



Emergency on call
phone 0448 472 007



Spring 2021 Newsletter



A message from the CEO



Welcome to spring.

What a beautiful time of the year.

Really looking forward to spring and the beautiful blooms that are coming.

Headway has been very busy with the implementation of the new CRM.

This is a staged roll out and we are working through each area of the business over the next few months.

We are hopeful that this new CRM will

strengthen Headway's position now and into the future.

We are hopeful that you are going ok during this most current lockdown.

Please reach out during this difficult time if you feel we can do anything for you or your family.



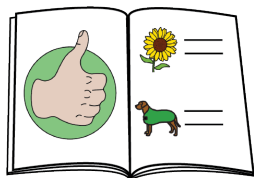
Jenelle Henry
Chief Executive Officer

AGM coming up

Our AGM this year will be on
Monday 25 October.

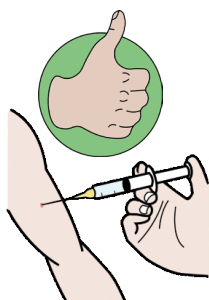
We will send out more information on this soon.

COVID-19 vaccine information



Easy reads

health.gov.au/resources/collections/covid-19-vaccination-easy-read-resources



Most people are now eligible

All people aged 16 and over can get the vaccine now.

So can young people aged 12-15 years who

- have an underlying medical condition
- are an NDIS participant
- are Aboriginal or Torres Strait Islander.

The government says some people with disability could get very sick if they catch COVID-19.

They want lots of people to get the vaccine to help save lives.

You can say yes or no to the vaccine.

Talk about it with your family or doctor.

Read about it

You might like to read about the vaccine at health.gov.au.

Vaccine centres in Gippsland



Bairnsdale

Bairnsdale Football Oval



Leongatha

Leongatha Community Clinic



Orbost

Orbost GP Clinic



Sale

Gippsland Regional Sports Complex



Traralgon

Traralgon Racecourse



Warragul

The Goods Shed



Wonthaggi

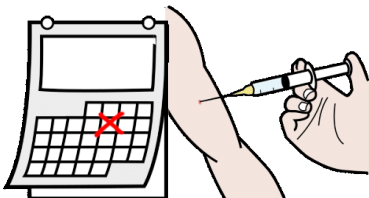
Wonthaggi Town Hall



Yarram

Yarram Community Clinic

Make a booking



Go to coronavirus.vic.gov.au/vaccination-centres

Phone 1800 675 398.

Headway News



Headway Olympics underway

The Headway Olympics is underway as three social support groups go head-to-head in a range of challenges.

but the groups will get back to it when it is next safe to do so.

Competing teams are Warragul, Wonthaggi and Trafalgar.

Lockdowns have put the games on hold

After two rounds, Trafalgar is in the lead.

	Week 1	Week 2	Total
Trafalgar Minions	48	59	107
Baw Baw Buddies	32.9	69.1	102
South Coasters	55.66	43.35	99.01

Brevity update from David

Things have been moving along at a cracking pace in the Brevity world.

The new system is being fully used for the intake function and client plan renewal. The plan management team are using Brevity for the payment of invoices.

After working with the Brevity developers to implement significant enhancements, our support coordinators will commence using the therapist portal in the next few weeks.

Heartfelt thanks to our Senior Support Coordinators for their diligence in identifying improvements to the system.

We have a pilot group of support workers using the mobile phone app and we are trialling the rostering of shifts, approval of timesheets and the payroll functions.

Once we have the feedback from this group and have worked through any issues, the mobile phone app will be rolled out to all support workers.

This plan is being hampered by COVID restrictions limiting my ability to get the training road show on the road.

Just in case restrictions continue, we are working on putting together instructional videos and other information for Life Skills



Key points

- Some support workers are now having a go at the new phone app.
- Soon all support workers will use the app.
- You will be able to monitor your NDIS funding on the app.
- The app will show you your scheduled services.

Officers on the use of the app.

Next on the 'to do' list are the social support groups and making the mobile phone app available to those participants who want it.

This will allow participants to monitor their NDIS funding and see their upcoming services that are scheduled.

We are getting there, with special thanks to all who are embracing the change and working with me to achieve the best result possible.



David Martin
Business Systems
Administrator (CRM)



Headway Olympics



Games half-way through

Competitors in the Headway Olympics have shown their skill, team work and creativity as the games are on hold mid-way through.

It is a close competition, with less than 10 points between first and third place.

So far, there have been tricky physical games and trivia to test their minds.

Games have ranged from throwing



The winning team will keep this shiny trophy.

socks onto plates to a quiz testing their knowledge on flags of the world.

Competitors put their creativity to work when they designed both Olympic



Wonthaggi - Paul



Olympic torch challenge

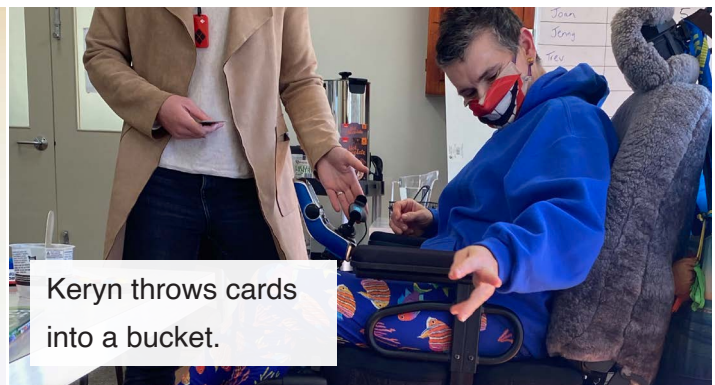
Warragul - Joan



Trafalgar



Janet and Teagan
get into the spirit.



