



CROSB Newsletter

CROSB News



Hi everyone!

Hope you are all well and keeping warm.... we have definitely had a few cold nights recently!

Over the last few months it has been very busy for most of the disability sector as we all try to keep up to date with changes happening with the NDIS (National Disability Insurance Scheme). If for some reason you have not heard or feel that you do not understand what the NDIS is or how it would affect you and your family, please feel to contact me to discuss this further. You can also access up to date information on either of the following websites: cru.org.au or www.ndis.gov.au.

At the moment we know that the NDIS will start rolling out in Queensland in July 2016 and will continue until everyone that is eligible is covered by 2019. This is going to be a huge transition for all families receiving support. One of the key learnings coming from the trial sites is the need for families and individuals to begin planning for what their supports will look like under the NDIS.

Under the NDIS you will need to be clear about what you want your life to be like and what is important in relation to:

- * Where and how you want to live
- * Your relationships and friends
- * The things you want to be able to achieve and how you want to contribute in your community
- * The things you are able to do and control on your own
- * Your daily health and needs

It is important that we start having these conversations now rather than later so that we have more time to explore and develop these options prior to having an assessment with an NDIS planner.

There is an NDIS workbook available on the NDIS website that assists families with working through the eligibility and planning process. If any families would like assistance working through this workbook please contact the office. Another method of planning is completing a PATH plan to assist in answering these important questions. PATH plans are an excellent method of opening up these conversations- if you are interested in getting a PATH plan completed please do not hesitate to contact the office to arrange a time.

Looking forward to hearing from you

Tracie Armstrong
Service Coordinator

Upcoming Workshop :

Parent to Parent are holding a free workshop for parents of school age children
Primary and Secondary

Proposed dates—19th, 20th and 21st October 2015 from 10am to 2pm



Our Person Of Interest: Jeff



Hobbies: I like cycling, making and flying radio control model planes and also woodwork

What fun thing have you done recently?: Learning to fly and make radio control planes

A experience I found personally rewarding with CROSB: It has been very rewarding to assist clients to help them get their lives on track and to help them be a more positive part of our community

Flying Goal: To be certified as able to fly my planes solo

Cycling Goal: To train up and be able to ride endurance events and to loose weight

TRAINING

These days have been allocated for Professional Development for CROSB Support Workers:

- Aug 13th – CTC Bus Tour
- Aug 14th – Functional Assessment and Positive Behaviour Interventions
- Aug 27th – Staff Meeting & Training - Diabetes and Fire Evacuation
- Sept 16th –Teaching Skills to People with an Intellectual Disability
- Sept 16th – Manual Handling – CROSB House
- Sept 17th – Manual Handling – CROSB House
- Sept 17th – CTC General Induction
- Sept 28th – Functional Assessment and Positive Behaviour Interventions

Please note that we will try our best to minimise disruption to our clients.

CROSB Survey 2015

Included in this newsletter is your opportunity to complete the 2015 CROSB Client Evaluation Survey.

CROSB encourages you all to provide your feedback on the service for 2015.

Please complete the survey and place in the envelope marked 'CROSB Survey Results 2015' and then place in the self-addressed envelope to be posted back to CTC.

This survey will be reviewed and results compiled by an independent reviewer within CTC.

Once again we encourage you all to have your say on improving our service. Survey Forms are to be returned by 30 September 2015.

Upcoming CROSB Events

August

Drumming



18 August - 6pm to 8pm
Enterprise Centre

Cost - \$10 for dinner and
\$5 contribution for transport

RSVP - 14 August 2015

September

Craft and Board Games



15 September - 6pm to 8pm
Enterprise Centre

Cost - \$10 for dinner and
\$5 contribution for transport

RSVP - 11 September 2015

Events spread the word!

08-Aug-15

3rd Annual Medieval Fayre
Nanango

10-Aug-15

South Burnett EKKA Show Holiday

14 to 16-Aug-15

Scots In The Bush Festival
Boondooma Homestead

28 & 29-Aug-15

98th Annual Wondai Show &
Bullride, Wondai

10 to 13-Sep-15

13th Annual Nanango Country Music
Muster

11-Sep-15

Mayor's Charity Golf Day - Murgon

12 & 13-Sep-15

Bloomin' Beautiful Blackbutt Festival

19 & 20-Sep-15

Kingaroy & District Vintage
Machinery Club Rally - Kingaroy

19-Sep-15

Heritage Cup Race Meeting
Nanango

26 & 27-Sep-15

10th Annual Wondai Spring
Garden Expo

Diabetes Australia App



From Diabetes Australia comes an app that will act as your pocket guide in easing the management of diabetes for yourself or someone you care about. News, information, research and online stores are easily accessible and regularly updated. In the app you will also find a health care directory that is the most up to date and relevant to your particular location, diabetes friendly recipes, and information about when you need to see your health care professionals and why this is important. An Australia wide events directory will give you all the information necessary to see that you have access to the best programs and services available in your location and what the rest of Australia is up to.

