while previous to that role she was the Director Operations for The Benevolent Society.

She says her priority here at Minda has been ensuring we are providing a very high quality of client care.

"I'm hoping to be able to empower staff at all levels to see how each of us makes a positive difference every day at Minda," she says.

Away from work, Jocelyn loves to spend time with family and friends, and enjoys SA wine and cheese.



Dr Clare Allen, Caleb, Michael, Timon, Ian, Nakita, Jim, James, Luke and Alan

Envirocare's Certificate II graduates

Congratulations to Envirocare team members Luke, Michael, Ian, Caleb, James, Timon and Jim, who graduated from their Certificate II in Horticulture, completed through the SA Learning Centre.

The graduates were congratulated by CEO Dr Clare Allen and Envirocare Horticulture Trainer and Assessor Alan Phillips, along with family and friends, at a small outdoor ceremony at the end of 2019.

The team carried out a range of tasks to meet the Certificate II qualification criteria,

including preparing and maintaining plant displays, pruning shrubs and small trees, assisting with low volume irrigation operations, treating plant pests and diseases, treating weeds, operating machinery, undertaking propagation activities and caring for nursery plants.

Alan says the group was a delight to train with excellent attendance and a positive attitude throughout.

"The participants were encouraged to support each other when dealing with practical and theoretical problems that

enhanced their problem-solving skills," Alan says.

"Feedback about the course from the participants has been very positive, with the team developing strong friendships."

At the graduation ceremony, Dr Clare congratulated the team on their achievements and encouraged everyone to enjoy the relationships they had formed during the course.

"Those (relationships) are the things you will remember when you look back," she says.

Bec heads up PKC

Rebecca Milloy is our new Senior Manager, Special Projects, and is heading up the Minda Nursing Home, the Pat Kaufmann Centre.

Bec joined Minda from Lifetime Support Authority, where she worked in a senior manager role to establish a new service to deliver a high standard of treatment, care and support for people with catastrophic injuries in car accidents. She has previously worked in NSW and the Northern Territory, including managing clinical services for a residential facility supporting ageing in place.

"I am trained as an occupational therapist and am passionate about innovative solutions to support people to reach their individual goals," she said.

Rebecca says being South Australian, she grew up knowing about Minda and the services provided.



Bec Milloy is welcomed by Robert

"Minda has a long history of delivering great services to people and I am fortunate to have the opportunity to work here to continue to provide services into the future," she says.

"It is obvious the staff here are passionate and committed to the residents and I am enthusiastic to work with them to continue shaping and improving PKC."

Minda ASSIST Therapy

Minda ASSIST Therapy delivers comprehensive, person-centred supports and therapies, backed by experience to achieve the best possible outcomes for you.

Our experienced team of allied health professionals can help improve your health and quality of life through occupational therapy, physiotherapy and exercise physiology, psychology, psychiatry, developmental education, speech pathology, and dietetics.

Our therapists are experienced in supporting people with a wide range of disability including sensory, neurological, cognitive, intellectual and psychosocial.

At Minda ASSIST Therapy, people with disability and their families are at the heart of everything we do.

Appointments are available now in all Minda ASSIST Therapy disciplines. Call **8126 2400** to book.



Appointments are available now in all Minda ASSIST Therapy disciplines



Denis enjoys art therapy

Denis enjoys art therapy at home

Visual art therapy is helping to brighten the day of Minda Home Care customers.

Home Care's Jane Walsh says Denis is one of five customers currently enjoying sessions with art therapist Georgie.

"Georgie works to ensure customers are engaged to create their own works of art to express themselves," Jane says.

"Denis has had a great time creating art work centred around his love of ABBA and his favourite animals, cows.

"Georgie comes to customers' homes and is welcomed with smiles, laughter and, at the end of the sessions, works of art that could have the Mona Lisa smiling!"

To find out more about the Home Care team at Minda, contact homecare@minda.asn.au

Tutti's new home

After 12 happy years at Galway House at Minda Brighton, award-winning disability arts organisation Tutti Arts will be moving to a new home this autumn.

CEO and Artistic Director, Pat Rix, says Tutti's programs are at capacity.

"Galway House has become too small and this move will enable us to offer places to new artists who are waiting to enter our programs. We'll also have the opportunity to bring all of our Brighton-based programs together in one place," Pat says.

Tutti will be creating a multi-arts centre on the site of the former St Teresa's Primary School at Brighton which closed at the end of 2019.



Tutti Arts CEO Pat Rix (centre) with Tutti Arts President, Andrew Downing and former principal of St Teresa's Primary School, Peter Mercer. Photo by P. Soteriou

Life is sweet

It's been two years since sports fan Gerard moved into his one-bedroom apartment at Minda Brighton – and life is sweet.

