



WRESACARE

**2010/2011
Annual Report**



Mission Statement

WRESACARE's Mission is to provide quality care and support to Persons with Disability, the Frail Aged, and their Carers, in a respectful, dignified and professional manner.

PRESIDENT'S REPORT

Sadly this is my last Presidents Report but I am pleased to say I leave with WRESACARE heading into a very positive future. I have been on the WRESACARE Executive Committee for 11 years and have enjoyed being part of a wonderful organization which continues to provide the best respite services around.

WRESACARE is about to embark on a journey of working together and becoming united to produce a Strategic Plan, for the next 2, 3, or 5 years. This is an exciting time for all Executive Committee, Management and Staff.

It saddens me to say, there has been some unrest at WRESACARE recently due to talks of a merger/partnership. This was never going to happen without a vote from you, our members.

After meeting with DHS, it was decided by all, the first step is to concentrate on developing a Strategic Plan, a first for WRESACARE to plan for the future and look at what is needed for our organization to move forward. This will be such a positive step heading in the right direction.

Once again it has been a terrific year for WRESACARE, with a wonderful day enjoyed by all who attended the renaming of 'Camms Road Children's Respite House' to 'Valerie May House'. What an emotional day and a fitting tribute to such a warm, lovely lady who will always be a part of the WRESACARE Family.
'Valerie May Nicoll'

With the addition of Mihaela Glavan to the WRESACARE Team as the new Book Keeper, together with the Finance Sub Committee, WRESACARE is heading in a good direction financially. We welcome Mihaela and thank you for what you have achieved in such a short time.

I would like to thank the Staff of WRESACARE for all the tireless work you do to ensure all our families and clients receive the best flexible respite options available.

Finally I would like to thank the Executive Committee of Management. Over the years I have seen many committee members come and go. You have all shown wonderful support and dedication to WRESACARE and you are an amazing group of people who volunteer their time to ensure the best positive outcomes for WRESACARE's future and the service our clients and families receive. Thank you so much.

Thank you all and Good Luck in the future.

Regards
Lyn Kemperman

Executive Officers Report

These are turbulent times for the Disability Industry in general, and WRESACARE has not been untouched by them. The Victorian Government's concentration on Individualised Funding, and the Federal Government's determination to introduce the National Disability Insurance Scheme will see the biggest upheaval in disability services in Australian History.

The last few years have seen considerable growth in the infrastructure of WRESACARE, which is a tribute to the steady hand on the tiller, which is what the past few committees have achieved. It is essential now for the incoming committee of WRESACARE to embrace and engage the future full steam. The changes will mean that not only will we be jostling with our fellow not-for-profits for a share of the market, we will also have to defend our territory against for-profits and overseas entities, keen to exploit the new paradigm for their own benefits.

At present, there is no measure of quality that Profit-Orientated services must satisfy; no insistence on qualifications, training, or ethical standards exist. Anyone anywhere can hang a notice on their fence and trade as disability service providers. Quality costs, and quality will be the first casualty of an unfettered market place.

