



**BigDog**  
SUPPORT SERVICES

March 2019

Au Revoir Rendezvous

Inclusion Access





# Newsletter



## Editors Note



Picnic Point Café, Restaurant and Function Centre owner Kenny and Josh Marshall from Inclusion Access

Wow what a big month March is proving to be.

Updating our documents and signage to the new logos and corporate colours.

Negotiations for Rendezvous Café, and for new and larger offices in Toowoomba and Rockhampton.

New payroll and accounting software now in place after several months of trials and adjustments.

Our HSQF audit booked for late May.

Bring on the cruise and a few days out of the office.

Steven

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# News Hound Cover Story

## Au Revoir (Goodbye)

CAFÉ  
*Rendezvous*  
a touch of paris in Ruthven



**The Chronicle 6th March 2019**

**By Sean White**

Rendezvous café owner Lyn McLean was sad to see her business close after 6 years of trade.

The business shut its doors on Friday after announcing the closure on social media on February 27.

Mrs McLean said she closed (the) café due to increasing family pressures.

"I needed to exit from the business, but I didn't want the business to close," she said.

"My husband and I have two sons who have disabilities and we are in a transition of supported living for them which was difficult while I was running the café."

"So, I decided to drop the café."

Mrs McLean wanted to hand the business over to a non-for-profit organisation, so it could continue operating.

"I thought I found the right fit with BigDog Support (Services) who could then provide people who need supported employment an experience in a real café," she said.

"Unfortunately, the organisation and the landlord could not agree on new terms of the lease and so we decided to close the doors."

BigDog Support director Steven Paull said it was unfortunate that an agreement couldn't be made to continue operating the business.

"We were keen to take on the project," he said

### Editorial

*It is sad to see a part of Toowoomba's history close down. For 16 years I enjoyed a regular Rendezvous coffee and chat with the previous owner and my friend, Tony Wigan.*

*I would like to extend my personal gratitude to Lyn for offering us this great opportunity. Her heart is in the right place in wanting to create opportunities for people with disability to experience and work in a real operating business.*

*Our discussions had extended over several weeks and we had agreed on the terms of handover and were awaiting the landlord agreeing to transfer the lease. The landlord readily agreed but wanted to increase the lease by almost 70% per annum, unfortunately this was not a sustainable option.*





## COAG Report

At 31st December 2018, 244,653 eligible people with disabilities had joined the NDIS representing a 17% increase over the prior quarter. In January 2019, the quarter of a million mark was reached.

During the quarter, an additional 31,026 participants received an approved plan. This compares with 19,965 in the same quarter the previous year. In other words, more than 1.5 times the number of participants received NDIS benefits in the past quarter versus a year ago. This is a significant increase in the pace of the roll-out.

Excluding children in the Early Childhood Early Intervention (ECEI) program, 32% of participants or 73,956 individuals are receiving funding for the first time.

In the December quarter, 36.6% of participants gained support for the first time versus 31.0% in prior quarters.

As the roll-out of the Scheme accelerates, the number of scheduled plan reviews has significantly increased. In aggregate, over the period of transition, 236,642 plan reviews have been undertaken. This is broadly equivalent to the number of people in the Scheme and the ECEI program.

Reflecting the rapid acceleration of the Scheme roll-out, 52,117 plan reviews were undertaken in the past quarter and 90,463 over the last six months.

When the number of plan approvals is added to the scheduled reviews, this brings the total number to 83,143 for the quarter and 147,439



for the half year, or a run rate of 1,180 a working day for the half year.

The Scheme remains within budget, and has done so every year of its operation. It is projected to remain within budget for the rest of the financial year.

The NDIA has also released a revised ILC Investment Strategy, with the objective of enhancing the support for individuals and communities that proactively work with people with disability.

