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General Manager Operations July Update



Some time ago now I gave you all an update about the Quality and Safeguarding Framework. To refresh your memory, the Framework is new legislation that sets out a plan for how organisations across Australia will provide high quality supports. Quality is about receiving good services. Safeguarding is about keeping people safe when they are receiving services. The introduction of the Framework requires a new government department to implement and oversee the legislation called the NDIS Quality and Safeguards Commission.

The Framework and the Commission were meant to roll into Western Australia in July 2020 however, the Government has delayed this until December 2020. Crosslinks was on track for the July roll out, however, the delay gives us more time to refine and embed the systems and processes that we have developed over the last two years. Crosslinks has developed several new systems and processes over this time in the areas of incident and complaint management, behaviour support and restrictive practices, continuous improvement and health management. This work has prepared Crosslinks to be compliant with the new legislation, clarified roles and responsibilities and improved the quality of our supports. I will keep you all updated when the legislation rolls out and of how Crosslinks responds to these changes on the ground.

If you are interested in any of these broader systems and how they fit within the organisation, please feel free to contact myself or Martin Albrecht who is our Quality & Safeguarding Lead.

Chat next month! 😊

Kind Regards
Kate McBride

Introducing a Crosslinks Superstar



Name: Matthew

Participates in: Community Inclusion & RAP

Receiving Support from Crosslinks since 2005



Q: What is the best thing about Crosslinks?

A: Going out with my support workers, trying out new food, interacting with my friends and being involved in all fun activities. Crosslinks is the best!!

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

A: To make any type of food appear with the click of my fingers.

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

A: My amazing manners, you get more with a please and thank you.

Q: What is your all time favourite song?

A: Greased Lightning – I love dancing to any Grease song.

Q: What do you like to do for fun?

A: Go to the movies or bowling with my friends.

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

A: You will meet some amazing people and be a part of a family like community.
Oh, and you must be fun 😊

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

A: I would take a dog for a walk and then go for a big yummy lunch.

Welcome

We would like to welcome Area Supervisor, Bobby Hartigan to Community Living.

I'm Bobby, an Irish lad who has come on board as an Area Supervisor. I have lived in Australia for ten years and have been privileged to have the opportunity to explore this great land and learn about it's history. I am coming from the Autism Association as a Coordinator for the past 2.5 years. I have been in the industry both in Disability and Child Protection for 9 years in Australia. I'm now looking forward to learning and supporting participants with disabilities and broadening my knowledge at Crosslinks.



My main focus is providing consistency and a sense of security for the participants we support in their homes, which will provide them with the comfort and safety to feel confident to explore their environment both at home and in the community. In my own time I enjoy golf, running, going to the gym and hiking. I think it is important to smile and have a laugh. I look forward to meeting and getting to know everyone.

- Bobby.

We would like to welcome Acting Area Supervisor, Kate Erby to Community Inclusion.



I'm Kate, mostly a familiar face around Crosslinks as I have been a support worker in Zone 3 for the last 2.5 years. I am very excited to have now been given the opportunity to become the Acting Area Supervisor for Zone 3. What big shoes to fill! I am a Kiwi who ventured over to the West just after my 20th birthday and haven't looked back since. Having worked a lengthy time in administration and hospitality I am a sucker for person centered support and customer service. I am passionate about disability services and love being out on the ground supporting Community Inclusion so, while I may now be in the office, I'm still going to sneak out to see our participants in the community. I look forward to continuing to work with you, albeit in a different role.

- Kate.

Parent & Carer - Morning Tea

The Parent & Carer morning tea catch ups are back!

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

Café Poste

The next morning tea will be held;

