



ST JOHN OF GOD
Accord

iAccord





Lisa Evans

CEO, St John of God Accord

Welcome to the summer edition of iAccord and our last one for 2019. As we're about to step into Christmas and the New Year, it's a reminder that I'm almost six months here and a lot has happened in that time.

In June this year, we officially opened and Blessed our smart home at Mavis Ave, in East Brighton. Our clients Leigh, Andrew, Lauren, Kylie and Tony are experiencing a better quality of life with the range of technology that's now available to them. Later in this edition you can read their story in full. The learnings from this smart home are many, and we will be incorporating them into the 10 new houses we are building.

In September we successfully transitioned services from Melbourne City Mission (Bridges) over to SJG Accord providing day services to now 30 clients at our Moreland Community Campus. The new Glenroy site for this service will open in mid-January.

As part of the many client celebrations in December, this time of year also brings a celebration very close to us all with International Day of People with Disability. This is a wonderful opportunity to acknowledge the face of disability across our

range of services. In Australia 4.3 million People live with Disability and at SJG Accord we have the honour of providing support to approximately 1,300 people who live with disability.

To honour this day celebrations at both Greensborough Community Campus and at Sydenham Community Campus were held.

At Sydenham we welcomed Michael Trainor, Director of Mission Integration from Geelong Hospital and together with the Executive Team we provided a barbeque for our clients. We ended with an impromptu guitar and singing session that saw many clients and myself joining in dancing.

At Greensborough we hosted an event called 'Food for the Soul'. This event was run by the Leadership Team at our Berwick Hospital who prepared, cooked and served lunch to almost 200 SJG Accord clients and caregivers. We were also treated to a visit by Santa who arrived on the back of a Harley Davidson driven by our Director of Corporate Services Damian Kelly, which was lots of fun. There was a wonderful atmosphere on the day and it was lovely to be served lunch and share in it together. Many of the Berwick caregivers provided feedback

about how positive the experience was for them, and how moved they were by our clients and the way all our caregivers deliver support to them.

I have also had the pleasure of attending a series of client Christmas functions which was a wonderful experience. This gave me the opportunity to meet many of our families at these events. They all speak so highly of the service you provide to their loved ones, so thank you for doing what you do so well. It is very clear to me what a difference the SJG Accord service makes for entire families.

Work is well underway with our housing strategy to build 10 new houses across Melbourne. I look forward to bringing you updates as this project moves forward in 2020. The funding of 11.6 million dollars from St John of God Health Care is a testimony of their commitment to SJG Accord. I will continue to keep you updated about this in future updates of iAccord and via my VLOG that's available on Pulse to caregivers.

We have a just recently completed an initiative with the creation of our Value Proposition and Tagline to better position SJG Accord in the disability sector. This project is central to our strategic intent, "To be the best performing disability organisation in Australia. The details of this work will be shared with you all early next year which is very exciting.

Please feel free to contact me on
Accord.CEO@sjog.org.au

Our recruitment campaign for support workers is currently underway as we look to recruit more caregivers into direct support roles across all of our services. Having the right caregivers working in the right places is pivotal to providing a quality service. This is a large piece of work where our HR partner and group services are working alongside service delivery directors to ensure we have the right people in the right jobs.

The Royal Commission in to Violence, Abuse, Neglect and Exploitation of people with a disability has commenced. The Royal Commission is intended to run for 3-5 years. SJG Accord will fully cooperate with their investigation. The Royal Commission will ultimately hand down sector wide recommendations that will further enhance the lives of people living with a disability. I'm fully supportive of industry wide improvements that this will bring.

As the end of the year approaches I would like to thank all you our caregivers for your dedication in supporting our clients and the excellent standard of care you provide every day. I wish you all a safe and Happy Christmas and look forward to working with you all in 2020 and building on a great service that is SJG Accord.

Regards Lisa

...at SJG Accord we have the honour of providing support to approximately 1,300 people who live with disability.

An update from our innovative group home at Brighton East

Justine Duguid, Team Leader

It was very affirming to see the smooth transition of Leigh, Andrew, Lauren, Kylie and Tony to their new home at Mavis Avenue since July 2019. The technology throughout the house has enabled each person to experience opportunities to better support their quality of life.