A copy of the complete report can be downloaded from the following address

<https://www.ndis.gov.au/about-us/publications/quarterly-reports>



# In the World of DisAbility



## By Josh Marshall

Owner Kenny from Picnic Point Café, Restaurant and Function Centre was very happy to hear yesterday that he and his venue had received the first five-out-of-five score for venue accessibility from Inclusion Access. He got the news when he sat down in his busy restaurant for a brief meeting with Josh Marshall and Liz Schneidewin from the Inclusion Access Project.

The perfect score is an indication to the whole community that the Picnic Point Cafe and Restaurant is fully accessible to any mobility disabled or disadvantaged people who decide to visit this venue.

It all started on the 20th of November last year when Josh, Founder and Co-Director of the Inclusion Access Project, asked to meet with Kenny to discuss a few accessibility problems he had noticed around the venue.

Josh, an experienced Nursing educator who is himself a wheelchair user, had collaboratively devised a rating scale with other professionals to help him rate the accessibility of various venues in and around Toowoomba for his website and Facebook page, and was visiting various places around town to see if he could apply his criteria to real world situations. After explaining the aims of the project to Kenny, the two sat down together and came up with a number of possible solutions to the problems that Josh had encountered.

“The problems were minor,” Josh explained later, “It was already really good, but there were a few changes needed to make it as good as it could possibly be.”

After Josh left it would have been easy for Kenny to get back to work and forget all about their conversation, but the encounter had made impact on Kenny, who started to think about the changes that were needed.

“Once you see the issue and realise what a small thing it is to do then you just have to do something about it,” he explained during the meeting yesterday.

It was not long afterwards that he just happened to be passing Medtech so he thought he’d drop in to ask a few questions. With help from the staff there he was able to get the information he needed and purchase the right equipment, which he installed straight away.”

When Josh made a follow-up call to Kenny a few weeks later he was amazed to hear that the changes were already underway. As soon as Kenny informed him that the changes had been made, Josh was thrilled to return to the venue and give it the first full marks rating he has been able to award since the project began.

When Kenny was asked how he felt about the award he answered, “It’s a good thing and I’ve gained knowledge and awareness that I didn’t have before. It feels good to make a difference.”

Later he added, “Once you know, you just want to do something about it.”



## Royal Commission to be announced

### Abuse of disabled people

By Jordon Steele-John

The disability sector has been pressing for the inquiry. Greens senator Jordon Steele-John, who has a disability, has been one of the loudest voices

The Morrison government is about to establish a royal commission into violence and abuse of people with a disability.

The aim is to have the terms of reference finalised before the election. The disability area is a shared one, so the royal commission would be set up jointly with the states and territories.

As of late Wednesday, Queensland, Victoria, NSW, South Australia and Tasmania had agreed to the inquiry; Western Australia and the two territories are expected to do so soon.

Scott Morrison, campaigning in Tasmania, flagged a very extensive scope for the commission.

"I think it will be a royal commission of a similar size and standing as what we saw with institutional child sexual abuse. Let's remember that went for four years. It had five commissioners," he said.

There is no cost for the royal commission as yet and the federal government wants the other governments to contribute. The child sexual abuse commission cost about \$500 million; the banking inquiry was around \$75 million; the aged care one is set to cost about \$100 million.

The disability sector has been pressing for the inquiry. Greens senator Jordon Steele-John, who has a disability, has been one of the loudest voices. The opposition has promised a royal commission, and earlier this month parliament passed a motion calling for one. The Coalition opposed that motion in the Senate but voted for it in the lower house.

In a letter to state and territory leaders Morrison said the scope of the inquiry being proposed by disabled people and advocates "is broad, including mainstream services that are regulated by state and territory governments such as health, mental health and education services provided prior to the establishment of the NDIS.

"The cooperation and support of state and territory governments is therefore essential".

Morrison said he was seeking views from the states and territories on the "most appropriate consultation pathways to progress" the commission, including through the Council of Australian Governments. This process should also consider cost sharing. "I am also seeking views on options to undertake meaningful consultation with the disability sector, to ensure that the perspectives of people with disability are incorporated and they are provided with appropriate support".

