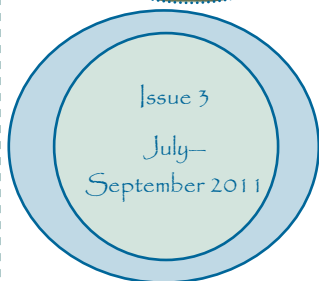
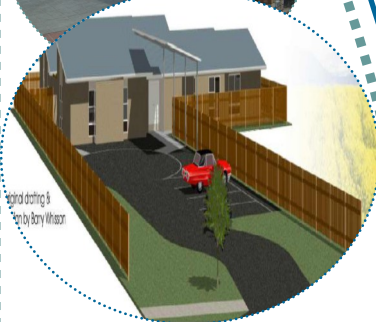


# The Breakaway Connection



While the weather has been very chilly over the last few months, the atmosphere at Breakaway Toowoomba has been warm and friendly. A lot has been happening! Earlier this year we were visited by The Sports Connect team (a part of the Department of Sports and Recreation) to conduct a readiness assessment and to assist us in our efforts to increase access to sport and active recreation opportunities for people accessing our services and programs. We are also in the process of forming a *Sports Connect Charter* with some key strategies that we will work on over the next 12 months.

As a result many members of our staff have been busy connecting individuals with a disability to sporting opportunities. Recent examples of collaboration have been the involvement of our social groups and friends at the *Darling Downs All Abilities Sports Carnivals* which were held in Dalby. Also there have been some great individual efforts that we are very pleased to be connected with, for more details please take the time to read Judy Kenna's report about Hayden's monumental swimming achievements in this newsletter.

In addition, to assist to make the support we provide more meaningful for you and your family member we have started to roll out what we call *Goal Attainment Sheets*. This refers to the identification of, and agreement on, a target which you, your family member and the support worker will work towards over a specified period of time for the purpose of improving the support for you and your family member. I feel strongly that the use of these sheets will increase the level of yours and your family member's empowerment and confidence in the support. Very soon Rachael, Kathryn and Andrew will be contacting you to get these up and running for you.

We have a few new staff members. While they will introduce themselves later in this newsletter, Please allow me to name them and their role:

- **Lisa Jury:** Lisa was successful in applying for the Accommodation Support Supervisor (Anden) position. Lisa is already very familiar to many staff and may remember her from her work as our Vacation Care Coordinator at Clifford Park Special School as well as from her direct support responsibilities. Lisa has significant experience working with people with disabilities and has played an integral role in making the vacation care program a success. In addition to her new role with the Anden, Lisa will continue to coordinate the vacation care at Clifford Park. Lisa will work Monday, Wednesday and Friday

**Andrew Whyte:** Andrew was also successful in being appointed as a Client Services Supervisor. Andrew brings with him considerable management experience and knowledge of people with disabilities. Andrew will be focused on developing our new support plans, in particular the goal attainment aspect. Andrew will work Monday, Tuesday and Wednesday.

**Gavin Sabburg:** Gavin is our Workplace Health and Safety Officer. Gavin has a long history of community service involvement in many organizations in a variety of senior positions, including some committee roles. He is currently updating his WHS qualifications and becoming familiar our WHS system. At present Gavin works Tuesday, Wednesday & Thursday

I would like to take this opportunity to congratulate Lisa, Andrew and Gavin on their appointments and wish them every success as we build together with you, a strong and competitive organization. In other staff news I would like to take this opportunity to thank the following staff for their many years of faithful service and congratulate them on making it to the 10 year mark and beyond: **Mark Eelkema, Robert Fernandez, Judy Kenna, Ruth Mayger, Neale McGowan, and Maysie Rollins and Jane West**

Finally, please do not forget that our AGM is on Thursday 15<sup>th</sup> September and please refer to the notice inside for more details. The Breakaway Toowoomba website can be found at [www.breakawaytmba.org](http://www.breakawaytmba.org) and is a central source of information, featuring up to date news items, information about services available, links to helpful websites, upcoming events, and policy and procedures.