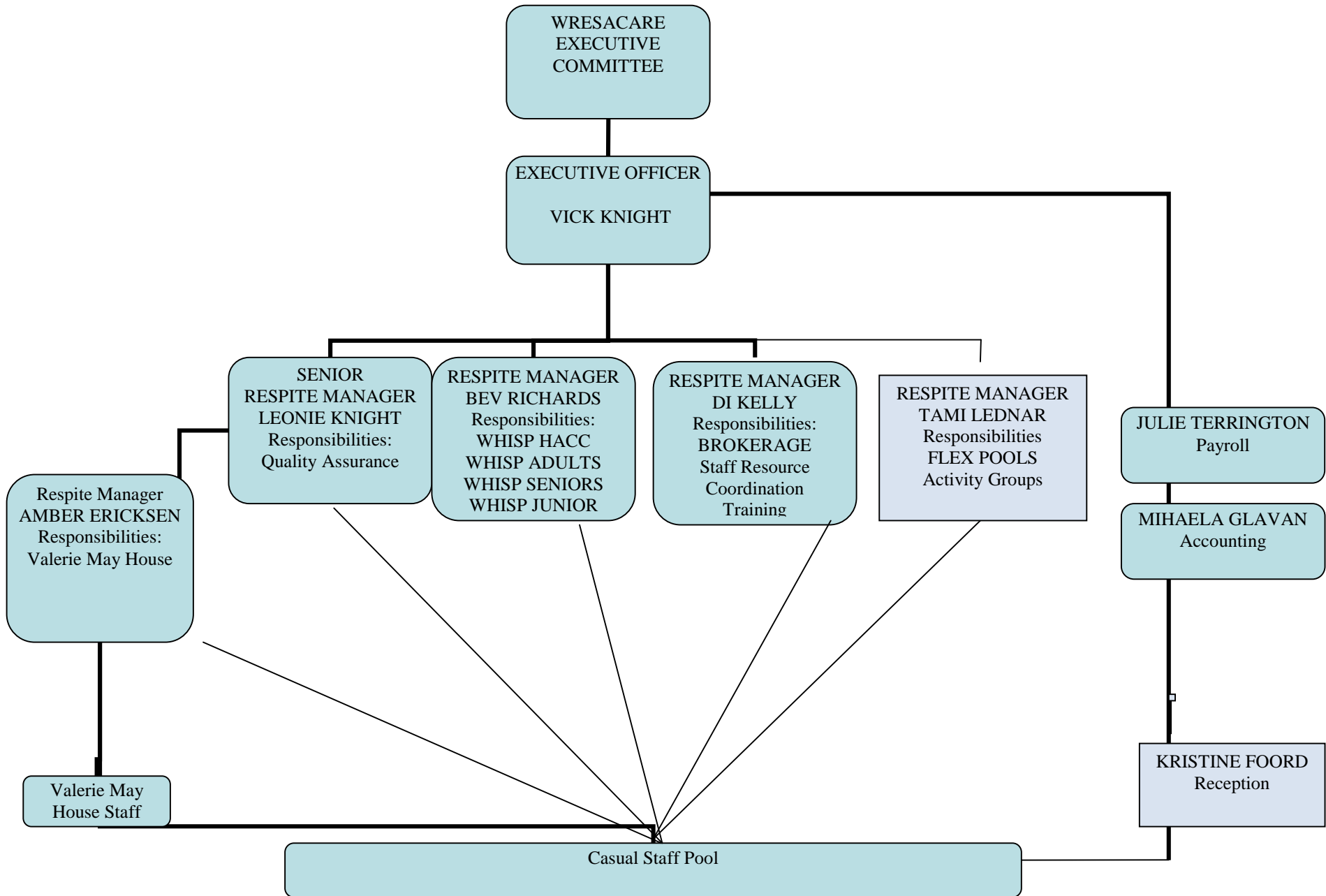
WRESACARE must enter this market place full bore, emphasizing our strengths and our quality. Help from Government in the form of quality control would be appreciated, but this is a market-focused Government in Victoria, and it is to their benefit to provide the cheapest possible care, or what passes for care. One wonders how long they will continue to hide behind the mantra of "client-choice", endorsing by their inaction a third-world class of client care.

Loss of friends or colleagues is always a difficult time. One has shared successes and endured failures with these individuals over a period of time. However, the organisation is a sum of its whole, not of a small number of persons. There have been departures from the WRESACARE family throughout the year including during the writing of this report, but I will deal only with those that are within the timelines of this report.

The untimely passing of our much-loved Respite Manager Val Nicoll was a huge shock to all. Val, in her ten plus years with WRESACARE, had left an indelible mark on the association. We all learnt from Val's exemplary level of care and consideration for persons in her care, and it was appropriate that her name be remembered by the naming of Valerie May House in her honour. She was the first employee at the house, and maintained her connection with it right up to the end.

Our diligent accountant Liz Collis moved on to less stressful pastures, as did House Supervisor Tonia Abbott. A reshuffle in the Administrative team, and two new recruits to WRESACARE have covered the gaps. Tami Lednar was promoted to a Deputy Respite Manager position, Gretta Domsek recruited as a House Manager, and Mihaela Glavan recruited into an accounting position. All have settled and proven valued assets to WRESACARE.

Vick Knight – Executive Officer



GENERAL MEMBERS:

WRESACARE's membership consists of representation from a range of services including disability agencies, individuals interested in disability issues, carers of people with disabilities and people who use WRESACARE services.