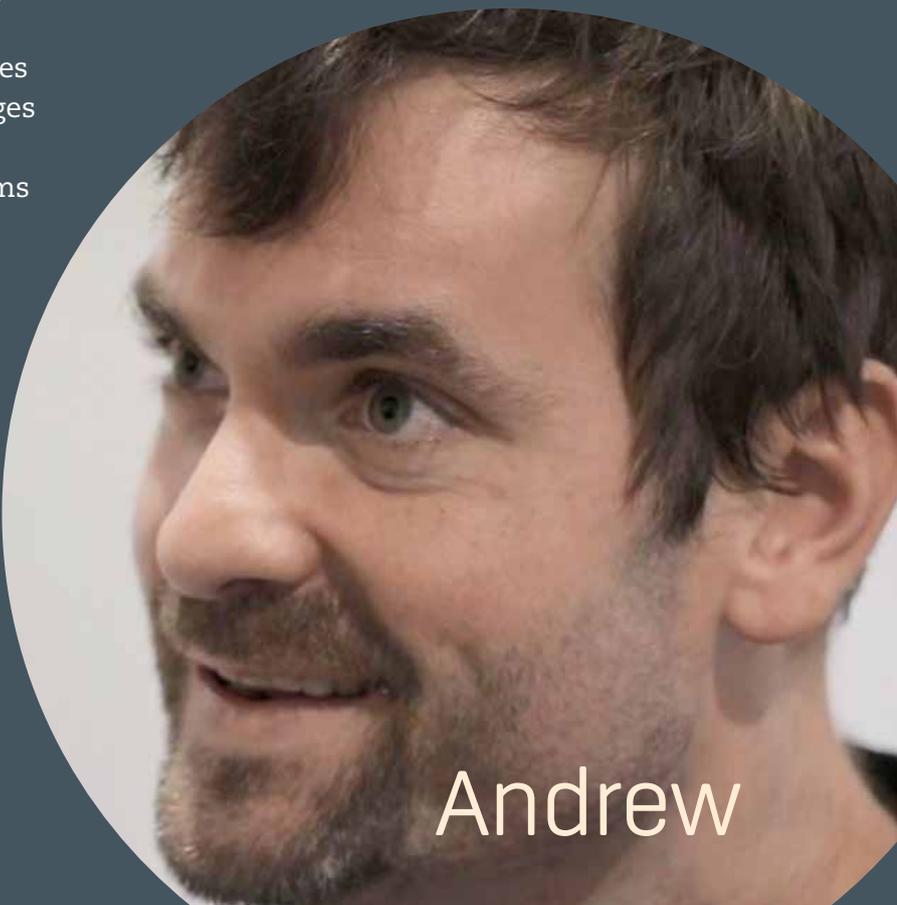
In the instance of **Leigh** who is visually impaired, the Homestay app has a voice activated feature that can tell Leigh what is being shown; he knows how to use Alexa and is familiar with some programs he likes to listen to.

For **Andrew**, Alexa now prompts him to maintain his shower routine. He uses facial recognition to access the pantry – with some support from caregivers. Andrew also uses his smart TV in his room to play music clips on You Tube, he finds this activity really calming and relaxing. He routinely sits at the island bench and has afternoon tea chatting to caregivers. He utilises the sensory room for foot spas and massages and has family visits in the sensory room for privacy. Andrew uses the VR goggles and seems to really enjoy them; closing and opening blinds using the switch.

Lauren uses Alexa, which helps to prompt her morning routine; she uses facial recognition to access the pantry, with some support from caregivers, and now is involved with meal preparation most days.

Lauren asks to use the VR Goggles and enjoys them. Lauren uses the sensory room when she is listening to music on her iPad and uses the space to sing.

Kylie regularly sits with others in the lounge room to watch movies on Netflix. She really enjoys being able to see into the living area from her bedroom and communicate with others, yet feeling like she has her own personal space. Caregivers use Alexa to ‘drop in’ on her room to check that she is ok so not invading on her privacy. Kylie use the spa radio to provide her with relaxation activities in her room with Alexa.



Tony is spending much more time in the dining/living area with others, and playing ball games in the back yard. Having an open plan kitchen and being able to be a part of the cooking process has impacted Tony's life in a positive way. He uses the VR goggles, and likes them. He also uses Alexa in his room with caregiver support.

The positive environmental impacts I have witnessed since the transition of each client is spending more time together. As clients can often be doing different activities such as; Lauren doing art at the dining table, Kylie is sitting in the lounge watching TV. Everyone is together without feeling as though their personal space is impacted.