Cheers,  
Dave

# Breakaway Connections Notice Board

## INVITATION



Breakaway Toowoomba is pleased to announce their upcoming  
Annual General Meeting

You are warmly invited to attend.

Date: Thursday 15th of September 2011  
When: Arrive between 5:30pm—6:00pm Start.  
Where: Jacaranda Room  
RSVP: By ringing Elise before the 13th  
September 2011 on 46 395 100

Light Supper will be provided at the conclusion of the AGM.  
Please let us know if you have any special food requirements.

## Client Information Session

The next client information session will be held on the following date:

Date: 26th of October 2011

Time: 1:30pm—3:30pm

Place: Jacaranda Room Grand Central—Please contact us if you need directions

RSVP: 17th of October 2011, Afternoon tea will be provided please let us know if you have dietary requirements.



## Toowoomba Speakers Social Group

You are warmly invited to attend

Date: Wednesday 21st of September 2011

Time: 5:15pm arrival for a 5:30pm start.

Location: YWCA HALL in Mary St

Cost: \$7.00 for supper

RSVP: Monday 19th of September 2011.

Please phone Chantal or Kathryn on (07) 4639 5100.

The Speakers Social Group aims to assist adults with a disability to develop self confidence and self advocacy skills whilst providing a social outing for carers, families and the person with a disability.

Please note: This group is for people over the age of 18 years.



“Designing  
Quality  
Respite”

## Congratulations to Hayden Siebuhr!

**C** Hayden recently competed in the Australian National school-based Championships for swimming, which were held in Melbourne. He has now qualified for a place in the Australian Championships which will also be held in Melbourne in October. In between his busy training schedule, he will also be competing in the Qld Multi-class Championships in September.

**h** Hayden has faced some huge obstacles in his young life, but with his tenacity, courage and a "can-do" attitude, this little Aussie hasn't let his disability stand in his way. With a support network of family, friends, his coach Gail Walker, and a variety of sponsors and support providers (including Breakaway),

**a** Hayden's dreams of one day representing Australia at the Commonwealth Games are right on track!

**m** Everyone here at Breakaway wishes Hayden the very best of luck! Watch this space for future updates!!!!

**p** Contributed by Judy Kenna



# Community Awareness

## Community Awareness

### Let's Meet Murphy's Creek Arts Centre

Set in amongst the gum trees on the property of Geoff and Ginny in Murphy's creek is their Art Centre. Opened in 2007 and full of inspiration and creativity.

I found this lovely place one day while looking for activities for the social group. Geoff and Ginny are two of the most loveliest people around and very talented I might say. They have wonderful galleries full of paintings and beautiful photos from local artists. They run excellent classes and workshops ranging from sculpture to drawing and water colours to name a few and very reasonable prices as well as art appreciation talks and tours.

Geoff and Ginny's art centre is so welcoming and our social groups have been coming along to paint and be creative for the last 3-4 months. All the clients have a wonderful time and always want to come back, being creative helps our clients to express themselves.

Geoff and Ginny welcome all Community groups far and near from Children to Adults. There is a lovely area with tables and chairs for all to enjoy the peaceful surroundings of the bush and our hosts are most accommodating. If you are looking for an outing it's a must visit! For Further information please call the Art Centre on 46 30 55 00

Opening hours—10am—5pm

Tuesday—Sunday

861 Murphy's Creek Road

Email: [murphyscreekartcentre@hotmail.com](mailto:murphyscreekartcentre@hotmail.com)



**B** "Designing  
Quality  
Respite"

# Carer And Client Information

## CONFLICT RESOLUTION BETWEEN CARERS AND STAFF

### PURPOSE:

- To help staff deal with difficult situations that may occur between families and staff and which may affect support.
- To establish strategies which minimize the risk of conflict occurring.
- To promote the prompt and effective resolution of all complaints and grievances made.