EXECUTIVE COMMITTEE MEMBERS:

The elected members of the Executive Committee of WRESACARE for the 2008/9 year are:

- **President** Lyn Kemperman
- **Vice President** Rudy Terlaak
- **Treasurer** Charmaine Cranenburgh

- **Secretary** Vacant

- **Members of the Executive Committee**
 - Naomi O'Brien
 - Josh Lednar
 - Anita Duncan
 - Tim Shambrook
 - Laurie Messenger
 - Steven Fletcher

Life members Laurel Greenwood
 Laurie Messenger
 Dawn Smith
 Ian Garnett

The General Membership elects the Executive Committee members each year at the Annual General Meeting.

WRESACARE STAFF:

The following staff are employed by WRESACARE.

Executive Officer	Vick Knight
Senior Respite Manager	Leonie Knight
Respite Manager	Bev Richards
Respite Manager/Staff Resource	Co-coordinator Di Kelly
Respite Manager	Tami Lednar
Respite Manager	Amber Ericksen
Camms Road Supervisors	Gretta Domsek, Felicita Tonna, David Knight
Accountant	Mihaela Glavan
Payroll	Julie Terrington
Reception	Kristine Foord

WRESACARE employed approximately one hundred and twenty (120) direct care workers on a casual basis over the past year. The direct care staff provided a wide range of services to people with disabilities and the frail aged. These services included personal care, assistance with daily living tasks, and community access, whilst the carer had a well-earned break.

WRESACARE has developed and maintained a staff training calendar for some years. Over the past year, WRESACARE staff training events included Working with Clients with Acquired Brain Injury, Epilepsy, First Aid, and CPR update.

WRESACARE continued to operate an after hours and weekend “on-call” service. Managers were rostered on a weekly basis to provide this service.

WRESACARE incident reporting policy advises staff that they must contact the on call manager if an incident occurs whilst on a shift. This system has ensured an appropriate response to any incident by both the staff member and the organisation via the manager. Carers were also advised of this service so they could report any problems regarding after hour or weekend shifts.

SERVICES PROVIDED BY WRESACARE

INTRODUCTION:

WRESACARE receives funding from Department of Human Services under several funding streams. **Disability Client Services** provide funding for respite services and **Home & Community Care (HACC)** provides funding for older people and younger people with disabilities.

WRESACARE CLIENTS:

WRESACARE works with people with special needs including:

- Intellectual Disabilities
- Acquired Brain Injury
- Challenging Behaviours
- Severe Injuries
- Physical Disabilities
- Attention Deficit Disorders
- Sensory Disabilities
- Developmental Delayed
- Psychiatric Disabilities
- Aged Care
- Medical Conditions
- Palliative Care Support

WRESACARE PROGRAMS

IN HOME RESPITE CARE (WESTERNPORT HOME INDIVIDUAL SUPPORT PROGRAM - WHISP)

WHISP JUNIORS

The regions that are supported by WHISP Juniors are City of Casey, Cardinia Shire, Greater Dandenong, the Mornington Peninsula and Frankston. WHISP Juniors is a program for families who have a child with a disability aged between 0 – 17 years.

The families and clients are given the opportunity to arrange their respite to suit the individual needs of the child and their family by indicating with a Respite Plan any new requirements for the financial year. As family's needs change this can be varied from year to year and the plan can be adapted for that change. In-home support can also be provided so that carers, siblings and their families can have the opportunity to pursue their own interests outside the family home.

The hours can be utilised as required, changed or varied to best suit their personal situation and as the hours are allocated for the financial year as a whole amount, this type of service is very flexible and readily accepted by families and clients.

Children who have reached their 18 birthday have moved into the Adult program where the program is run in the same way so there is as little disruption to services for the family or client.

Having these children move into the Adult program has provided the opportunity for the reduction of the waiting list only slightly but it does open a place for a new family on the Junior program. It only just makes a dent though, as there is still a huge waiting list for WHISP Juniors.

The situation has become that our WHISP program is in more demand than ever, and with Council services tending to deliver services to more of the aged care population, our waiting list seems to be “never-ending”.

WHISP Juniors continues to prove to be a very successful and flexible respite program and WRESACARE, attempts as much as possible to link the families into other services offered by WRESACARE and within the region but there is, however, little available and never enough.

WHISP ADULTS

The WHISP Adult program provides respite for families who live in the regions of Cardinia Shire and Greater Dandenong, Mornington Peninsula, Frankston, as well as City of Casey which is growing rapidly and the demand for this program is at a peak as it covers such a broad area and five Local Government areas.

