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General Manager Operations Update

It's been a while since you have all heard from me, many apologies for this! I hope your 2020 is proving to be an exciting year ahead. I know it is for Crosslinks! This is the year that our preparation for the last two years really starts to become tangible and you'll see a lot of new and improved practices.



The operations team and I have been hard at work preparing for the Quality and Safeguarding Framework which is due to be introduced in July this year. We are developing new and improved incident management processes, complaints handling processes and investing a lot of time and resource into further embedding Positive Behaviour Support principles and working towards the elimination and reduction of restrictive practices. and lots more!

We have also been working to refine the new technology that was implemented for Support Workers at the end of last year, improve the Service Agreement you all commit to and develop "Connect" which will be the online portal for participants and families. Connect will give you greater access and control over the information shared to Support Workers, live and up to date access to your Support Worker rosters for your coming weeks and the ability to access all your funding and budget information at the touch of a button! Stay tuned for further developments mid year.

The introduction of the Quality and Safeguarding Framework does mean new expectations for providers delivering services and an increase in administration work (reporting to the commission). It is really important to us that we deliver on this and work to exceed these expectations. It is also really important that the increase in administration time does not take away from the support and guidance Area Supervisors provide participants and employees. For this reason we have increased our Supervision resources in Community Living, you will now see four Area Supervisors rather than three, giving them more time to be hands on in the homes. This change has welcomed Zoe Mooney to Community Living and Donna Moss to Community Inclusion to replace Zoe.

As always if you would like further information about the projects and processes we are developing or would like to be directly involved, please don't hesitate to contact me. For now I'll leave you with this....
"Quality is never an accident. It is always the result of intelligent effort." – John Ruskin

Kind Regards
Kate McBride



Introducing a Crosslinks Superstar

Name: Sadie

Participates in: RAP

Receiving Support from Crosslinks since 2006

Q: What is the best thing about Crosslinks?

A: The RAP program

Q: If you could choose a superpower what would it be and why?

A: To have the same skills as Harley Quinn; to keep fit and have fun

Q: What is the best thing you have ever learned?

A: Dancing! Because I love to dance.

Q: What is your all time favourite song?

A: Gangnam Style - Psy

Q: What would you say to someone who wants to work at Crosslinks?

A: Great people, very friendly. A good place to work.

Q: What are you most proud of achieving?

A: Being able to go to New Zealand and see my family

Q: If you could do anything you wanted to, you would...

A: Be a dancer.



Parent/Carer - Catch up Morning Tea.

Café Poste

The next morning tea will be held;

Date: Tuesday 3rd March 2020

Time: 10am to 12noon (or any time in-between)

Address: Café Poste, 24 Stirling Street Guildford 6055
Next to the Old Guildford Post Office



These Morning Teas are an opportunity to meet up with others, share stories and have a great laugh.
For further information, please contact Cherylynn on 0407 198 938

Dates for your Diary:

Monday 2 nd March	Public Holiday – Labour Day
Tuesday 3 rd March	Parent/Carer Coffee Catch Up
Saturday 21 st March	World Down Syndrome Day
Thursday 9 th April	Family & Friends Advisory Group Meeting
Friday 10 th April	Public Holiday – Good Friday
Monday 13 th April	Public Holiday – Easter Monday

Quote of the Month

**When you can't change
the direction of the wind,
adjust your sails**

H. Jackson Brown, Jr.

Crosslinks 'Family and Friends Advisory Group'

Please Join Us



The Family and Friends Advisory Group meetings are open, friendly, relaxing and not stressful. The group is here to provide a voice for participants & families as well as learning and understanding how Crosslinks works. The Group meets on a bi-monthly basis at Crosslinks and we welcome you to attend.

Next meeting: Thursday 9th April 2020 at 6 Cale Street, Midland – 10am

Alternatively, please contact us via details below to have an item added to our meeting agenda or just to find out more about the group.

Cherylynn Hunt: (Secretary)
Phone: 0407198938
Email: book500@hotmail.com

Kerrian Sale (Chairperson)
Phone: 0408412901
Email: kerruss@bigpond.net.au



Attention: MUSIC TIME ATTENDEES

A ring was left behind on Monday 25th February at the Music Time program held at Midland Sports Complex.