We also gathering interesting information from the sensors regarding people's sleep patterns overnight which is now analysed by a specialist. Overall, each client is engaging and participating more and with each other. We are now looking forward to 2020 and what we can achieve.



Lauren



Tony

Overall, each client is engaging and participating more and with each other.



Kylie
with Justine

To find out more about our innovative housing, visit www.accorddisability.org.au or call 1300 002 226

Our 2019 Story of Sydenham Community Campus

Steven Williams, Sydenham Community Campus Manager

As Sydenham Community Campus draws closer to the end of the year, I can reflect on what a great year we had at our campus with significant achievements.

Throughout the year we welcomed new clients and caregivers, it was very affirming to see our new clients seamlessly transition, and many new friendships have now formed.

We introduced a number of new programs this year with great success. Programs such as meditation, yoga and volunteering were brought to life by everyone's participation.

Each year our clients attend The Great Chase event. This is a sponsored community event held by community organisations to support people with disabilities and has been held annually for the last 16 years. Our large group of clients and caregivers were treated to a catered lunch and were given show bags to take away with them.

We celebrated International Day for People with Disability on Tuesday 3rd 2019 with our colleagues from Geelong Hospital. Our Accord Executive Committee (AEC) provided a barbecue and served up lots of delicious food to our clients. Our clients joined in with music and dancing provided by Jennie Michelsen and Antoinette Vassallo, caregivers from SCC, and Chris Milton, Program Coordinator.

We are also very pleased with how well the transition to National Disability Insurance Scheme (NDIS) has been for many of our clients – it has been a huge learning experience for everyone as it continues to roll out.

Right: Lisa Evans CEO SJG Accord, with Chris Milton, Program Coordinator, with Jennie Michelsen, and Antoinette Vassallo, DSW's enjoying an impromptu sing along.



Left: Chris Milton, Program Coordinator; Scott Wilkinson, Director of Finance - Community Services; Peter Newsome, Director Customer Relations & Marketing; Aisling McCabe, Marketing and Communications Coordinator; Lisa Evans, CEO, St John of God Accord; Silvana Gugliandolo, Director Individual and Specialist Services; Neal Murphy, Director of Mission Integration.

Front row: Steven Williams, Manager, Sydenham Community Campus with Thu Tran.

SJG Accord partnering with VALiD

Courtney Walsh, Customer Engagement Coordinator

As part of my role with St John of God Accord I have organised for us to partner with **VALiD** and offer free courses called 'Families as Planning Partners NDIS Course' that will be hosted from our Greensborough Community Campus.

These courses will provide information around the NDIS, they are run by parents who are now trainers with personal experiences to better inform you.

These courses will run from **April to May 2020**, for those of you who wish to participate please be sure to email Maree at maree@valid.org.au, or if you have additional questions please don't hesitate to contact me on Courtney.Walsh@sjog.org.au



FREE - Families as Planning Partners NDIS Course

Get the Best Out of Your NDIS Funding

Frustrated or confused about the NDIS?

Preparing for your Plan Review or first plan?

Disappointed with your NDIS Plan or services/supports?

Need ideas or answers to your questions?

This is a free course by trainers who are parents with personal experience of the NDIS, for families who want to understand NDIS and take this opportunity to build a 'Good Life' and future for their family member.
Session content outlined over page.

Greensborough Day Course

Dates 2020
Session 1– Wed. 22nd April
Session 2– Wed. 29th April
Session 3– Wed. 6th May
Session 4– Wed. 13th May

Where
108-130 Diamond Creek Road, Greensborough.

Time 9.45am – 2pm

Light refreshments provided.

Reply By
5pm Monday
14th April, 2020
to maree@valid.org.au

Register by 14/4/2020 for Greensborough DAY Course. Enter details below & send by email, SMS or photo to: Maree Hewitt Ph: 0409 965 264 E: maree@valid.org.au
You will be notified if you gain a place. Your details will remain private and will only be used by Valid.

Name: Phone:
Address: Postcode:
Email: Special dietary needs:

Light refreshments provided. We cannot meet all dietary needs. If you have an unusual diet, please bring a suitable snack
Age of Family Member: Do they have an NDIS Plan? Yes / No
If you miss out on a place do you want to be put on the wait list? Yes / No
Do you want VALID to send updates and a monthly eNewsletter to you? Yes / No

Contact Maree Hewitt for more information or to arrange a course for your group or organisation.
VALID 130 Cremorne St, Richmond Vic 3121 Ph 03 9416 4003 www.valid.org.au

International Day of People with Disability

Aisling McCabe, Marketing and Communication Coordinator

Each year at SJG Accord we acknowledge the importance of International Day of People with Disability. December 3rd is the date we celebrate the 4.3 million Australians living with disability.

