

ISSUE 5 SUMMER 2019



# THE Yumba Yarn

YUMBA BIMBI SUPPORT SERVICES

## Kane:

**Right where  
he belongs!**

**NDIS: what  
are your  
employment  
options?**

**Bec & Lou  
in their new  
home!**

**The use of a list:  
opening up a new  
communication  
pathway for Nick.**





Rachel Freeman

# A message from the General Manager



Please join us for a  
Long Lunch  
Grazing in the Garden

*Mother's Day  
Sunday, 12th May  
noon - 4 pm  
"Veronica Downs"  
1163 Yan Yan Road, Capella*

**Raising funds for  
Yumba Bimbi**

Tickets \$60 per person  
Strictly 18+  
Book online at  
<https://www.trybooking.com/book/event?eid=47591298>

Bar operating, multi draw raffle  
and entertainment.  
Limited bus seating available

Support the team who help  
support our community



Fundraising is integral to the  
services we deliver within the  
organisation.

We welcome you to take part in  
what will be a splendid afternoon  
nestled among the trees at  
**Veronica Downs.**

*Rachel Freeman,  
General Manager*

Would you like to keep up to  
date with all things Y.B?  
We would love you to visit our  
Facebook page and like us @  
[yumbabimbisupportservices](#)



4987 7933  
shop 2/30 Hospital Rd,  
Emerald  
[admin@yumbabimbi.com.au](mailto:admin@yumbabimbi.com.au)  
[www.yumbabimbi.com.au](http://www.yumbabimbi.com.au)

**Yumba Bimbi Support Services  
would like to acknowledge the Traditional  
Owners of which our office and support services  
are located. We pay our respects to Elders past,  
present and emerging.**



# STRENGTHENING WORKPLACE KNOWLEDGE



In order to ensure best practices are delivered within the disability sector, the NDIS will be making it a requirement for all Disability Support Workers (DSW's) to hold a minimum qualification. This is an incentive highly welcomed by Yumba Bimbi as we continue to strive for excellence in the workplace.

With the rollout of the NDIS last year, Yumba Bimbi has greatly expanded its workforce. Therefore, access to professional development for all employees is a necessary part of ensuring Yumba Bimbi maintain a high level of quality and support for all of our participants across the Central Highlands and Western Qld communities.

Yumba Bimbi's partnership with CQU enables DSW's access to subsidised funding; online study; access to training at the Emerald Campus; and the ability to complete the practical requirement of the certificate during shifts.

The courses on offer include a Certificate III in Individual Supports; Allied Health Assistance or Certificate IV in Disability. The flexibility of self-paced study; a monthly study group to guide and mentor those enrolled in the courses, along with practical training to be held on Yumba Bimbi workplace sites, will ensure optimal support and thus successful completion of the course.

Yumba Bimbi want to ensure Disability Support Workers view their roles as a career in a profession, not just a job. Making a commitment to make certain all employees gain qualifications in this field support this philosophy. We are pleased to have 14 employees currently enrolled in the course.

The outcome is a more confident, skilled and inspired workforce who is able to deliver the highest quality care and guidance to best support our participants in achieving their goals.

*We welcome your  
feedback*

We welcome feedback from people who  
access our services.

If there is a particular area of skill or  
knowledge you think we need to work on,  
please feel free to let one of our Service  
Managers know.

Please contact Head Office on 4987 7933.



# THE PERFECT partnership

It is 42 degrees on a hot summer afternoon, yet the heat is not a factor for Kane. His focus is to complete the jobs on Glenda's property in Emerald, Qld.

Kane is quite the productive person, he works at the local IGA, he enjoys keeping himself occupied with his interests which include woodwork (building cattle yards), drawing and painting farm machinery, and more recently growing a vegetable garden. But it is his work with Glenda Bell that fills the biggest bucket for Kane.

Kane's desire to work on a property has been a long term ambition. Yumba Bimbi originally supported Kane in his efforts to gain experience on a property by establishing contacts with a local farmer. Once this time naturally ended, it was Kane's flatmate's father, Peter, who introduced Kane to Glenda Bell. From here, a partnership like no other was established and Kane began to soar.

If there are words to use to describe Kane, they are hardworking, committed and loyal. This was clearly evident when Yumba Bimbi visited Kane on one of his days working for Glenda.