The opposition accused Morrison of haggling with the states over the funding of the royal commission, saying that "Labor committed to a separate, dedicated and fully federally funded royal commission in May 2017".

# Community Partnerships

## Kylie and Sandra

We were thrilled this month when Kylie, a volunteer at Trevor Watts' office in Toowoomba, came to visit us at WhatsUp in Disability. Here's some of the interview Sandra had with them.

"I am currently just volunteering at Trevor Watts' office, trying to find employment at the moment."

"I took a gap year and I got really bored. My dad suggested that I call around and I said "You know what? I will," and I did. I rang Trevor's office and I came in for an interview, for a two week period. In April, it will be a year, so for about 10 months."

"I really like the people that I work with, they're amazing, the two ladies in the office are my mentors..."

Trevor (in the background): Mention me, mention me.

"and of course Trevor is great too."

(Laughter from everyone)

"I am a person who loves to socialise. I love to go to cafes and catching up with my friends. Also driving, I love driving. I've realised that my disability, I don't see it as a challenge, but how can I do it differently."

"I have struggled for a long time, particularly during school, but this year I have embraced it that you are different, and you are different for a reason. That what's makes me unique."

To obtain a copy of WhatsUp in Disability magazine or to be an advertiser, please contact WhatsUp via:

Office 4/33 Bell Street, Toowoomba

Email [admin@whatsupindisability.org](mailto:admin@whatsupindisability.org)

Phone 4632 6678

Online [www.whatsupindisability.org](http://www.whatsupindisability.org)

## Mar/Apr Magazine

### WhatsUp in Disability

Stories in this issue include:

- Our new editor
- Murray's Story
- International Wheelchair Day
- Lady Tulip
- COAG report
- 10 pin bowling
- RADAC meeting
- Wellbeing

Steven Paull President





# What's happening at



## Social Role Valorisation



### Social Role Valorisation



This workshop will require you to inspect your own beliefs and practices within the context of service provision, and on a personal level. This may be challenging, but it is worthwhile because it can help you to provide a more effective service and make a valuable contribution to the quality of people's lives. SRV explains why people are treated badly by society, and how we can help achieve positive outcomes.

This training workshop is free to all BigDog employees and will be held Wednesday 13th, Thursday 14th and Saturday 16th from 3:00pm to 5:00pm in the Training Room at the Paul Myatt Community Centre 11-15 Alexander Street. Book your space on Sling.



## Cruising the Reef

### Whitsunday Cruise

The countdown is on for our April cruise and Noelle and Juliette will be providing support for the cruise 9th - 13th April.

The cruise includes all dining room meals and the basic soft drinks package.

Steven and Ann will also be going on this occasion as additional backup if needed.

All participants will be required to have their Travel Insurance paid before departure due to Government Laws as well as a current photo ID such as a Passport, Driver's Licence, Adult Card so that they can board the ship.

A poster for 'Cooking with Hestry'. It features various food illustrations including a burger, a sandwich, a pizza slice, a chili pepper, mushrooms, and french fries. The text 'Cooking with Hestry' is written in a cursive font, followed by 'Fridays 12:30pm - 2:30pm'. At the bottom, there is a photo of a woman and the BigDog logo.

**Cooking with Hestry**  
Fridays  
12:30pm - 2:30pm

The ultimate cooking experience for anyone with NDIS funding under Capacity Building Support Category 09\_007 Skills Development in a Group. Bookings are essential.

The logo for BigDog, with 'Big' in blue and 'Dog' in red.