SJG Accord has core values supporting our Mission with Hospitality central to this year's theme called 'Food for the Soul'.



Lisa Evans CEO SJG Accord along with Lisa Norman CEO of St John of God Berwick Hospital enjoying FOOD FOR SOUL with caregivers and clients at SJG Accord.



Santa arriving by Harley Davidson with Damian Kelly, Director of Corporate Services

*As part of the celebrations
we hosted two events across the organisation.*



Terry with Lisa Evans CEO and Michael Trainor, Director of Mission integration St John of God Geelong Hospital.

Terry participating in the cooking of the Barbeque at SCC.



On Tuesday 3rd 2019 at Sydenham Community Campus Accord's Executive Team with Michael Trainor, Director of Mission Integration, Geelong Hospital along with some clients cooked a barbeque for clients and caregivers. Several clients took turns in cooking sausages and burgers with general goodwill banter between everyone. There was a mixture of salads, sausages and burgers for all to enjoy. Once the clients received their lunch, Chris Milton, Program Coordinator pulled out his guitar where caregivers and clients joined in singing with dancing.

Caregivers enjoying the hospitality of FOOD FOR SOUL



Over At Greensborough Community Campus on Thursday December 5th 2019 the Leadership team from St John of God Berwick Hospital lead by Lisa Norman Hospital CEO prepared, cooked and served lunch to over 200 SJG Accord clients and caregivers.

Each year the Leadership team at Berwick Hospital give back to the community as part of their commitment to Mission activities, but they're not made aware of the initiative unit they arrived at our campus. This year unbeknown to them, they were cooking for over 200 clients and caregivers at SJG Accord.

It was all hands on deck as 30 people cooked over 200 sausages, veggie burgers, burgers and gluten free sausages along with an array of salads. Clients and caregivers enjoyed the culinary choices followed by desert and official cutting of the cake by Lisa Evans CEO, SJG Accord and Lisa Norman CEO, Berwick Hospital. The day concluded with Santa arriving by Harley Davidson followed by a disco for the clients.

A special thank you to Angela Clare and the Inclusion Committee at Nillumbik Shire for both their support and financial support to SJG Accord.

Moreland Community Campus *on the move for 2020*

Peter Newsome, Director Customer Relations & Marketing

After the successful and smooth transition of clients in September to St John of God Accord and staying at Austin Crescent we can now confirm we're moving to a new refurbished site at **182 Glenroy Road**.

In the best interest of the clients we have decided to do a staged transition to prepare clients for the move. Services will commence on **Tuesday 14th January 2020** from Austin Crescent and we will spend the following couple of weeks transiting clients and caregivers to **182 Glenroy Road**.

**Our first day of service will be at
182 Glenroy Rd will be
Monday 20 January 2019.**

Kristel Bonetti will be continuing as the campus manager to ensure the efficient transition of our clients to our new **182 Glenroy Road** site.

Any questions please email on
Kristel.Bonetti@sjog.org.au
1300 00 2226 / press 2.

CONNECTED

Art Exhibition

Chris Milton, Program Coordinator (Community Campuses)

For many years now, clients participating in the art program at Greensborough Community Campus have entered and been accepted to exhibit in CONNECTED.

The CONNECTED Art Exhibition seeks to engage those living with a disability or mental illness, to promote social inclusion and encourage the creative expression and sharing of unique experiences. CONNECTED reminds us that disability is not a barrier and that we all have the ability to create something truly special.

This year we entered 12 of our artists and we would like to congratulate the following artists whose works have been selected to appear at CONNECTED 2019:

- Guiseppe Iuliano
- Rodney Rees
- Tom Hastings

We'd also like to thank the following artists for their submission, and although they weren't selected to appear in this year's exhibition, are as follows:

- David Crawford
- Elizabeth Dunkley
- Fiona Trowell
- Heather Blacklock
- Jamie Dawes
- Lisa Zappino
- Mary Hemmingway
- Michael Minniti
- Sam Beke



L - R: Rachel Wiseman; Rodney Rees; Michael Minniti; Margaret Brolan; Sam Beke; Barbara Torma; Gregory Foullarton; Tom Hastings.

