

APRIL 2011



Erin Shuttleworth

Inside this issue:

<i>From the General Manager</i>	1
<i>Board Member Profile</i>	2
<i>Crew Member Profile</i>	2
<i>Entertainment Book</i>	3
<i>Staff Member Profile</i>	4
<i>Staff Changes</i>	4
<i>Board Membership</i>	4
<i>Policy Review</i>	5
<i>Important Dates</i>	5
<i>Standards 2 and 3</i>	6
<i>Bluegum</i>	7
<i>Exhibition</i>	8

After a busy start to 2011, I would like to commend all our staff on the way NOSS clients have settled into their community access activities.

Sadly, Georgie Hall has left the Service to take up a senior position with Able Australia. I would like to wish her every success and thank her for her service to NOSS over the past three years. Georgie has been a great asset to the organisation and will certainly be missed.

Maria Campbell has been employed to fill the position of Community Access Manager and we are looking forward to her starting work with us on 18 April, 2011.

Neville Willis

Board Member Profile - Nick Adams

Nick joined the NOSS Board of Management in July 2009, with a strategic human resource management and employment related focus. Nick's aim is to be a valuable contributor to the Board so that NOSS is able to meet its goals as an organisation and most importantly offer services based on client needs.

Nick was born and raised in Launceston, and currently lives there with his wife Emma, who is a nurse at the Launceston General Hospital. Nick and Emma purchased a property in 2007 and are currently being kept very busy with the difficult task of landscaping the front and backyard, so Nick has a very good appreciation for the hard work that the workcrew at Bluegum undertake.

Nick studied a Bachelor of Business (Hons) at the University of Tasmania and graduated in 2006. He currently works at the Tasmanian Chamber of Commerce and Industry in the position of Workplace Relations Adviser, providing advice, representation, and advocacy for employers with a focus of workplace relations and human resource management.



Crew Member Profile—Les Robertson



Les has been with Bluegum since May 2010 and has been a great asset to the crew. He has gained a lot of experience over his working career and is a good mentor to the rest of the crew members.

He enjoys working at Bluegum and was elected Crew Representative by his co-workers in February.

Les lives with his partner Deanne and they have a beautiful boy Kaidyn who is four and a half years old. He makes a mean bowl of spaghetti and enjoys gardening in his spare time. Les supports the Collingwood AFL team.

Fundraising—Entertainment Book

This year, NOSS will be offering the opportunity to purchase the Entertainment Book and at the same time raise additional funds for the Service. Those who have bought the book before will know that it is well worth the \$55.00 and in addition, you will be supporting NOSS. There is a sample book at Reception in the NOSS Office if you would like to have a look.



The Entertainment Book contains \$10,000 worth of valuable offers, valid until 1 June 2012. Offers include

- two for one deals or 25% off at many Launceston cafes and restaurants such as McDonalds, Bakers Dozen, Metz and Gorge Restaurant.
- Vouchers for movie rentals and shopping discounts such as Stallards and Autobarn
- 5% discount on Coles and Kmart gift cards (this alone could save hundreds of dollars a year)
- Discounted movie tickets, flowers, magazines, car rental and accommodation around Australia

Vouchers to many Attractions such as mini golf, Tas Laser Skirmish, Port Arthur and Top Gun Tasmania

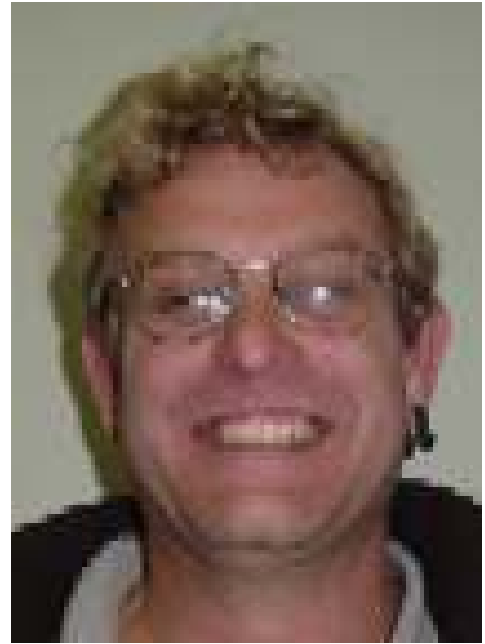
Please let Helen or Amanda know how many books you would like (they make good presents for friends and family). Payment may be made in cash or by credit card or, if it is more convenient, the price can be deducted from your pay.

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.

Staff Member Profile - Glenn Learmont

Glenn has been a supervisor at Bluegum since 2007. He brought valuable experience gained from his previous work in the provision of both open employment and supported employment. Glenn has worked in the disability field for 14 years and is currently completing his Horticulture 3 Certificate.