Improving Service Delivery

We value your feedback and encourage you to contact us and let us know what we can do to improve the services we offer.

You are welcome to:

- Talk to your Support Team ie: Support Worker, Service Coordinator or Service Manager and/or family/advocate:
 - Call - 07 4162 9081
 - Fax - 07 4162 9030 or
 - Email - crosb@sbctc.com.au



If after all steps have been taken and you are unhappy with the response that CTC and/or CROSB give, you can contact:

Department of Communities, Child Safety and Disability Services

Phone (free call): 1800 177 120

Phone: 3224 7179

Email: complain@communities.qld.gov.au

Complaints Referral and Resolution Services

Phone (free call): 1800 880 052

Phone: 13 14 50

Email: crs@workfocus.com

CTC Services Contact Details

Headquarters

4162 9000

Partners in Foster Care

Wondai 4169 0177

Disability Services

CROSB 4162 9081

Gumnut 4168 1852

Your Life Your Choice
4162 9081

Childcare

Community Kids 4171 0033

Nanango Childcare
Centre 4163 1279

Youth Services

Kingaroy 4162 7788

Murgon 4169 5940

CROSB Contact Details

Shed 3 and 4
6 Cornish Street or
PO Box 490
KINGAROY QLD 4610

Phone: 4162 9081
Fax: 4162 9030
E-mail: crosb@sbctc.com.au



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Queensland
Government



CTC - working for our community

SUPPORTING PEOPLE WITH A DISABILITY IN THE COMMUNITIES
OF THE SOUTH BURNETT

www.sbctc.com.au



CROSB CLIENT EVALUATION SURVEY 2015



Dear Client/Carer

We would like to ask you to take a few minutes of your time (5 mins max) to complete this survey to tell us about the service that you have received from CROSB within the last 12 months. Completing this survey will assist us in continuing to improve our service. We welcome your honest feedback.

Please tick the appropriate rating for the statements below:

CROSB Service	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
1. I/my family member feel comfortable/safe with CROSB staff					
Additional Comments:					
2. The skill level/suitability of CROSB staff meets my/my family member's support needs					
Additional Comments:					
3. I/my family member have been or have had the opportunity to be involved in the planning/decision making for CROSB services					
Additional Comments:					
4. I understand my/my family member's rights in relation to services received from CROSB					
Additional Comments:					
5. I/my family member find the CROSB office helpful and understands my needs					
Additional Comments:					
6. Do you find the CROSB newsletter informative?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. How often do you believe the CROSB newsletter should be distributed?					
	<input type="checkbox"/> Monthly	<input type="checkbox"/> Bi-Monthly (2 mths)	<input type="checkbox"/> Quarterly (3 mths)	<input type="checkbox"/> Six Monthly	
8. How would you like to receive the CROSB newsletter?				<input type="checkbox"/> Post	<input type="checkbox"/> Email
9. Are you aware of the CROSB complaints process?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. If no, would you like this information sent out to you?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
11. Have you ever made a complaint regarding CROSB services or staff?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
12. If yes, were you satisfied with the outcome?				<input type="checkbox"/> Yes	<input type="checkbox"/> No



CROSB CLIENT EVALUATION SURVEY 2015



CROSB House – Only complete this section if you/your family member have been a guest at the house	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
1. The meals/special diet provided at CROSB House met my/my family member's nutritional requirements					
Additional Comments:					
2. I/my family member felt comfortable/safe while staying CROSB House					
Additional Comments:					
3. The environment and facilities at CROSB House are clean and well presented					
Additional Comments:					
4. Do you have any suggestions or comments to assist us to improve CROSB House?					
Additional Comments:					
CROSB Groups – Only complete this section if you/your family member attend Group Nights	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
1. I/my family member find the Group Nights interactive					
Additional Comments:					
2. I/my family member receive Group Night information in a timely manner					
Additional Comments:					
3. What activities would you/your family member like to be considered for 2014?					
Comment:					
4. Do you have any suggestions or comments to assist us to improve CROSB Group Activities?					
Additional Comments:					
Would you like to meet with a CROSB staff member to discuss any concerns?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If so, please provide details on how best to contact you to discuss:					
Do you have any suggestions or comments to assist us to improve CROSB services?					
Additional Comments:					

Thank you for taking the time to complete our annual CROSB Client Survey. Your feedback will be reviewed by CTC Head Office.

If there is something you would like to speak with us directly about, please let us know. If you have a problem, complaint or have any suggestions on improving our service we would like to hear from you.

Please return completed surveys to the CTC Head office using the enclosed self-addressed envelope no later than **30 September 2015**.