The 17th CONNECTED exhibition will be returning to the heart of Melbourne with the exhibition open to the public and on display in the Atrium at Federation Square. The celebration for our artists and awarding of winners occurred at Deakin Edge on Friday 6th December, where six of our clients attended the presentation as part of their Art program.

The Creative Arts caregivers are to be commended for their hard work in assisting our clients to enter and be accepted for the 2019 Connected Art Exhibition, in particular:

- Barbara Torma
- Gregory Fullerton
- Miranda Burton

Some of the support included the creative process, framing work, delivering artwork to the CBD, assistance forming and typing artist statements, photography of artwork and completing the online entry form for the competition.



Rodney Rees with his artwork.

Occupational Therapy at St John of God Accord

Di Butcher, Allied Health Team Leader

Having a multidisciplinary approach to the overall wellbeing of our clients is fundamental to how we deliver services and support our clients at St John of God Accord (SJG Accord).

As part of the Allied Health team at SJG Accord, Occupational Therapy plays a significant role in delivering a service that explores a person's environment (including community, home and social), their individual strengths and difficulties and the activities that the person needs or wants to participate in.

Some of our clients without meaningful activities can become bored, be dependent on others and lose their confidence in their own abilities which can lead to problematic behaviours such as physical and mental health issues. Our Occupational Therapists (OTs) will consider all of these factors to identify appropriate strategies and interventions that supports the person to engage in meaningful activities to better their health and wellbeing.

Recently we provided occupational therapy to David a client whose goal was to find meaningful activities to engage in. David had experienced a number of disruptions in his living circumstances and had minimal opportunity to participate in activities meaningful or otherwise. Melissa Edwards, Occupational Therapist at SJG Accord engaged with David and provided occupational therapy to him. She explored several options so he would find activities to reach his desired goals.

Melissa also engaged with his support workers to maximise his opportunities to participate.

As David experienced a lot of disruption in his home life, activities at home and in the community were explored to introduce stability and help with reducing cognitive demands. Melissa discussed with his family and support workers what had been tried and what he appears to enjoy, which included swimming, gardening, going to the park, participating in domestic activities including vacuuming and cleaning. He also enjoyed some tactile sensory experiences, so advice was given as to how these might be incorporated in the home environment. Support staff were also supported with assisting David to establish a healthy routine that incorporated both necessary and enjoyable activities.

Now David is engaging in more activities and support workers are feeling more confident to offer different options to him. The stability he is experiencing is affording him to actively seek now new ventures.

To find out about our Therapy Services
you can call us on **1300 002 226**

Melissa Edwards,
Occupational Therapist at SJG Accord



Investing in our workforce of caregivers at SJG Accord

Anita Merson, Learning & Development Coordinator

St John of God Accord continues its commitment to investing in training all of our caregivers as demand for our services grow. Caregivers require an extensive range of skills and knowledge so they can deliver quality supports to all our clients. This year we have achieved a lot in the Learning and Development space as our workforce has grown to 550 caregivers.

Our commitment to client and caregiver safety sees all new caregivers attend our two day orientation program where they learn more about our Mission and Values, Zero Tolerance to abuse and training in how to best manage Behaviours of Concern (BOC). Caregivers receive CPR refresher training every year, and First Aid. We have trained an additional four Chief Fire Wardens and hold a valid Fire Safety Induction program (FSIP) Certificate.

Health & wellbeing

We look after our caregivers' safety, health and wellbeing by training additional Health and Safety Representatives (HSR's). We have also trained seven Managers in Mental Health First Aid to provide support to our caregivers and we offer resilience training bi annually so that caregivers have the tools to bounce back and start the day fresh.

Health management

Our caregivers who support clients with specific medical conditions have also received training in health management areas such as STOMA, PEG Manual Tasks & Epilepsy management.

National Disability Insurance Scheme (NDIS)

In July this year, we have launched the NDIS Worker Orientation Module where caregivers are required to familiarise themselves with the NDIS Quality and Safeguards Commission and their obligations under the NDIS Code of Conduct.

Mandatory Education

To supplement this, our caregivers also complete several mandatory training modules online in our Learning Management System including Compassion, Creating a Culture of Hospitality & Respect, Slips Trips and Falls.