# Beautiful Visions

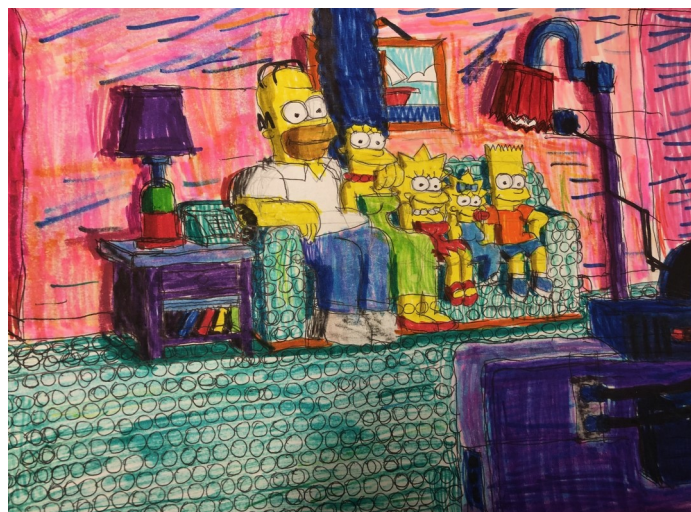
by Suzanne Smith

There is something quite magical in watching Sean, from BigDog in Rockhampton draw. The images appear on the drawing page exactly as he last saw them.

Sean memorises images from movies and TV and recreates them through his drawings and paintings. The drawing is highly detailed as if the image was right in front of you or I.

Sean is also able to replicate foreign language particularly Japanese in one of his drawings which was quite spectacular.

Sean also communicates his emotions through his drawings as he often cannot express how he feels. Therefore if he is sad or happy this will be drawn in the faces of the characters he is drawing.



**His drawings sometimes reflect how he is feeling**

He had a sore throat a recently and drew a character eating a Strepsils Lozenger to let us know how he was feeling.

Some of our favourite drawings and paintings at BigDog are 21st Century Fox, the control centre for the TARDIS from Dr Who, Teenage Mutant Ninja Turtles, The Simpsons and Cars.

The drawings are done on different surfaces including canvas, paper and whiteboards.

## Autistic Savant

*Autistic savants are children and adults who have autism spectrum disorder (ASD) and who display remarkable abilities or skills in one or several domains.*

*Savant abilities and/or splinter skills, may be exhibited in the following skill areas or domains: memory; hyperlexia (the exceptional ability to read, spell and write); art; music; mechanical or spatial skill; calendar calculation; mathematical calculation; sensory sensitivity; athletic performance; and computer ability.*

*These skills may be remarkable in contrast to the disability of autism, or prodigious in relation to the typical population.*