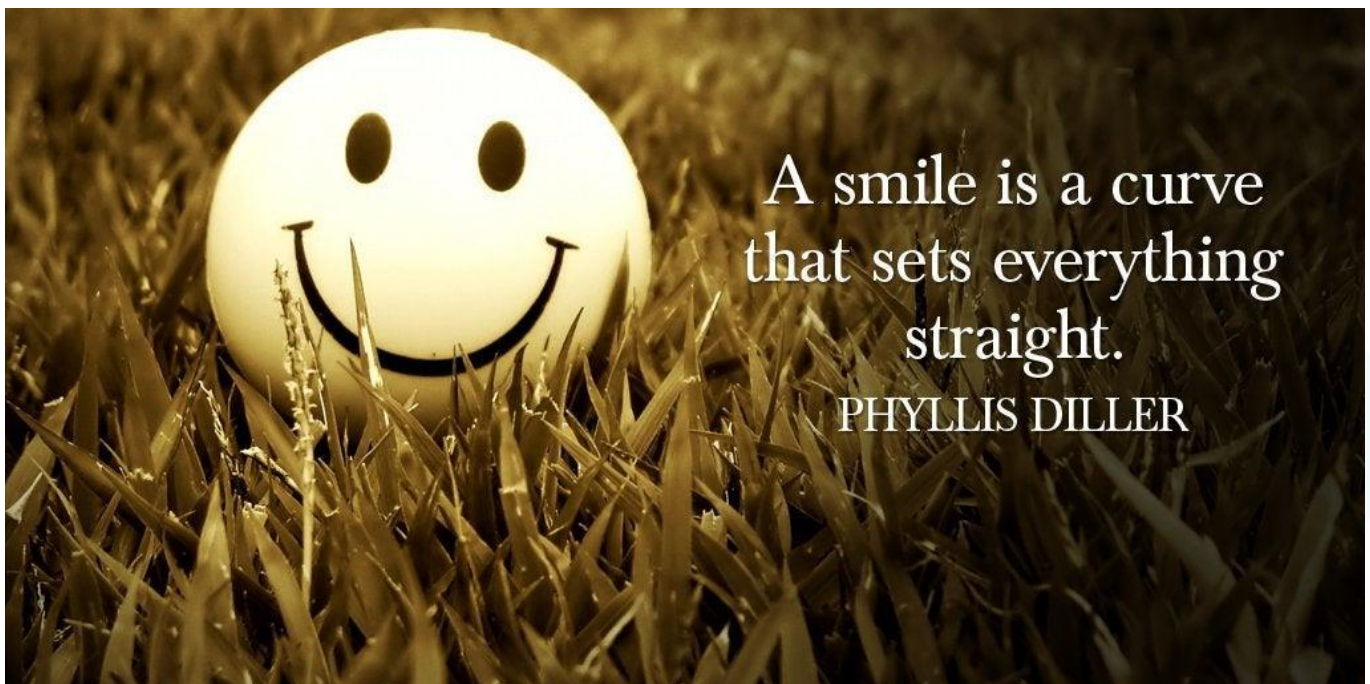
Date: Tuesday 4th August 2020

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

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



Quote of the Month



Training Day Cancelled

In the Crosslinks calendar, Tuesday July 28th listed a Community Inclusion closure due to a scheduled employee training day.

This training has been cancelled and Community Inclusion services will be delivered to Participants on July 28th.

Important dates



Date	Time	Location
Tuesday 4 th August	10am	Parent & Carer Catch Up – Café Poste
Thursday 13 th August	10am	Family & Friends Advisory Group Meeting – 6 Cale Street
Tuesday 20 th October	7pm	Annual General Meeting – Midland Sports Complex
Friday 18 th December	12pm	PIZZA DAY!! – 6 Cale Street, Midland

Social Media

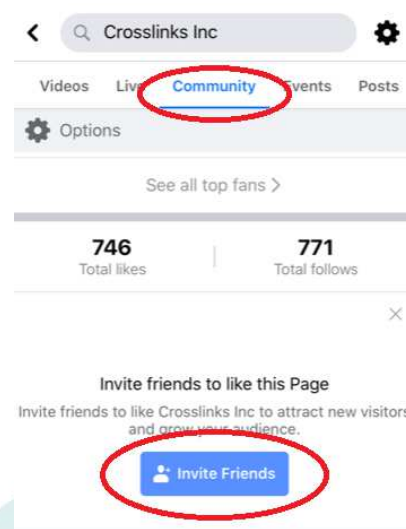


As you may be aware, Crosslinks Inc. has a Facebook page. It is a great way to spread the word about the achievements of the amazing individuals that we support.

We have 746 likes at the moment, so we are well on our way to our goal of 1000 likes. If you are yet to do so, please like our page and take a moment to request that your family and friends like it too.

It is easy to do, in just 4 simple steps from your smartphone.

1. Open the page: <https://www.facebook.com/CrosslinksInc/>
2. Click on “Community”
3. Click on “Invite friends”
4. Select “All of your friends and family” 😊



Family & Friends Advisory Group

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.

To find out more about the group contact;

Kerrian Sale (Chairperson)

Phone: 0408412901

Email: kerruss@bigpond.net.au

Cherylynn Hunt (Secretary)

Phone: 0407198938

Email: book500@hotmail.com

NEXT MEETING: Thursday 13th August – 10am at 6 Cale Street, Midland.



Kerrian Sale
FAMILY & FRIENDS ADVISORY
GROUP CHAIRPERSON



Cherylynn Hunt
FAMILY & FRIENDS ADVISORY
GROUP SECRETARY



Susan Wilson
FAMILY & FRIENDS ADVISORY
GROUP COMMITTEE MEMBER



Lorraine Jeffery
FAMILY & FRIENDS ADVISORY
GROUP COMMITTEE MEMBER



Christine Bell
FAMILY & FRIENDS ADVISORY
GROUP COMMITTEE MEMBER

Youth Program



Did you know that Crosslinks has a Youth Program?