In fact, the avid cricket fan has had a 'hat trick' of success since moving out of home to live independently but with support.

Gerard said the three things he is enjoying most about Supported Independent Living is having independence, receiving good support from staff, and being able to follow his likes and interests. And watching the summer cricket is one of his favourite hobbies.

Gerard follows the Australian cricket team with much interest and knowledge, and also loves AFL football. He even put a bet on who would kick the first goal of the 2019 grand final and won.

"I put a can of Coke on it," he laughed.

As well as enjoying all types of sports, Gerard loves watching movies.

"Sometimes if I can't sleep, I put a movie on. If I was at home, I would have to worry about the volume, but living independently means I don't have to worry so much," he said.

Gerard also loves a chat, and the regular



Gerard with support staff member Naomi

social barbecues held for his apartment building are a highlight.

"Sometimes the staff come and sit with me in my apartment and have a chat, which I enjoy too," he said.

"I like living independently and having peace and quiet."

Minda aims to contribute to the creation of

a real home, where people with disability are supported to live the way they want to live.

The type of accommodation available through Minda Housing includes independent living, one and two bedroom apartments, community homes with two to four bedrooms, and housing for people with exceptional needs.



Construction at Pine Avenue, Warradale

Platinum homes

Minda is currently building two new houses to meet the High Physical Support, Platinum level criteria for the Specialist Disability Accommodation (SDA) under the National Disability Insurance Scheme (NDIS).

The two new homes being built at Pine Avenue, Warradale, and Tarlton Street, Somerton Park, will mean Minda Housing Ltd will be the first disability housing provider to offer this level of SDA housing to the South Australian community.

Set to be completed in July, the two homes will provide specialist accommodation to NDIS participants requiring integrated housing and supports. Features will include air conditioning customisation for each individual's personal areas, ensuites for each bedroom and accessible bathrooms.



Eleni Androutsis from Worklink Enclave



Eleni at the Stars of Minda awards night at the Adelaide Entertainment Centre, with family members Kelly and Georgia

Celebrating Eleni's success

Eleni Androutsis is one of our star employees who has been working in supported employment for Minda and SA Group Enterprises for a quarter of a century.

Eleni works in the Worklink Enclave Enterprise at SA Pathology, or as she affectionately calls it, the 'A-Team'!

Her daily work includes packing pipette tips, marking tubes and dispensing media. She's undertaken a variety of tasks over the years and has adapted her work to suit the needs of the business.

Late last year, Eleni was recognised for her dedication in the Stars of Minda annual supported employee awards, winning a Rotary Club of Somerton Park Pride of Workmanship Award.

"I didn't expect to win an award. All I did was work, work and work, without any expectations of anything more," she says.

Eleni says she hopes her success will inspire others on the autism spectrum.

"I would encourage people with disability to work with SA Group Enterprises and Minda," she says.

"By working in supported employment, they can make new friends and increase their quality of life, like me.

"If they're so lucky, they can even go in the Stars of Minda and win an award or trophy!"

Eleni says she has met so many nice people at work. Her favourite part of the job is packing the pipette tips.

Away from work, Eleni does karate, enjoys reading, and her special interests include

spirituality, the environment and music.

Rebecca Lock from the SA Pathology Enclave says Eleni is an invaluable member of the team.

"Eleni shows dedication in her work by always wanting to do well and committing to doing her best in every task," Rebecca says.

"Eleni is a true team player, showing a willingness to assist others, and playing a vital role in keeping the workplace clean, safe and in order."

Our Commercial Enterprises are currently on the lookout for more supported employees to join the team. If you know anyone who might be interested, ask them or their carer to contact SA Group Enterprises on **(08) 7231 4975**.

Making a difference

Jeff Bradshaw has relished the opportunity to volunteer in Minda's MyPATH program during a block of annual leave from his IT career.

Jeff spent seven days over three weeks helping in the Lifestyle Precinct at Minda Brighton, and says volunteering with MyPATH was really satisfying.

"I felt like I was contributing, like I was able to help in some small way to making a difference to people's lives," he says.

Jeff used to live in the Brighton area, and says he had always wanted to do something at Minda, whether in a work or volunteer capacity.

Then the block of leave he had booked for the birth of his and wife Kristy-Lee's third child presented the opportunity to give some part-time volunteering a go, as the older children were in school and part-time care.

He got in contact with Minda through the website www.mindainc.com.au/volunteers – and didn't look back.