The relationship that has been established between Glenda and Kane is nothing short of endearing. Glenda's straight forward approach fits perfectly with Kane's personality.

Surrounded mainly by race horses, with a few farm animals and machinery too, Kane's primary role is to feed the horses and maintain the property.

Glenda positively challenges Kane on a daily basis. She sees the potential in Kane and his capacity for ongoing growth. Glenda continues to increase his skill set by offering Kane opportunities to learn. One such example is supporting Kane with his literacy skills; Glenda requests Kane match the feed buckets to the names on each stable, a skill Kane has become competent in.

Through Glenda's support and guidance, Kane has also learned how to drive a Bob Cat, gained his 'Strappers Licence' and is currently learning to weld. As Glenda states,

**"We put faith in him.  
Anything that happens here,  
Kane is part of it. He is a  
worker just like anyone else".**

Kane is involved in all aspects of Glenda's commitment to the field of Horse Racing. He helps in the preparation of events and the events themselves. Racing takes Glenda to the tracks of Emerald, Mackay, Rockhampton, and places in between where she always has Kane by her side. As Glenda explains, "He is an asset to the stables".

Working for Glenda has also broadened Kane's social network as he participates in gatherings Glenda takes part in. It could simply be a dinner at the pub after a rewarding day out on the field, or a get together for a colleagues birthday, Kane is always included.



When speaking to Kane, Yumba Bimbi asked why he had the goal of working on a property just like Glenda's. He responded,

**"I wanted to learn,  
I like being taught".**

It is with Kane's willingness to learn and follow instruction which Glenda has harnessed incredibly well. "There is nothing he can't do, he's quite smart", states Glenda.

Glenda describes the time she had been speaking to a few people and asked if they knew why her goat was so unwell. It was Kane who approached Glenda with the bag which she had been feeding the goat with. He pointed out there was a big cross over an image of a goat, indicating that the feed was not suitable for goats. Glenda was both impressed and thankful that Kane was there being his highly observant self.

Often using her sense of humour to bring out the smile in Kane. There is no topic that isn't discussed, much like any other genuine friendship...including finding Kane a wife!

**"It is not just a job,  
we have a yarn", states Glenda.**

You only need to spend a small amount of time with Glenda and Kane to know these words are very true.

Glenda is undoubtedly one of Kane's strongest advocates. She believes in his potential and continues to help Kane reach new goals as soon as one has been met. The level of authenticity in appreciating Kane as a valued worker is truly inspiring. It is difficult to determine who enriches who's life more, Glenda, in her own words states

*"I'd be lost without him".*

Whilst the role of Yumba Bimbi was initially to help Kane gain skills on a property, and to establish the networks for employment with IGA, the outcome of this partnership epitomises what it means to be a Yumba Bimbi 'Community Champion'. We have a person with the qualities to thrive in a workplace, perfectly matched with a highly motivated and dedicated employer willing to practise inclusion in every aspect.

That is inclusion. That is community.





# Y.B COMMUNITY CHAMPION:

**GLENDA BELL**

Do you own  
or operate a  
business?



*Become a Y.B. Community Champion!*

If you are an employer and want to gain from people's different backgrounds, skills, abilities and life experience, contact Yumba Bimbi Support Services on 4987 7933.

## Q & A's to the NDIS



**Question:** What are my employment options/ pathways to employment?

**Answer:** Finding the right job is all about taking the right steps, at the right time, with the right supports.

From providing information about services to additional employment related funding, there are many ways the NDIS can help you get job ready.

Further  
Education

Apprenticeships  
&  
Traineeships

Australian  
Disability  
Enterprises,  
and Social  
Enterprises

Employment  
options

Disability  
Employment  
Services

Volunteering

NDIS  
funding,  
including School  
Leaver  
Employment  
Supports

Micro-  
Businesses



## YUMBA BIMBI SUPPORT SERVICES

Continuing to strive for a  
**Vibrant Future!**

YBSS Board and Management have been busy at work reviewing our organisation, and planning for a very vibrant future. We'd like to thank and acknowledge Len Airey from DCA Advisory Services for facilitating our workshops and our peak body National Disability Services for providing funding for this business planning initiative.