The specific needs and requests of each client and family are taken into consideration and the focus is to provide the best possible service for client and carer. The liaison between carers, clients, and Direct Care Workers is essential so that respite can be tailored for the families and clients changing needs and in conjunction with their Respite Manager, a respite plan is arranged. In-home respite and “sleep overs” also, are always an option and is taken up by some families when required.

The clients on the Adult program generally prefer to use their hours for accessing the local and wider community on the weekends for outings such as swimming, movies, gym, footy or other sporting or leisure activities which all help to encourage new skills and meet new people.

Involvement and participation in team sports and social groups are still a popular choice and, with the support of a Direct Care Worker clients are able to participate independently from family and this enables their carer to have a well-earned break as well as the client being able to do their own “thing”. A lot of the clients have the ability then, while attending these events, to form friendships and develop social networks which otherwise could be limited.

A small number of clients have moved into Residential homes or out of the region this year and although we will miss them and their families, we hope that they will continue to achieve their goals and enjoy the new times ahead.

The flexibility and success of the WHISP Adult program remains in demand and this program will hopefully continue to assist families with respite in all the local regions for long time to come.

WHISP HACC

WHISP HACC is funded by the Department under Home and Community Care and is available to families with children or adults up to age 65 years and like the other WHISP programs they are allocated a block of hours for the year and are used whenever required.

The flexible nature of the WHISP HACC program enables families and clients to choose when they would like a staff member and then based on individual needs, along with the development of a Respite Plan their respite can be planned accordingly. So with this in mind the WHISP HACC program is still in demand for families to access and receive respite services. Planned respite is usually arranged for the year but there are a proportion of clients and carers who prefer to have their respite as an “as required” component.

Clients and families generally prefer “out-n-about” and group/team activities although in-home respite is also an option and an alternative for Carers who may wish to go out for the night or have a weekend away.

As a large proportion of clients are of school age or young adults with a day placement, it is usual for families to have planned respite for the same time and day each week but some families may prefer to access their respite only at certain times of the year, e.g. school holidays or special occasions.

The support of a Direct Care Worker enables clients to access leisure options or sporting activities in the local or wider community that they may otherwise not have the opportunity to participate in.

A broad range of activities to suit each client can be arranged in consultation with the carer, client and Direct Care Workers and along with the Respite Manager and the respite plan can be adapted to offer families a service that is specific to their needs.

After another busy year it has been again a very successful program providing respite for families who reside in the City of Casey, Greater Dandenong and Cardinia Shire, and this hopefully will continue to support many families and clients in the region as in the previous years.

WHISP SENIORS

This program provides services for clients or carers who are over the age of 65 years thus assisting families from quite a diverse age group. To be a recipient of a WHISP Senior place, clients and carers must reside in the Greater Dandenong, Cardinia Shire or City of Casey.

The recipients of a WHISP Seniors place have generally been frail aged but, there is much larger increase in the number of aging parents caring for their adult son or daughter who has a disability.

A stronger growth in the number of grandparents who are caring for their grandchildren who have a disability is emerging, and respite has been in great demand for these families as the grandparents are often caring for their other grandchildren also.

Older carers who care for a younger family member generally choose an activity that enables the client to participate in the community and carers of an aged family member usually prefer to use respite on the week days as opposed to the weekends. This of course is always a flexible option and the respite chosen could be a bit of both.

There are a range of community based activities which could be difficult to access without the support of a Direct Care worker and all activities and a respite plan are discussed with the client, their carer, Direct Care Worker and Respite Manager. Activities can also be arranged for a worker to assist in their home with the client if it they have difficulty accessing the community for any specified reason.

Networking and liaising is necessary with Case Managers and this assists in the overall best respite care and support we can provide for our clients and their families. WHISP Seniors has mostly been a referral based program and a close working relationship is established between other agencies, especially aged related services.

As with all the other WHISP programs the hours are also allocated in a "block" per financial year so that families can choose when they require a worker, and the flexibility of the WHISP programs prove to very successful for families and clients and an annual Respite Plan is adapted for each family. This provides a service that reflects their particular respite requirements and to ensure that their respite is a positive experience for all.

The nature of an age-based program however, is that some clients or carers move on into nursing homes, permanent placement or even may have passed away during the year. Staff who have worked with some of these

families can, and will often develop a close relationship with them so in such time that a worker may require some reassurance or counselling, WRESACARE will provide grief counselling where necessary on request.