"I've helped out at bowling with the MyPATH crew, we've gone swimming at

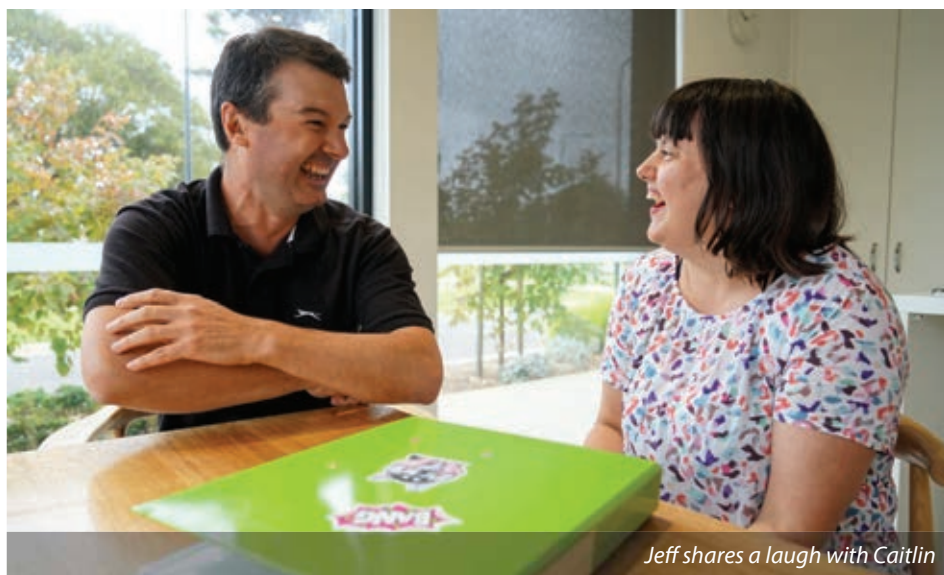
Marion, gone for walks, and I've enjoyed helping people with their independent living skills," Jeff says.

"The real highlight has been the people. I've enjoyed having chats with Caitlin and enjoyed listening to music with some of the guys, it's been great fun. It's the people who create the fun, and I feel lucky to have been a part of it."

Jeff says he enjoyed working with the staff at MyPATH, including support worker Jaime who set a 'caring and genuine' tone from his first day, and support leader Michael.

"The staff and clients made it so enjoyable and I really looked forward to the days I've come into MyPATH," Jeff says.

"I will definitely miss the clients – they've made the days fly by, it's been so much fun."



Jeff shares a laugh with Caitlin



Bev and Carolyn

Following the bagpipes

Special thanks to our volunteer bagpipers Carolyn and Ron who bring their fantastic talent to Minda Brighton once a month.

Bev and Warwick are among many people we support who enjoy hearing some wonderful bagpipes classics, as Carolyn and Ron play around the Brighton site, followed by some eager fans, and finish off by stopping to enjoy a coffee and chat at INC Café.



Lisa cooking up a storm at a fundraising barbecue

Giving back

Lisa Pearson is a fantastic volunteer and supporter of Minda.

As a registered nurse, Lisa has always loved caring for people and making them feel safe and comfortable.

She says growing up, she wanted to work with Mother Teresa, but her late mum was terrified of the idea of her travelling overseas so she never did.

Now with three grown-up children, Lisa, 57, was looking for something meaningful that she could do locally.

"The work that Minda does and provides makes a difference to people's lives," she says.

"To be part of that is really special."

Lisa recently volunteered at our fundraising barbecue held at Officeworks Keswick and says all the volunteers and staff she has met have been welcoming and friendly.

"If you are thinking of giving back to the community, Minda is worthy of your consideration," she says.

"You'll play a part in making a difference, and making the impossible possible for many families."

Glenelg golf day

We were thrilled to celebrate 52 years of support from Glenelg Golf Club on February 11, with the ladies teeing off in good conditions.

The atmosphere on the day was fantastic, with around 140 people taking part.

With the generous support of Glenelg Golf Club, more than \$4,600 was raised for Minda. Thank you to the club for their amazing support for more than half a century!

We also wanted to say thank you to the many people who baked delicious homemade cakes, slices and jams for the trading table.

Our volunteers on the day were the wonderful Jeane and Caitlin, and Joanne and Paul from BankSA.

We'd also like to acknowledge TerryWhite Chemmart Marion Compounding, Adelaide Arcade, Dominant Cleaning and Da Da Daisy, for donating items for the raffles and prizes.



BankSA volunteers Paul and Jo with Minda volunteer Caitlin

Entrée's true value

Entrée Recruitment is Adelaide's leading recruitment agency and is one of Minda's newest valued partners.

Established in 2001, Entrée Recruitment is dedicated to finding the best talent for temporary and permanent jobs, and is now supporting Minda through volunteering and sponsorship.

The team from Entrée Recruitment volunteered for Minda's Charity Gift Wrapping services in Adelaide Arcade and Harbour Town over several days during December, helping us to raise valuable funds to support people with disability.