**DCA advisory services**  
Adapt, Align and Thrive

# Kestrel Coal Welcome Packs



YUMBA BIMBI HELPING  
WITH THEIR DISTRIBUTION.

Yumba Bimbi Support Services participants, along with their support workers were pleased to be part of the distribution of the "Welcome to Kestrel Coal Resources" packs. We take pride in being able to help our community and are also grateful for the generous donation of \$5,000 provided by Kestrel Coal Resources. This money will go directly into purchasing resources for the programs and services we deliver.



## EPILEPSY QLD EMERALD

When: Monday 13th May

Time: 4pm - 7pm

Location: TBC with registration.

Cost: \$60 Understanding Epilepsy Only.

\$80 Understanding Epilepsy & Administration of Midasoiom Training.

### **Seizure Recognition, First Aid & Midazoiom Administration Workshop**

Topics Covered

- recognising seizure types
- minimising triggers
- first aid & emergency situations
- intranasal and euccal Midazoiom administration

Bookings essential. Contact Epilepsy Qld on 07 3435 5000  
or email [epilepsy@epilepsyqueensland.com.au](mailto:epilepsy@epilepsyqueensland.com.au) to register.



# we visit

## BEC & LOU



Lou (L) and Bec (M) with support worker Ashlee (R)

**With great anticipation, Bec & Lou finally found the perfect home, and everything else has fallen beautifully into place.**

With the support of Yumba Bimbi Support Services, Bec & Lou have found a place which they can now call home.

As part of their goals, Bec and Lou had expressed interest in moving out of their family home to a place where they can exercise greater independence and autonomy. For Bec, she was ready for a change of scenery, she wanted to move to

### "THE BIG SMOKE".

When asked what it was about moving to Emerald that most excited Bec, she stated "there's a lot more things to do". By living in Emerald, Bec could more easily access Yumba Bimbi Support Services Programs including Creative Minds, Shake and Bake, Swim Squad, Women's Club and more. These courses would not have been accessible as distance to Emerald had previously been a factor.

Lou also found herself wanting to move; it made sense with Lou and Bec being good friends for a long time, that the next step was to consider being roommates. Both Bec and Lou were nervous at the new venture but despite this were still full of excitement.

When asked what makes Bec a good roommate, Lou replied,

**"she makes me laugh!"**

With a new home comes the territory of house work and cooking. Bec and Lou have this down packed with a rostering system which was developed through the help of Yumba Bimbi support workers. The ladies share the workload whilst using their strengths to get the jobs done.

Bec stated, "We work with each other to make things easier. If we see a job that needs to be done, we get straight into it".



Lou seemed thrilled with the opportunity to showcase her home. She immediately began giving the grand tour. This included the new BBQ which they used for the first time on Australia Day.

Lou was able to invite their friends Bruce, Courtney, Kirra and Mika over. Lou explained how "everyone came over for some food and cold drinks and enjoyed sitting around".

Lou also eagerly showed the plants she is growing in the front yard as well as the emerging backyard project.

Bec was asked what are some of the things she can do now which she previously was not able to do. Bec replied "On Sundays, I sometimes invite my friend John over for a coffee". The simple act of inviting peers over is a big achievement for both Lou and Bec, which brings joy and fulfillment.

Compounding Lou's success in finding her own home, she is feeling more part of the community of Emerald and has established local networks. This has opened up opportunities for employment. Lou has commenced working at Highlands Pharmacy (one of our Y.B. Community Champions), where she proudly explained how she has a work shirt and name badge!

As a result of the changes to their environment, Bec and Lou have developed many new skills. This includes paying their weekly rent through the real estate, and visiting Yumba Bimbi Head Office to pay Jose for their trip to the Sunshine Coast.

Bec and Lou are excited to be in the midst of planning this trip with the help of Yumba Bimbi support workers.

"We will go walking along the beach and pick up shells. We will go to Australia Zoo and shopping too," stated Lou.

Lou and Bec have different interests which they happily delve into in their own time.

Lou enjoys listening to her favourite artist Lee Kernaghan on the IPAD, in fact, she proudly showed the poster of him on her wall! Bec has developed a great interest in medical shows, she finds them informative. "Sometimes I like to watch children with autism and their different behaviours," stated Bec.

Together, they love watching "I'm a Celebrity" on television. "We love to laugh" and the show is "funny" commented Bec.