Bev Richards – Respite Manager

CHILDRENS RESPITE HOUSE (Valerie May House)

Services were provided to over 80 children during the year 2010-2011 with 15 new families accessing Camms Rd for the first time

The increase in demand for Camms Rd highlights the growing need for Respite Houses within our community, which is still hindered by a lack of funding.

Theme weekends were held throughout the year, with the children participating in activities related to Rock 'n' Roll, Football, Under the Water, Fairytales, and Foods of the World plus many more. These weekends not only provide fun for the children but help encourage interaction and socialisation.

The Respite House welcomed the appointment of a new supervisor during the 2010-2011 period with Gretta Domsek replacing Tonia Abbott on the team. WRESACARE are very fortunate to have a group of supervisors and support workers whom are dedicated to making the children's stay with us a happy and fun experience.

The children really seem to enjoy their time at their Holiday House (Camms Rd) and we hope we have provided them with many fun memories whilst giving families a well deserved break. Many new friendships have been forged over the past 12 months and we look forward to the year ahead. We have said goodbye to some families this year, with a handful of children celebrating their 18th birthday. We have enjoyed being part of your lives and congratulate you on reaching this milestone.

At a sometimes emotional but joyous ceremony we celebrated the memory of our great friend Val Nicoll by re-naming the house "Valerie May House". This was a tribute to someone who was a friend, colleague and mentor to us all. A caring person beyond equal. It was a great day to share with the extended WRESACARE family.

Amber Ericksen – Respite Manager

BROKERAGE SERVICES

Once again WRESACARE'S Brokerage Services have continued on a positive path this year, allowing many opportunities for building social networking with the aim of supporting individual's interests and needs whilst also providing a well-deserved break for parents/carers.

These supports are personalised to suit a wide variety of needs and interests.

Alongside the existing "Support and Choice" model the Department has also piloted a program where individuals have Direct Payments allowing them to have more flexibility with Service Provision; WRESACARE has a handful of parents on this program.

Unfortunately, an ongoing chronic shortage of quality staff means that many brokerage opportunities have had to be turned away.

We are continually building up our networks with other agencies and the Department of Human Services in order to provide more quality services for our families.

Di Kelly – Respite Manager

STAFF TRAINING

This year we have recruited a number of new staff onto our casual pool. Unfortunately, as previous years have stated, with DHS and a number of other agencies providing their staff with contracts and higher salary rates than our funding allows, WRESACARE tends to suffer from a shortage of staff. WRESACARE continues to offer its own courses specified for our own individual requirements, as well as a comprehensive induction course for new employees.

The HACC program this year has offered a wide variety of training for our staff yet again, offering an interesting diversity of courses, some of these courses include; anaphylaxis first aid training, Managing Behaviours of Concern, Intro to Auslan, Autism Spectrum Disorders, Communicating with Purpose, Diabetes Awareness Training, just to name a few. We also have a number of our permanent staff from Valerie May House attending the Disability Support Workers Conference in November, giving them the benefit of learning from and interacting with others in the field.

Di Kelly – Respite Manager

FLEXIBLE RESPITE PROGRAM

WRESACARE's Flexible Respite Program is funded by the state government for one off or short-term respite care for carers of children and adults, who have a disability. The client's disability may be intellectual, sensory, physical or acquired brain injury and must live at home with a carer.

The Flexible pool funding is utilized to provide short term 'top up' response whilst the family was accessing other longer term services or in the event of an illness or disturbance within the family and also to provide direct care staff for activity groups, programs and camps.

The demand by parent/carers for Flex Funding has increased dramatically, with application being received every week and then having them to be placed on the extremely long wait list. The result is that the full years entitlement is exhausted within the first quarter of the year and WRESACARE are unable to respond to the demands.

Tami Lednar – Respite Manager

SCHOOL HOLIDAY PROGRAM

The WRESACARE School Holiday program runs every school holidays, for two weeks, three days a week. The first week is for the children aged 6 – 11 years and the second is for the children aged 12 – 17 years. For each group we offer up to 12 places per day which includes wheelchair places. We have an increasing number of new clients and we do our best to accommodate all of our families. The program is essentially an "out and about" style service which has a fantastic team of support workers determined to make sure that each participant has a wonderful and happy experience. This year the School Holiday Program children have enjoyed excursions to Animal parks and Zoo's; they have made gooee slime, bowling and many more exciting venues. This year's School Holiday Program has been a very successful program.