If you know someone aged between 13 and 17 that wants to have fun and make new friends, please recommend that they enquire about our Youth Program by contacting Eimear on 9374 1600 or eimear.boland@crosslinksinc.org.au

Benefits of the Crosslinks Youth Program

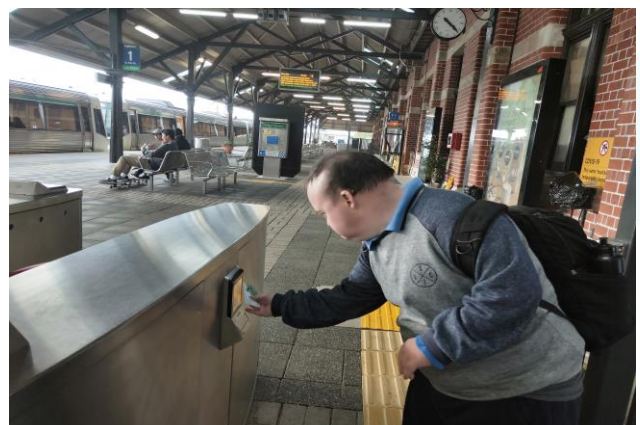
- **New and Fun Activities**
- **Regular Meet Ups**
- **Self Esteem and Confidence Boost**
- **Life Skills**
- **Experiencing Different Places**
- **Independence**
- **Tailored Support**



<https://crosslinksinc.org.au/services/youth-program/>

Community Inclusion News

Matt made the smart choice of going to Fremantle by train today. The Covid-19 closure did not make his skill to use his Smart Rider rusty at all. The Cappuccino strip, though less busy than before, still thrilled him as he was all smiles while walking along the popular side of town. His excitement was evident when he rushed to the painting to be photographed. It was not a long trip, but Matt painted the town red.



RAP News



Yes, you read it correct RAP is back for groups July 25th and we are super excited.

We have had the great privilege of welcoming some of you back on a 1:1 until now and for others, we are really looking forward to welcoming you back. Groups will be back with 2:1 ratio or 1:1 depending on support needs of participants.

Our activities will range to what is coming up and some feedback we got from the start of the year. Movie evening, mini golf, live music, karaoke at the pub, bowling, concerts, musicals and many more.

Whilst we are back, we will be making sure we are adhering to the social distancing rules, not going to overly crowded places, washing hands and using hand sanitizers.

We look forward to planning and letting you all know in the near future "What's On", concerts and events coming up, not to mention a disco returning.

Community Living News

I recently had the pleasure of taking Peter out to take part in a new activity that he had requested. Peter had mentioned to me that he had been to lawn bowls in the past and would like to do it again. After a quick search on the internet, I found BowlAbility.

BowlAbility has been hosted by Bowls WA at the Kardinya Bowls Club since 2011 (located at Morris Buzacott Reserve, Williamson Road, Kardinya) and caters for participants of all levels and has wheelchair access to the greens.

Upon arrival Peter and I meet with the organiser, Denise McMillian. Denise made Peter and I feel very welcome, she introduced us to some of the regulars and set up the bowls before taking the time to give Peter and I a quick lesson. Being my first time lawn bowling, I wasn't very good but Peter quickly showed me how it was done by getting closer to the White Jack more often than me.



Community Living News (cont.)

After a few rounds Peter, and I socialised with some of the other players who were very welcoming and happy to share their bowling techniques with us. After socialising and getting some pointers of the other bowlers, Peter and I returned for a few more rounds.

At the end of the day, I asked Peter if he had had a good time. Peter replied with an enthusiastic, "Sure did!" When asked if he wanted to do BowlAbility again. Peter replied with another enthusiastic, "Sure do!" Both Peter and I are looking forward to returning to BowlAbility.

Held every Friday (except school holidays) from 11am to 1 pm you will find people of all ability levels having a great time at BowlAbility. It is a low-cost activity, \$5 per player with the Companion Card in effect for carers. All equipment is supplied by BowlAbility and a bowls chute is available if required.

As with all outdoor activities it is recommended that participants and carers wear sunscreen, bring a hat and wear flat (soft) soled shoes.

As food and drink facilities are not available at the on-site club house, it is recommended that you bring a packed lunch and drink.

Bookings are not necessary, just show up on the day, but if you would like further information contact Denise McMillian on 0449619841 or denise@bowlswa.com.au

<https://www.bowlswa.com.au/inclusive-bowls/>

Paul De Chauffepie – Support Worker



Be Environmentally Conscious

On July 3, Crosslinks celebrated International Plastic Bag Free Day. International Plastic Bag Free Day is a unique opportunity to spread the word that sound environmental alternatives to single use plastic bags are available.

Crosslinks has environmentally friendly reusable bags, if you would like some please drop into Reception or email us at feedback@crosslinksinc.org.au to arrange collection.



Equipment – FREE



Crosslinks has some equipment that we would like to pass on to someone who needs it.

Hoist 127kg

If you are interested in any of these items, please send an email to feedback@crosslinksinc.org.au

Or contact Reception during office hours 93741600.



Hoist (close up)

Equipment (cont.)



Wheelchair



Commode chair 1



Commode chair 2



Bed rail



Walkers

All Abilities Soccer

**Do you 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 or follow them on Facebook. <https://www.facebook.com/All-Abilities-football-team-103743597971746/>