Anita Merson,
Learning & Development Coordinator

Promoting inclusion through Xavier College - Kostka Hall

Michael Girolami, Accommodation Manager

For 20 years now St John of God Accord (previously Marillac) in Brighton East has had a long standing association with Xavier College.



Each year the Ignatian Service Program at Xavier College, Kostka Hall Campus invites year six students and families to offer support to residents at our Support Independent Living homes. The students and families then purchase Christmas presents for our clients.

Over the years relationships have formed and with the support of Michael Jones, Head of Faith and Services at Xavier College now in turn invites our clients to meet with students for an interactive Q&A session. These sessions provide our clients a platform to give insight into their lives, interests, lifestyles and living situations.

It is a really affirming and valuing experience for the clients as they are providing an education for the students on a first-hand view of being a person living with a disability. We always encourage and promote community inclusion and we value this great relationship with Xavier College.

Above: Georgina Broadway and Katie Van Der Hoven with pupils from Xavier College delivering Christmas presents



Right: Georgina Broadway and Katie Van Der Hoven, Charlotte Girolami and Michael Girolami, Accommodation Manager, with pupils from Xavier College after Q&A

Accord Plus

Courtney Walsh, Customer Engagement Coordinator

In 2020 we will extend the services we offer and introduce a number of different opportunities for both adult and younger clients. These services will be branded to separate them from the current community campus offerings, and will be known as Accord Plus.

Accord Plus will be managed by Silvana Gugliandolo and Yasemin Ozdemir – (Accord Plus Team Leader)

Please see our current Accord Plus offerings for 2020.

For further information or to enquire about Accord Plus, please call **1300 002 226** or MySupports@sjog.org.au where you can speak to Courtney Walsh – Customer Engagement Coordinator.

FRIDAY NIGHT LIGHTS 2020
Catering to people with an Intellectual Disability

4pm – 9pm
108-130 Diamond Creek Rd, Greensborough

7th February	12 – 15 yo
14th February	16 – 18 yo
21st February	18 yo +
28th February	12 – 15 yo
6th March	16 – 18 yo
13th March	18 yo +
20th March	12 – 15 yo
27th March	16 – 18 yo
3rd April	18 yo +
17th April	12 – 15 yo
24th April	16 – 18 yo

\$10 plus NDIS funding INCLUDES FOOD AND DRINK

New dates will be released in the coming months.

St John of God Accord Disability Services
For more information please contact us on 1300 002 226 and press 1

ST JOHN OF GOD Accord
Greensborough Community Campus
108-130 Diamond Creek Rd, Greensborough

Accord Plus

AFTER HOURS PROGRAMME

For ages **18+**
Semester 1, 2020 28th January – 27th March

TUESDAY
Music Therapy
 3pm – 6.30pm
 Transport to be negotiated
 Cost includes music therapist and light refreshments
\$10 plus NDIS funding

THURSDAY
Pizza & Movie Night
 3pm – 6.30pm
 Transport to be negotiated
 6th February 5th March
 20th February 19th March
\$10 plus NDIS funding

For more information about booking into one of these activities please contact us on 1300 002 226 and press 1
St John of God Accord Disability Services

ST JOHN OF GOD Accord
Greensborough Community Campus
108-130 Diamond Creek Rd, Greensborough

Accord Plus

AFTER HOURS PROGRAMME

For ages **12 to 18**
Term 1, 2020 28th January – 27th March

MONDAY
Living Skills
 3pm – 6.30pm
 Transport to be negotiated
 A recipe book will be put together at the end of the term of all the recipes cooked.
\$5 plus NDIS funding

WEDNESDAY
Drama Class
 3pm – 6.30pm
 Transport to be negotiated
 Includes a speech therapist and light refreshments.
\$10 plus NDIS funding

THURSDAY
Pizza & Movie Night
 3pm – 6.30pm
 Transport to be negotiated
 30th January
 13th February
 27th February
 12th March
 26th March
\$10 plus NDIS funding

For more information about booking into one of these activities please contact us on 1300 002 226 and press 1
St John of God Accord Disability Services

We encourage anyone with needs outside of the current offerings to talk to us about tailored support through Individualised Services on 1300 002 226.

Disability Strategy Plan 2019 - 2022

Strategic Themes



Strategic Enablers

St John of God Accord Corporate Services

St John of God Accord
108-130 Diamond Creek Road,
Greensborough, Vic 3088

T 1300 002 226 F +61 3 8468 1162

www.accorddisability.org.au