Tami Lednar – Respite Manager

PROFESSIONAL LIAISONS

In order to continue to provide a high quality professional service to our clients, WRESACARE is a member of several different groups and forums. This enables us to network with other service providers to keep abreast of trends and practices in the field. WRESACARE Staff contributed to and attended several conferences and forums over the past twelve months.

WRESACARE is a full member of the Australian peak body for disability services, National Disability Services. Our Executive Officer, Vick Knight, is a member of the state Accommodation and Support advisory committee this year. We are also members of the Attendant Care Industry Association, and organisational members of Headway Victoria, Association for Children with a Disability, ADEC, and VALID. In the Southern Metropolitan Region, we are represented on the Regional Disability Respite Network, the Central District HACC Forum, and the Cardinia Respite Planning Group. We have also entered into co-operative arrangements with the Carer Respite Centre, Moira, Windermere and Anglicare to jointly provide services to several families.

Vick Knight CEO

WRESACARE ACTIVITY GROUPS

WRESACARE provides a range of social groups available to children, teens and adults. The aim of these groups is to provide opportunities for individuals to experience choice, decision-making, empowerment, individuality, enjoyment and to catch up with friends. WRESACARE'S groups are available to individuals who have a wide range of disabilities.

Tami Lednar – Respite Manager

TEEN SCENE

In the beginning this group was set up for young teenagers. It has become a group for young people ranging in age between 14 to 25 years, as the demand for service by families for their growing children/ adults has meant that we included a greater age range of individuals. Teenscene runs every second Saturday between 12.30pm to 4pm from WRESACARE'S group's room at 5 Cranbourne Place Cranbourne. Each of the participants choose the activities that group wish to experiences, which include Centre based activities or activities within the community such as movies, barbeques, fishing, craft, Reptile shows, cooking and many more fun experiences.

Tami Lednar – Respite Manager

CRANBOURNE SOCIAL GROUP

Cranbourne Social Group has approximately 15 participants attending the group every fortnight on a Friday night between the hours of 5.30pm to 8.30pm. It provides social activities for men and women 18 years and over. The group enjoys going out to venues such as the movies, restaurants, clubs and sporting events. They also enjoy Centre based evenings which may include a barbeque, videos, cards and games. This group is definitely for those who enjoy socializing and having fun. The activities have been decided on by the participants themselves.

Tami Lednar – Respite Manager

BASKETBALL

The WRESACARE ROCKETS has reached its 13th year of competition. The integrated team for women and men with mild to moderate disabilities plays against other special needs teams at the Casey Sports Complex on a Thursday evening. The main focus of our team is working together and making sure that everyone has fun. Everyone shares the court time, regardless of their level of skill and some players that have been with the team for some time have shown that being a good sport is far more important than winning.

Tami Lednar – Respite Manager

THUMPAS

. Thumpas group is for Pre School aged children (2-5yrs) with special needs. It runs every second Tuesday 10am – 1pm at WRESACARE'S Valerie May Respite House. The cost of the session is \$5.00; this covers activities and morning tea. Thumpas participants enjoy the structured programs of art, craft, story time, outdoor and water play. The children benefit from the group by improving their social skills by interacting with children their own age and by improving their gross and fine motor skills through structured activities and to also become familiar with our Respite House. This is a small group but we are hoping it will grow in time.

Tami Lednar – Respite Manager

TADPOLES

Tadpoles provide services to children 5 to 13 years old with moderate to high needs. It runs every second Saturday from 12.30pm to 3.30pm. The group runs from 5 Cranbourne Place Cranbourne. One fortnight Tadpoles venture out into the community to venues such as indoor playgrounds, parks, farms etc. the other fortnight they have centre based activities of cooking, arts and craft, games and dress up days. Our focus is to provide a fun, interesting and inventive use of time for the children.

Tami Lednar – Respite Manager

FRIENDSHIP GROUP

. This group meets once a month at the Karingal Star Zone Cinemas. It provides persons 18 years and over to catch up, have dinner and watch a movie of their choice. Friendship group has approximately 9 participants all that have made new friends and enjoy the company of one another.

Tami Lednar – Respite Manager