**Sean produces his drawings entirely from memory**

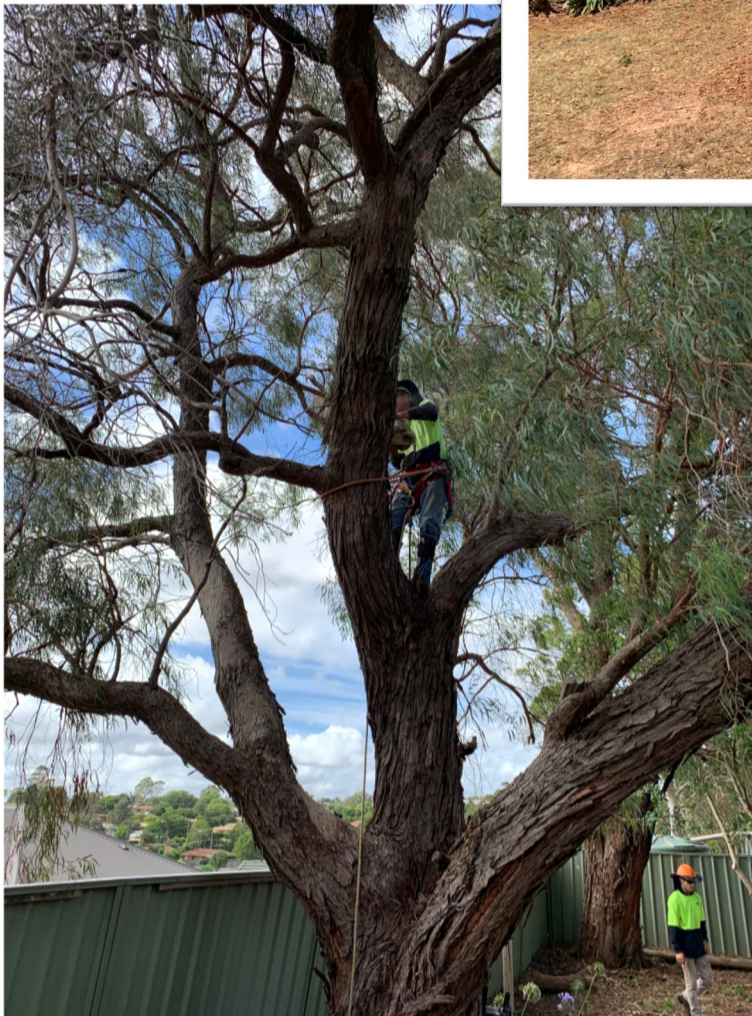


# Photograph Gallery



Before

After



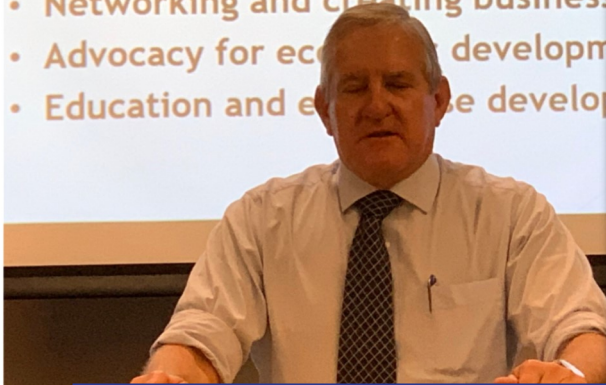
This was too big a job for our Yard Maintenance Team to handle so we called out to a local business, TreeBiz to provide their professional services in removing a number of overhanging tree limbs as well as a whole tree at one of the houses our Yard Maintenance Team do regular work at.





# Out and about in our Community

- Networking and creating business
- Advocacy for economic development
- Education and employment development



Breakfast with Ian McFarlane, former member of Groom and Federal Minister for Industry and now working to promote business in the region



## TOUCH OF TOOWOOMBA: Help Em

Brian, Joel, Steven and Mandy at HELP Employment



MOVING FOWARD: Brian Sheehan (left) works with Joel Fletcher and Steven Paull (centre) from BigDog, and Mandy Maybanks (right) from Help Employment and Training to find employment. Photo: Sean White

# Making a difference

Mandy Maybanks



# Day Service with Sharon

## March Fundraiser

**Wednesday 20th March**

March is Polite Pets Month, a month dedicated to raising awareness about behavioural issues in pets, and addressing solutions to issues.

We invite all families/support workers to our morning tea at the centre from 10am to 12noon. It would be awesome to see everyone wear something ANIMAL to keep in the spirit of the theme. Could everyone please bring a gold coin donation to support Animal Aid

We hope everyone can join us on the day!

## Welcome KFC

We have finally completed our chook run and adopted these 3 young ladies, Kate, Fefe and Christy (KFC). Everyone is excited and can't wait for them to settle into their new home and get used to us being around them. Eggs too!

## Craft Project

There are so many of these potty people around that it's enough to send you 'potty' trying to find where they are hiding. Everyone has had a great time adding their own personalities to their own potty person.

## BigDog Day Service Toowoomba

Paul Myatt Community Centre

11-15 Alexander Street

North Toowoomba 4350

### Coordinator

Sharon Price

Phone: 4512 6020

[dayservice@bigdogsupport.com.au](mailto:dayservice@bigdogsupport.com.au)



# Rockhampton with Suzanne



Sarah Long

## Welcome

### Sarah Long

Joining us as our Community Supports Coordinator, Sarah has worked with us before in a support role and as she is now studying Law through distance education, her role allows her to be flexible in her work and study.