When asked if there was anything else they would like to add, Bec commented on the fact that they have neighbours!

**"We have neighbours, we shake their hands, they are nice blokes!"**

It is evident there is a strong sense of belonging and ownership of their space. Bec and Lou have moved into a new home which has also afforded new opportunities for greater independence, increased daily living skills, strengthened friendships and socialisation, and lastly, created opportunities for employment. Yumba Bimbi can see first hand the enormous positive impact this has made in Bec & Lou's life and we are pleased we could be part of this ever evolving process. As Bec stated

**" I ' M H A P P Y H E R E ! "**

and that is the exact outcome we hope to achieve through our support at Yumba Bimbi.





# Welcome Zack & Alex to Y.B!

We are delighted to spend our Tuesday afternoons  
with you both!

We enjoy setting up the space at our Park Ave  
Service with the resources you enjoy engaging in,  
and we love listening to the stories you like to read!



"They get so excited to have their time at Yumba Bimbi, and it gives  
me time to work with our ASD daughter on her homework. It has  
worked wonders for us",

Simone, mum to Zack & Alex.

If you would like more information on how Y.B can support you or your  
family, phone us on 4987 4933 to discuss your NDIS package.



## *All the very best Travis!*

We wish Travis the very best as he  
embarks on a new chapter in his life.

Travis has moved to Brisbane to study  
a Bachelor of Games Development at  
the SAE Institute, Brisbane Campus.

Travis' determination to achieve his  
dreams makes our Yumba Bimbi  
family proud.

We are certain his charisma and thirst  
for knowledge will ensure great  
success for the future.

WE ARE EXCITED TO ANNOUNCE OUR

## **CQU COURSES**

have returned for Term 2!

## **COMPUTER LITERACY & LIFE SKILLS**

phone Yumba Bimbi on  
4987 7933 to secure your place!



# Donna & Nikki

**Changes to the NDIA resulted in the establishment of new roles - Support Coordination and Plan Management.**

**We sit with Donna and Nikki to ask how their role within the organisation helps to support participants to achieve their life goals.**



Donna (L) & Nikki (R)

## Donna: Support Coordinator

### **Why was the role established?**

The NDIA identified some participants would require support to organise what they needed in life to achieve their goals. As a result, the NDIA offered 'Support Coordination' as part of their plan.

### **What does your role entail?**

I receive a request for service by the NDIA. I have a meeting over the phone or face to face with the individual or family member in regards to the requirements of the participant. I create a budget according to the plan the participant has been given. I organise the supports for their needs, including therapies such as Occupational Therapists, Speech Therapists, Physiotherapists and any other supports which may benefit the individual.

Where required, these therapists will develop reports which are then provided to me which in turn enables me to request further supports or devices which will benefit the individual.

I also follow up with the individual/families to ensure everything is running smoothly and the correct supports are being provided.

I write reports for reviews and put in plan reviews where increases in support or devices are required.

### **What is one area of your role which you find rewarding?**

Starting supports for participants who have never received any previously. Also, obtaining equipment for people to gain greater independence such as wheelchairs and communication devices. I also enjoy liaising with therapists and encouraging them to visit our participants in the more remote areas such as Longreach where there are no services available. Lastly, receiving positive feedback from family members on the progress of their child is always rewarding.

## Nikki: Plan Management

### **Why was the role established?**

To support individuals with their financial obligations under the NDIA.

### **What does your role entail?**

I assist individuals to understand and plan out their budget; explain how the categories under the NDIA operate; claim payments through the NDIS portal and pay invoices.

I also help individuals to follow their budget throughout the duration of their plan to ensure they do not exceed their limit.

### **What is one area of your role which you find rewarding?**

I see how the Plan Management role enables people to have more choice and control when deciding who they want to support them. It gives people the option to use more mainstream services that are available to them.

# NICK'S LIST



All it took was the introduction of a list to dramatically enhance the communication between Nick, his peers, friends and family.

Whilst attending Yumba Bimbi's short term accommodation, Connie, a Senior Support Worker decided to try a specific strategy to strengthen communication with Nick. On the first attempt, the approach was a success and it was immediately implemented into Nick's day.

Vasma, also a support worker explains how this communication style has been very effective in supporting Nick each day.