Glenn is married to Leanne and they have two beautiful girls Rioko and Taima. In his personal life, Glenn keeps fit and enjoys attending the gym on a regular basis. His hobby (according to his wife) is buying and selling cars (last count 22 in eleven years).



Staff Changes

Since the last newsletter, in addition to Georgie Hall, we have said goodbye to several staff—Veronica Salai, Angela Hodge, Jane Rothall, Noel Higgs, Kristin Bingham and Karlene Riddle. We wish them all well in their new endeavours.

To fill the vacancies, we welcome Kerry Ware, Rachael Mellors, Lee Roney, Regina Bangerer, Greg Howe, James Coombs, Jason Lowe and Maree Cohen and welcome back Kevin Skipper./

Board Membership

The NOSS Association is a group of interested community members who support the goals of NOSS. The Board of Governance is elected from the Association members.

There is currently a vacancy on the Board and we are looking for interested persons to fill this role. If you are interested in this vacancy, please ring Neville Willis on 6334 4911.

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

Policy Changes

Decision Making Policy

The NOSS Decision Making Policy was reviewed in November, 2010. This policy recognises that each person with a disability has the same rights as other members of society to actively participate in decisions which affect their lives in relation to the services offered by NOSS.

Human Rights Policy

The NOSS Human Rights Policy was reviewed in September, 2010. The Human Rights Policy acknowledges that NOSS is committed to protecting the human rights, including freedom from abuse, of all its employees and clients.

Occupational Health and Safety Policy

The OH&S Policy was also reviewed in November, 2010. The main changes focussed on an expansion on the drug and alcohol protocols.

Individual Needs Policy

Some minor changes were made to the Individual Needs Policy regarding the procedures surrounding the Individual Employment Plans for crew members at Bluegum.

Board of Governance Policy, Assets Policy, Document Control Policy, Quality Assurance Policy, Rehabilitation and Compensation, Transport, Risk Management Policy.

Copies of all NOSS policies are available at the office or on our website at www.nossinc.org.au. If anyone would like to discuss any Policy or other matter related to client support, please contact Neville at the office .

Important Dates

14 April, 2011	Gearing Up Exp
22 April 2011	Good Friday
25 April, 2011	Easter Monday
13 June, 2011	Queens Birthday

Please note that NOSS does not provide support on these days.

Easter Tuesday is NOT a holiday.

24 June, 2011	Staff/Board Dinner
19 September, 2011	Annual General Meeting

Quality and Safety Standards

As part of the Quality and Safety Standards, NOSS has successfully completed the audits for Standard 2 on Consumer Focus and Standard 3 on Workforce

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.

Standard 2: Consumer Focus

Desired Outcome:

Consumers receive services that respect their rights and are responsive to their needs and desires.

Why is this standard important?

Continuous quality improvement against this Standard gives consumers confidence that the service supports them to develop and maintain health and wellbeing, meaningful participation in activities and the community, achieve positive lifestyle outcomes and respects consumer choice.

Standard 3: Workforce

Desired Outcome:

Consumers receive services that are provided by appropriately trained and supported staff and volunteers.

Why is this standard important for consumers:

Continuous quality improvement against this Standard gives consumers confidence that the service employs staff and volunteers that are professional and competent and that staff are supported to effectively respond to consumer needs.

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.

Bluegum

A wet spring and warm summer meant a busy grass cutting season for the work crew. After a few months of hard yakka the crew is now enjoying something of a respite. We will now spend the next few weeks servicing Bluegum's equipment and making sure our major contracts are on schedule. As usual the crew has seen a change in personnel. Alan Garwood, one of the longest serving crew members, has recently had to take a few months off due to ill health. We wish Alan all the best and hope to see him back at work in the spring time.

One new addition to the crew is Mark Williamson. Mark has fitted in well and has proven himself to be a good worker. Gerry Binns has returned from the dim and distant past to help us out during the busy period. Gerry was a Bluegum crew member in 2002 before venturing out into open employment. Andrew Evans has returned after a short break, it's nice to see him back. Greg Orgias has returned as a supervisor and, like Gerry, is helping the workcrew in the short term.

At the present time Bluegum still has a good mixture of domestic and commercial customers. We still work mainly for Hydro Tasmania, TEMCO, West Tamar Council and ACL.

Mike McOwan
Bluegum Manager



Bluegum Christmas function

Kaylene Barnard invites you to...



...a Celebration of Poetry and Artwork

The Poet, The Paintbrush and Me

Opening:

By Rachel Cuthbertson

Thursday 7th April, 2011

5:00pm

Relax Café & Espresso Bar

Shop 2/ 156 Elphin Road, Newstead

Exhibition Dates: 7th April to 5th May, 2011

Relax Cafe Opening Hours: Mon-Fri 8 am to 4 pm, Sat 9 am to 1 pm

Contact: 6323 3789

Supported by Access Arts Link, Interweave Arts Association and Arts Tasmania's Arts & Disability Program.