To guide staff and volunteers of Breakaway Toowoomba in providing a pathway to resolving conflicts within our community

### SCOPE:

This policy and its procedure will apply to all Breakaway employees for whom interpersonal conflict has arisen during the course of the performance of his/her duties.

### POLICY:

It is also recognised that many difficult situations are dealt with effectively locally using Breakaway Toowoomba's Complaint management policy and Procedure, and this policy aims to complement these existing practices rather than to replace them altogether.

It is essential to recognise the immense stress that families can be under in caring for a family member with a disability, and the role staff can and should play in defusing conflict or confrontational situations effectively by using good interpersonal skills. It is equally important that staff feel confident in the support available to them in the event that a situation cannot be resolved locally, and that they do not feel they are obliged to tolerate bullying, harassing or inappropriate behaviours.

### Breakaway Toowoomba recognises:

- That it is inevitable that conflicts will arise.
- That most conflicts should be able to be resolved to the reasonable satisfaction of all concerned.
- That disputes may arise due to simple misunderstandings or communication not being as effective as it could be, and that problems may evaporate by simply communicating the problem directly to the person concerned.
- Conflict should be dealt with at an early stage and not left to smoulder on.
- Conflict should be dealt with consciously and actively rather than swept under the carpet.
- Conflict from people involved in the organisation should be raised and dealt with within the organisation as far as possible.
- Efforts should be made to ensure that members of the public are protected at all times from the effects of the dispute.

Openness, honesty, confidentiality and equal respect for views of all parties are crucial for the successful resolution of conflicts.

### PROCEDURE:

In the vast majority of cases, cases of conflict between staff and families can and should be dealt with between the staff member and the parent/carer in the first instance. This means using staff who have been directly involved in the individual's support in the community, in-home or at the Guesthouse to speak to the family.

This is because:

Staff members "on the spot" are most able to deal with concerns directly and promptly.

Staff and families have the opportunity to talk and listen to each other's concerns in an informal setting.

Informal resolution prevents families feeling intimidated by the immediate involvement of senior members of staff which could also, potentially, heighten aggression.

Informal resolution prevents staff feeling intimidated or disempowered by the immediate involvement of senior members of staff.

The involvement of more senior staff can be held in reserve for situations in which the informal intervention is not successful

### When resolutions are sought informally it is important:

For all staff to act in a professional manner at all times.

That an incident form be completed by the person who has resolved the situation, so that if the situation does need escalating it will be clear what action has been taken so far.

That staff remain calm, listen carefully, do not argue and remain objective

In order to resolve conflict Breakaway Toowoomba has adopted the following guidelines:

### a) Dealing with the issue

### Suggestions for resolving situations locally include:

Try to deal with the situation yourself. Listen to the parent/carer and find out whether there is anything that can be resolved easily. If the carer is shouting/swearing, the staff member should feel empowered to tell them to stop and explain to them that staff members want to help them with the problem, but that bad language/abusive or threatening behaviour or shouting will not help.

It is the responsibility of all staff to act in a professional manner at all times.

Ask your immediate supervisor or the Executive Officer to mediate between you and to the parent/guardian. (Out of hours help can be sought from the on call person). Most parents want the opportunity to tell someone their frustrations and for staff to understand and address what is bothering them. If something has gone wrong, an apology should be offered, an explanation provided or reassurance given that the problem will be looked in to, with feedback to parents/carers.

It is essential that parents/carers feel they are being listened to, and they should be told about any planned actions and be kept updated throughout the process. If English is not the parents'/carers' first language and there are concerns about parental / carer understanding, interpreters should be used.

At all times, staff must feel able to inform parents/carers if they are speaking to them in an inappropriate fashion.