Entrée Recruitment Senior Consultant Samara Dela Roza says she enjoyed seeing the collective effort of volunteering help to make a significant contribution.

"What better organisation to give to than Minda, which assists thousands of South Australians living with disability to experience better quality of life," Samara says.

"I knew what I was giving, but didn't expect what I would receive. The time flew by as I heard from the public who loved the service and wholeheartedly supported the cause. I ended the day feeling uplifted and as though I had done something of true value."

Entrée Recruitment consultants balance innovation and personal service to help grow businesses and advance careers.

Providing a next generation recruitment service, Entrée Recruitment staff work quickly and proactively, utilising digital and video marketing, to reach passive job-seekers and source top talent.



Sarah from Minda and Samara from Entrée Recruitment gift wrapping in Adelaide Arcade

Innovation, unrivalled customer service practices, and strong community commitment initiatives cement Entrée Recruitment's reputation and standing.

The Mighty South Aussies

Foodland Supermarkets are known as the 'Mighty South Aussies' because when you shop with Foodland, you are supporting the local community.

However, this isn't just because of Foodland's ongoing support of local producers and suppliers. Foodland are also passionate about contributing to the community, and supporting organisations which provide a positive impact for South Australians.

Foodland has a strong partnership with Minda, helping to create and maintain employment for South Australians with disability through the 'Packed by Minda' initiative, a successful program which has been ongoing for several years. In addition, Foodland has raised over \$75,000 for Minda through various initiatives.

"We love working with Minda and are behind everything they stand for," says Nicole Richards, Marketing Manager at Foodland.

"It's been wonderful to support such a fantastic organisation that highlights our values to such a great extent and is truly a reflection of our Mighty South Aussie mindset."

Recently, Foodland raised an additional \$8,000 for Minda through a spontaneous initiative at an annual conference event, auctioning off renowned speed-painter Brad Blaze's amazing paintings to the large crowd.

"We're so happy that we could contribute in this way," Nicole says.

"We were blown away by the response of our suppliers and retailers, who really got on board with this surprise initiative!"

Foodland has received many accolades for not only community initiatives, but also for high attention to customer service.

Roy Morgan recently announced Foodland as the Supermarket of the Year in their Satisfaction Awards for 2019, making it three in a row!



Artist Brad Blaze at the Foodland conference which raised \$8,000 for Minda

Make sure to check out the new Foodland store at 113 Main Road, Kapunda, to support another Mighty South Aussie store.

Bushfire fundraiser

The Minda community has rallied to help support wildlife affected by the devastating bushfires on Kangaroo Island.

MyPATH's Pets, Animals and Creatures crew, led by support staff member Julie, spent a day collecting donations around Minda Brighton to assist the wildlife affected by the fires.

Senior Manager, Lifestyle Services, Dale Govett says the crew visited all work areas, with staff members who donated having the option to choose a gift from

the Pets, Animals and Creatures range of pet toys and food as a thank you for their contribution.

"Following the heart-breaking events on Kangaroo Island, we wanted to do what we could to assist," Dale says.

More than \$1,000 was raised, with funds going to South Australian Veterinary Emergency Management (SAVEM) through our corporate partners at BankSA, ensuring all funds go to the rehabilitation and support of native animals on the Island.



Steve and Julie show off some of the handmade items available from MyPATH's Pets, Creatures and Animals

A community Christmas

Looking back on another successful Christmas season, we want to acknowledge and congratulate all those who made our festive events a real highlight for the community.

The season commenced with International Day of People with Disability (IDPwD). This day acknowledges the skills and achievements of people with disability – something which is at the heart of our work at Minda.

More than 3,000 visitors enjoyed perfect weather and a carnival atmosphere for the Minda BankSA Christmas Carols and Markets. The day provided a great opportunity to welcome the broader community to Minda.

What helped to make Christmas Carols and Markets such a highlight was the enthusiastic help from more than 80 volunteers from organisations including BankSA, Kiwanis, the Rotary Club of Somerton Park, event

volunteers from City of Holdfast and, of course, Minda's own hard working volunteers.

And it wouldn't be Christmas without Christmas gift wrapping. Volunteer gift wrappers did their Santa's helper best at Adelaide Arcade, Harbour Town, Marion Cultural Centre, Cove Civic Centre, and Cheap at Chips Glenelg, Port Adelaide and Colonnades. This year the program raised \$12,800.



Santa's rotunda was very popular with families



Holdfast Bay Mayor Amanda Wilson with Dr Clare Allen at the carols event

THANK YOU



Minda thanks the many generous individuals and businesses who support people with disability.

Corporate Partners



Ambassadors

Phil Hoffmann, AM
Ali Clarke

Sponsors and supporters

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