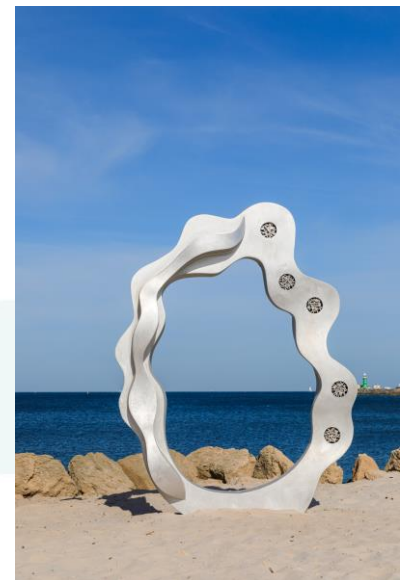
We would love to return the ring to its rightful owner.

If you think the ring may belong to you, please contact Sharna at Reception on 9374 1600 or reception@crosslinksinc.org.au and provide a description of the ring.



RAP Recreation & Participation News

On the 22nd February our night-time RAPPERS went to Sculpture at Bathers Beach in Fremantle. Sculpture at Bathers began in 2013 and has been gaining popularity since. The exhibition showcases local artists. The RAPPERS saw some great sculptures and afterwards went for a lovely fish and chip supper.



Peter, Larissa, Matt and Maureen all enjoyed the night and watched the sunset over Fremantle beach.

We are all looking forward to the up coming year and making some new friendships.



Community Inclusion News

This year has seen a revamp of the popular Friday Drum Therapy session and the result has been amazing. The session has been growing in numbers each week. The session is now held at Caversham Community Centre on Suffolk Street, which is a beautiful and air-conditioned facility. The new facilitator is Melody Itzstein, a WAAPA music teacher and recording artist.

This group continues to build on social skills with many individuals taking the opportunity to dance and socialise with friends, choosing songs and having an opportunity to perform. It is a great way to practice fine and gross motor skills, by playing the drums and other instruments provided and it certainly helps with the fitness goals as well.

The cost is \$10 and it runs from 10:30 am -11:30 am every Friday, so come down and join us for some fun.



Community Inclusion News (continued)

I received a phone call a few weeks ago and realised I was listening to James singing, "I'm a working-class man," down the line to me.

After much laughter, here's why;

One of James' family members did a stint working voluntarily in a local op shop and James thought he may like to give it a go too, so as part of working towards his NDIS goal of Developing Independent Life Skills, James has obtained a voluntary position working in an op shop in his local area of Swan View. A huge congratulations must go to Austin Young who supported James to approach the manager and secure a position there every Wednesday afternoon. As you can see by the photos James has a lot of fun carrying out his duties. Not sure if dressing up as Bridezilla is one of his duties, but he certainly seems to be jumping right in with both feet!!

Way to go James and Austin, we hope James continues to develop his skills and maybe one day progress to working independently.

Erin Shaw

Community Inclusion Area Supervisor



Community Inclusion News (continued)

Christopher has been very busy this year.

He has again attended the Iva Burge National Basketball Competition and achieved two wins and four losses which is fantastic.

Congratulations Chris.



Community Living News

Kathryn has been working on increasing her independence skills.

Kathryn is becoming an expert in managing her personal laundry!

She is keen to get the clothes to the laundry independently and dispenses the detergent!

Kathryn is now working on mastering the steps of turning the washing machine on and dispensing just the right amount of detergent into the machine.

Awesome work Kathryn!

We can't wait to see your next update 😊



All Abilities Soccer

**Want to get fit, have fun and make new friends?
Kalamunda United All Abilities Soccer may be for you!**



When: Thursday nights

Where: Maida Vale Reserve, 35 Acacia Road, Maida Vale

Time: 6pm to 7pm

Bring a water bottle, shin pads and boots for a fun training session



For enquiries contact Cherylynn on 0407 198 938