In line with our policies and procedures for the management and resolution of complaints, we thought that we should outline that if possible any complaint or issue should be dealt with at the lowest operational point before it is escalated. If it is to be escalated, then it should go through the established accountability channel e.g. if the complaint is not able to be resolved after discussing the matter with the person directly involved, then the matter should be taken up with the persons immediate supervisor, then to Executive Officer and then to Management Committee, and then outside statutory body if required. The Executive Officer is ultimately responsible for ensuring that complaints are handled correctly and they should be given in writing and signed when escalating the complaint to the Executive Officer and Management Committee.

The Management Committee and Executive Officer are in the process of developing a clear role description for the Grievance Officers and will disseminate this once it is completed and ratified.. However in the meantime, staff and clients should view the grievance officer's role in terms of support and information regarding the complaint process according to Breakaway Toowoomba's policy and procedure. Their role is not to take the grievance/complaint in the first instance and indeed will ask if you what steps have you taken to resolve the complaint before bringing it to their attention.



#### FYI—Grievance Officers for Breakaway

- ◆ Tony Homem—Grievance Officer for Staff
- ◆ David Waldron, Dawn Hyland—Grievance Officer for Clients/families.

## Cooking Corner Capers

### Microwave Chocolate Fudge

500 grams of good quality cooking chocolate

1x 400 gram sweetened condensed milk

2 teaspoons vanilla essence

1 1/2 cups of diced walnuts

#### Method

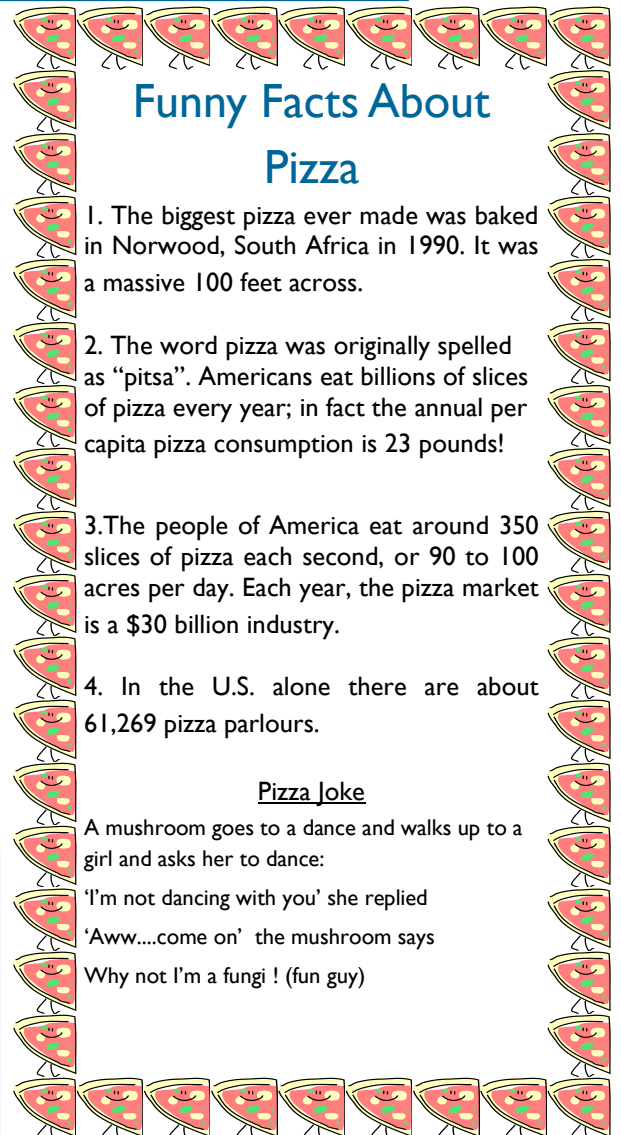
1. Line a 20x20cm square dish with aluminium foil.
2. Chop chocolate and place in a large microwave safe bowl with condensed milk. Microwave on high stirring once or twice until chocolate is soft; 2 to 3 minutes.
3. Remove from microwave oven and stir until completely smooth. Stir in vanilla and walnuts. Spread in prepared pan.
4. Refrigerate 2 hours until firm. Cut into squares.