### Baby Parker Joel

Congratulations to Tahlia and Blaine on the arrival of their new son Parker Joel on 11th February. Parker was 6 lbs 4 oz or 2,920 gms and 48 cms long. He is doing great guns and sleeps really well at night.

## New Office

In less than 12 months we have already outgrown the space in our Denham Street office and Day Service.

Quite by chance, one of the other tenants is needing alternate accommodation, and as this is twice the space we currently occupy, the decision to move was an easy one.

Although in the same complex this office faces the main road and our signage can be clearly seen by any vehicle travelling up Denham St.

We also have more car parking spaces and a wheelchair accessible toilet and washroom as well as a larger kitchen and more storage.

We anticipate that we will be in the new site by the first week of April.



Baby Parker Joel arrived this morning ! 💖💖

## BigDog Day Service Rockhampton

1/105 Denham Street,

Allenstown, Rockhampton 4701

### Coordinators

Suzanne Smith or Sarah Long

Phone: 4573 4611

[ssmith@bigdogsupport.com.au](mailto:ssmith@bigdogsupport.com.au)

[slong@bigdogsupport.com.au](mailto:slong@bigdogsupport.com.au)



# Safety matters with Steve

## NDIS Code of Conduct

The NDIS Code of Conduct applies to all NDIS providers, registered and unregistered, and all persons employed or otherwise engaged by an NDIS provider.

In providing supports or services to people with disability, a person covered by the Code must:

- ✧ act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- ✧ respect the privacy of people with disability
- ✧ provide supports and services in a safe and competent manner, with care and skill
- ✧ act with integrity, honesty and transparency
- ✧ promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- ✧ take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- ✧ take all reasonable steps to prevent and respond to sexual misconduct

Anyone can raise a complaint with the NDIS Quality and Safeguards Commission about providers or workers who breach the NDIS Code of Conduct

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) or 1800 035 544

## QLD Human Rights Act

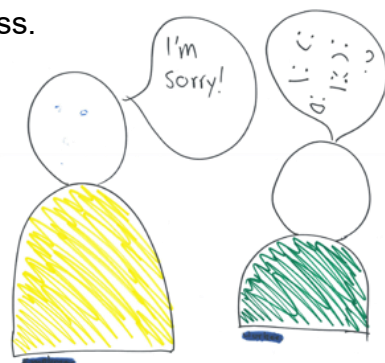
Queensland's new Human Rights Act has come into force. This signals a new era in the recognition of universal and inalienable human rights for all.

Queensland Law Society has joined much of the state in welcoming the historic passing of the Human Rights Bill 2018 in Queensland Parliament on Wednesday 27th February.

The Bill would ensure respect for human rights across 23 areas, including freedom of expression, protection of families and children, recognition and equality before the law and the right to education and health services, to name a few.

### WorkCover Initiative

Workers and employers are central to the common law process so WorkCover needs to design the process with the customers at the heart, and focus on the human that is at the core. They will aim to do this by humanising the process through better acknowledgement of and showing empathy for their customer's concerns. This includes saying "sorry". Improvements will be made to both written and verbal communications as well as the negotiations with legal stakeholders to ensure our customers remain the focus through each stage of the process.



# Staff information with Ann

## Rostering and Timesheets



### Easy Employer

As Autumn begins, so to does our transition to Easy Employer (EE). EE will completely replace Sling, and will also take away the need to complete paper time-sheets and leave applications.

We are in the final stages of testing the system - this pay run we are putting EE's Award Interpretation to the test. Once we are confident that it is all set up and working correctly, we will cease using Sling as our roster platform.

EE works in much the same way Sling does, but it has a much more reliable App. Our test users have reported that it is 'much better'.