Before Nick attends short term accommodation, a support worker will factor in what Nick enjoys participating in; his interests and needs, along with any other general 'jobs' which need to be done and they write this down. This is to ensure the list is ready for when Nick arrives.

Passionate and dedicated to seeing every individual reach success at Yumba Bimbi, whether big or small, Vasma is no different. She has noticed the improvement in Nick over a short period of time and is inspired by the positive changes.

**"Before I arrive to work, I think about Nick. I'm excited about Nick everyday. I think what will be the changes Nick will show us this week?"**

Nick has been extremely receptive to the list which has allowed for even more experiences and tasks to be added into his day. This has increased Nick's choices and decision making, and ability to follow direction. "In the 3 weeks that the list was introduced, the list doubled," states Vasma. Nick has also begun writing on his list, further empowering Nick.



Nick ticking off his list





Vasma with Nick



An unexpected but warming outcome is Nick's relationship with his peers. He is acknowledging and supporting his peers on a deeper level and has made greater efforts to say hello to them. He has even helped his peers with their 'jobs' such as assisting a peer to lift their suitcase.

There is a heightened eagerness and willingness to be involved, and feel part of the Yumba Bimbi team. There is more eye contact than previously as well as a greater sense of calm with Nick.

The list has been beneficial in learning to adapt to change. Vasma states, "we can modify the list to suit any changes that happen in the day and Nick is okay with that. For example, we

unexpectedly needed to pick up a peer from the gym. I added this to the list and Nick was fine".

"Nick looks for reassurance to make sure he has ticked the right line. He loves to tick and receive a high-5", states Vasma. The list is also used as a prompt for more verbal communication from Nick which is achieving success.

Nick's mother Emma states, "the list is the next step in his communication".

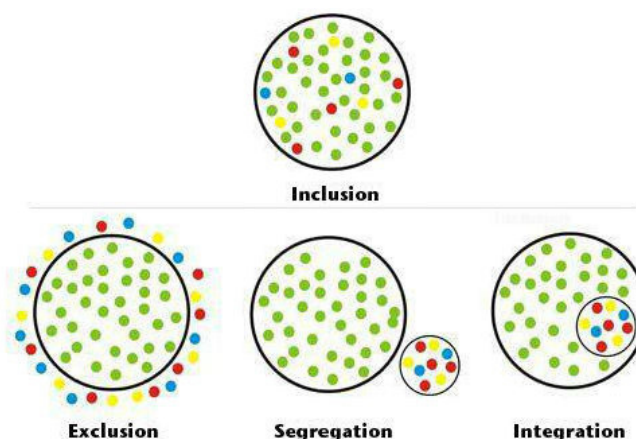
## "It is giving him purpose for the day"

Emma continues to explain how the list has reduced other challenges in Nick's life. For example, it was difficult for Nick to process all of the verbal prompts and requests such as brushing his teeth. However, by putting this as a task for him to do, this has reduced frustration on both sides. "The list has reduced his anxiety as he knows what is coming next", comments Emma.

"Nick is intelligent, and now we have found the niche to communicate with Nick at his level," states Emma.

Sometimes a small change can make a big difference in a person's life. Yumba Bimbi is excited to have been able to find the right tool for Nick, which in turn has strengthened his communication skills, relationships with peers and support workers as well as reduced his anxiety. As Emma states, he is "chuffed". He is happy with a high-5, he thinks it's great!" and we at Yumba Bimbi are equally as content!

inclusion  
inclusion  
inclusion  
**INCLUSION**  
inclusion  
inclusion  
inclusion





**Yumba Bimbi have spaces for the following programs.**  
**Please phone head office on 4987 7933**  
**for further information.**

## womens club

This is both an educational and social program. Come and learn whilst having fun in a relaxed environment!

THURSDAYS 1PM - 3PM



## Mastering Me

Join the group session and learn the value of self reflection. See how your thoughts and actions influence your every day life.

TUESDAYS 3.30PM - 5PM (13 YEARS TO 18 YEARS)  
FRIDAYS 9AM - 10.30AM (OPEN TO ALL AGES)

## MENS CLUB

This is both an educational and social program. Come and learn whilst having fun in a relaxed environment!

THURSDAYS 1PM - 3PM

