

**AUGUST 2010**



Marie Savage

## From the Community Access Manager

A big welcome is extended to all our new clients and their families. The thought of a new service coming in to your loved one's lives can be very daunting but we hope the team at NOSS has been able to assist to make the transition an easy one. NOSS attempts to find the best options for all our new clients and trust that they are settling into their new routine and enjoying their time with NOSS.

Another welcome to the new NOSS support staff that have commenced employment this year. I trust you will find your time with us rewarding.

Thank you to all the hard working support staff who are coming up with new and exciting activities for clients to participate in. It's especially difficult during winter weather.

Stay safe and warm.  
Georgie Hall

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## Board Member Profile - Larna Moore

Larna Moore was born and raised in Tasmania and has lived in Evandale for the past twenty years. She is married with two daughters, one of whom, Samantha, attends NOSS regularly.

Larna enjoys fishing and camping and the outdoors generally.

Larna Moore became a member of the NOSS Board in September, 2009 and looks forward to a long association with the service.



## New Staff

Welcome to the following new staff:

Gerry Notman  
Matthew Morse  
Kristen Bingham

Sonya Kennett  
Karlene Riddle  
Alex Freeman

Steve Harmeay  
Noel Higgs

## Support Worker Award

In order to recognise the obvious talents of our staff, we have decided to organise an Award for the NOSS Support Worker of the Year. The recipient of this award will be elected by their co-workers through a ballot to be held in December. We will be calling for nominations for this Award based on criteria contained in our Code of Ethics including communication and support of clients and colleagues.

## Quality and Safety Standards

The Department of Health and Human Services has developed a set of quality and safety standards against which all funded organisations are audited:

- (i) Safe Environment
- (ii) Consumer Focus
- (iii) Workforce
- (iv) Incidents and Feedback
- (v) Data and Knowledge Management
- (vi) Governance

Within each standard there are a number of Fundamental and Supplementary Elements. Fundamental elements are mandatory and evidence is required to demonstrate compliance. NOSS is required to submit a self-report on these standards every six months. More details on the individual standards will be included in future newsletters.

NOSS has received extremely positive feedback in response to our first report which focussed on Standard 1- Safe Environment.

## Quality and Safety Standard 1: Safe Environment

### **Outcome:**

Consumers receive services in an environment that is safe.

### **Why is this standard important for consumers:**

Continuous quality improvement against this Standard gives consumers confidence that the services they receive are safe, and employ processes that uphold their human rights. It also encourages consumer feedback on safety matters.

### **Why is this standard important for organisations:**

Continuous quality improvement against this Standard assists community sector organisations to provide services that minimise risk to consumers by providing a safe working environment, meeting legislative requirements and enabling staff and volunteers to be trained to effectively respond to challenging situations.

## Staff Member Profile - Georgie Hall



As the eldest of three children, I grew up in Scottsdale Tasmania. I have a large extended family at Scottsdale and am one of 53 first cousins! All of my school holidays were spent in Victoria along the Great Ocean Road in a small fishing village called Port Fairy. I had my son Jackson at 18 and moved into Launceston where I commenced studying and working in the Disability and Community Welfare Industries. I have been working now in the Disability Industry for 15 years (showing my age!)

My life now outside of working is spent enjoying red wines, raising my son Jackson and niece Taylor with my partner Phil and our dog Elvis. We have a beautiful home in Newnham

where I plan to redo the gardens as soon as the sun starts shining again.

I collect gollywogs and am fortunate in the fact that I have wonderful friends and family who keep my collection going for me.

I am an avid reader enjoying true crime books and the odd mushy romance. I love the cricket and the St Kilda Football Club.

### Association Membership

The NOSS Association is a group of interested community members who support the goals of NOSS. Families and friends of clients and staff of NOSS are encouraged to join the Association and come to the AGM which will take place at 7.00 pm on Monday, 20 September, 2010.

If you wish to join the Association, the membership is only \$5.50 per annum. Application forms are available from the NOSS Office.

## Buy and Sell

Bluegum is selling bags of bark — \$4 per bag. Please see NOSS office if you would like to buy any.

Mahrcus is selling laminated chopping boards - different timbers, various sizes. Prices range from \$20 to \$45. Phone Mahrcus on 0414 277 418 or leave a note in his pigeon hole.



Gracia Vlaming

## Email Addresses

In order to contact you more easily and to reduce NOSS' impact on the environment, NOSS would prefer if the majority of correspondence could be sent to you via email. If you have an email address which you check regularly and would be happy to receive correspondence by email, please advise NOSS of your email address.

It is important that staff still check his/her pigeon hole regularly as some items may not be suitable for emailing.

## Public Holidays

The following public holidays are applicable to all NOSS employees and hence client support is not provided on these days.

Thursday 7 October, 2010 — People's Day of the Royal Launceston Show

Monday 1 November, 2010 — Recreation Day

NOSS closes over the Christmas break for approximately 5 weeks. The last day for the year for client support will be Wednesday, 22 December followed by a staff training day on 23 December, 2010. The first support day in 2011 will be Thursday, 27 January, 2011.

## Policy Changes - Client Support Policy

A new Client Support Policy has been created. This policy unites previous policies relating to Administration of Medication, Personal Relationships and Sexuality and Behaviour Management. It also includes information on matching staff and clients and client information.

A copy of the Client Support Policy can be found on the NOSS website on the 'Links' page or can be obtained from the NOSS Office. If you have any comments or questions regarding this policy please ring 6334 4911.



Taryn Simpson

*If you have some news to share or simply have something to buy or sell, we will be happy to include it in the next issue.*

*Phone Amanda on 6334 4911*

*Quote*

Carpe Diem! Rejoice while you are alive; enjoy the day; live life to the fullest; make the most of what you have. It is later than you think.



Dennis Chugg

***MISSION STATEMENT***

***NOSS will work with and for people with a disability to enhance their quality of life through the provision of support in activities which promote their involvement in the community.***