Like we did when we moved to Sling, we will support you all through getting used to EE. For now, please be prepared in the next few weeks to start using a new system. There's no need to stress about anything - we will be able to accommodate everyone's devices, abilities and even preferences to a large degree.

There are a lot of benefits with EE, so we look forward to sharing these with you. If anyone would like to see EE or get an early invite to it, please drop by and see me - I'm more than happy to demo and set you up.

Have a great week everyone!

Cheers **Phill**

## Birthdays



### March

9th	Deanna N
11th	Clare W
14th	Brian S
19th	Phill J
21st	Brodie C
22nd	Jacob J
	Ross
26th	Juliette S
	Tyrone R

**Have a great day!**

**THE DOG House**



# What's happening in March

Darling Downs Health

## Health Check PITSTOPS

Monday 11th March, 2019

*Take a PITSTOP and get YOUR HEALTH back on TRACK!*

**FREE EVENT**

Toowoomba PCYC | 9am-2pm

For more information:  
Phone 0472 863 658

*Special Offer from MILNE BAY FITNESS*

**FREE COFFEE Voucher**

#healthiertogether

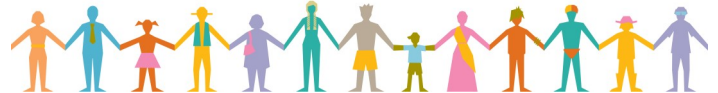
Queensland Government



## HARMONY DAY

IS HELD ON 21 MARCH  
& CELEBRATES HOW ALL  
OF OUR DIFFERENCES  
MAKE AUSTRALIA A  
GREAT PLACE TO LIVE!

[HARMONY.GOV.AU](http://HARMONY.GOV.AU)



Heritage Bank

155TH

## 2019 TOOWOOMBA ROYAL SHOW

**The Toowoomba Royal Show** is an unrivalled production of the very best in entertainment and agriculture displays on the Darling Downs since 1860. Every year they have new entertainment so bring the whole family and enjoy world class acts, competitions and exhilarating rides in sideshow alley. The 155th Heritage Bank Toowoomba Royal Show will be held from 28th - 30th March 2019. Over 500 volunteers assist during the show. Without their dedication and effort the show could not function.






# Queensland Women's Week

3–11 March 2018

Celebrate wellbeing.  
Everybody wins.

## ENDLESS POSSIBILITIES



### PRACTICAL INCLUSION

## TOOWOOMBA

13 March 2019

### Practical Inclusion Conference

Hosted by Down Syndrome QLD

9:30am - 4:30pm Picnic Point Toowoomba \$25

This conference will have a range of exciting and motivating presentations from experienced and informative speakers currently working in a variety of fields with a diverse range of students. Together they will share their insights and ideas to help expand your understanding and provide you with new ideas, tools and resources that can be incorporated into your own educational context.



## JPs in the Community

### Justice of the Peace

This service is available at our administration office at 232 Ruthven Street Toowoomba (please make an appointment)

The **JPs in the Community Program** is also available through major shopping centres, libraries, court houses and hospitals.

## BigDog

### Contact Us

#### BigDog Support Services

232 Ruthven Street  
Toowoomba QLD 4350

PO Box 234  
Harlaxton QLD 4350

**(07) 4632 9559**

**1800 22 44 32**

0427 408 698 (On Call)

[www.bigdogsupport.com](http://www.bigdogsupport.com)

# What's happening at

# BigDog

## Mini GOLF Day



Friday 8<sup>th</sup> March  
**\$18.00**



## Movie Day

Wednesday  
13<sup>th</sup> March

**\$16**

Classification: G



## MORNING Tea



**polite pets**

Wednesday 20<sup>th</sup> March 2019  
10:00am - Noon

Entry **Gold Coin**

animalaid *Celebrating 70 Years 1948-2018*



Friday 29<sup>th</sup> March 2019

Entry **\$10.00**



**I'M Ready**