### Sad News

We would like to let all know that Stephanie Keats who is very well known and loved to Breakaway Staff, Clifford Park Special School staff and other organisations, sadly passed away last Saturday. We wish to send our deepest condolences and thoughts to Steph's family.



## Funny Facts About Pizza



1. The biggest pizza ever made was baked in Norwood, South Africa in 1990. It was a massive 100 feet across.

2. The word pizza was originally spelled as "pitsa". Americans eat billions of slices of pizza every year; in fact the annual per capita pizza consumption is 23 pounds!

3. The people of America eat around 350 slices of pizza each second, or 90 to 100 acres per day. Each year, the pizza market is a \$30 billion industry.

4. In the U.S. alone there are about 61,269 pizza parlours.

#### Pizza Joke

A mushroom goes to a dance and walks up to a girl and asks her to dance:

'I'm not dancing with you' she replied

'Aww....come on' the mushroom says

Why not I'm a fungi ! (fun guy)

**If you need to change or cancel your support, please call the office rather than pass a message through the support workers.**

**We thank you for your continued assistance with this matter.**



### New Breakaway Office Staff

We would like to warmly welcome to the Team:

- ◆ **Lisa Jury**—taking over Marta’s role—Accommodation Support Supervisor  
Lisa works Mon, Wed, Fri
- ◆ **Andrew Whyte**—Assisting Kathryn—Client Services Supervisor  
Andrew works—Mon, Tues, Wed
- ◆ **Gavin Sabburg**—Workplace Health and Safety Officer  
Gavin works—Tues, Wed, Thurs

### Let’s Meet Lisa

Hi All

My name is Lisa Jury I have worked for Breakaway for the past 5 years as a dedicated Support Worker as well as a Teacher Aide at Clifford Park Special School specialising in Challenging behaviour. I have also the Co-ordinated the Vacation Care program at Clifford Park which has been a huge success over the years. I’m currently studying my Bachelor of Education.

I have taken on the role of Accommodation Support Supervisor at the Anden (Supported Accommodation). I have been welcomed into the role with such a lovely group of residents and their families. I look forward to filling the shoes that Marta left. She will be missed by all but I’m confident that I will do my best for all the residents and their families.

I welcome myself to the current dedicated Breakaway Team and look forward to the challenges ahead of me. If you are ever in the office please drop in and say hello will be good to meet all of you at some stage.

**“Set your goals high, and don’t stop till you get there”**

### Let’s Meet Andrew

Greetings everyone.

I’ve been working with Breakaway for more than a year now as a support worker and have recently taken on the role of client services supervisor, assisting Kathryn with a variety of tasks including the updating and implementing of new support plans. I have had a lot of experience in the disability sector and am enjoying my new role. I am also about to start studying a post grad in business and am a qualified horticulturist so I like to keep busy!!

So if you are in the office please feel free to come and say G’day.

Thanks Andrew

### WHSO’s Corner

Let’s Meet Gavin

Hi All

It is coming to that time of year when Workplace Health & Safety is highlighted.

Safe Work Week is the 23<sup>rd</sup> to the 29<sup>th</sup> of October.

This is a great opportunity to reflect on the importance of health and safety in our workplace. Some suggestions for you to consider:

- ◆ Joining a team, start doing Yoga!
- ◆ Visit your GP and get a check -up, get your blood pressure measured!

We will be hosting an event during this week so watch the newsletters and flyers for more details!

Thanks Gavin

### Andy’s Green Thumb

- ◆ Now is the perfect time to fertilize your lawn and garden give it a good aerating.
- ◆ Also it’s a great time to plant your summer flowers now that spring has sprung.