Keryn throws cards
into a bucket.

torches and rings.

The Trafalgar team created a stunning brown paper torch, with Olympic rings attached to the front.

In round 2, the Warragul team wowed the judges with its delicate placement of tissue paper forming the Olympic rings.

The Wonthaggi group made a very clever decision to bake some cookies and ice them in the Olympic colours. Not only

did they look brilliant but they looked delicious too!

Find more photos on the Headway Gippsland Facebook page.



Darren gets ready
to throw socks.



Matthew gets
ping pong
balls into cups.



Caleb drives his own change

Caleb's favourite part about his new home is the peaceful view.

"There's a nice river surrounded by trees and a nice hilly landscape behind it," Caleb said.

The 22-year-old moved house a couple of months ago, achieving his own aspiration to live by himself.

"I wanted to experience what it's like to live alone," he said.

"It's a lot better because I suppose you don't have to focus on pleasing others all the time."

This is one of two goals Caleb has recently ticked off, meaning he is

now reaping the benefits of a more independent life.

Caleb is a Headway Gippsland participant whose support worker is Danielle Mintern.

"I feel pretty good. I actually struggled to sit down and take in my achievements, to acknowledge them, because I'm always striving for more," he said.

The other milestone was posting P-plates on his windscreen for the first time.

"When I got my licence, I was very proud at the time. It was an exciting



Top: Caleb at woodworking classes.

Centre: Caleb at a monument in Thorpdale.

Photos thanks to Danielle Mintern.



experience,” he said.

It means Caleb now drives to TAFE Gippsland each morning, which he has found a much more relaxing alternative to public transport.

He is training to become an electrician and hopes to start an apprenticeship in October.

“The socialising is really good, that’s probably the best part,” he said.

“I suppose the teachers are pretty good too. I like the fact they’re a little more relaxed than teachers growing up.”

His new independence has presented new challenges, like keeping on top of chores.

With a busy week of TAFE, he also had

to stop woodworking sessions he was taking on a Traralgon farm.

“I built some good friendships there I guess, although I just don’t have the time to do it at the moment,” he said.

“We made some cool things, like this little table that you use to cut slices off of wood.”

Caleb is focused now at becoming an A-grade electrician but hopes to eventually take a course on theology and pursue his interest in learning the history of the Bible.

“I’ve had a lot of support from the church,” he said.



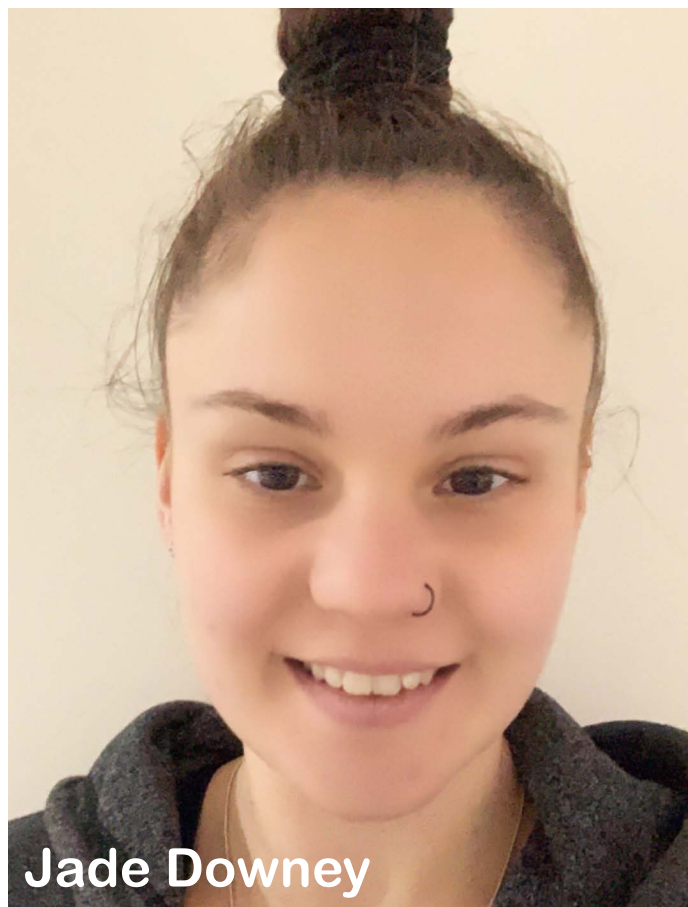
Support worker in focus



Each newsletter, we will shine a light on one of our Life Skills Officers.

These are the people who work out in the community, supporting participants to kick their own goals and do what matters to them.

This spring, we hear from Latrobe Valley-based Jade Downey who cares for rescued cats in her own time.



Jade Downey must be in the right field of work.

She says every day is rewarding when supporting people with disability.

“When I go to work, my goal is to at least make a client smile or laugh and I have pretty much achieved that every day so that makes me happy,” Jade said.

"I'm kind of a clown with my friendship group so it helps with work."

Jade has worked at Headway for the

past two years and currently supports two participants.

The 24-year-old started her working life in aged care, and was later satisfied with her move to disability.

“You get more one-on-one time and you get to know every individual,”
Jade said.

The simple question, 'what do you want to do today?' is how she begins each shift.

Jade Downey



Main photo: (From top to bottom) Polo, Marko, Cheeto on their tower.

Inset: Jade's current foster cats.

stray cats with agency Forever Friends.

"I have rescued and rehomed about 30 cats now," she said.

"Some people have litters and just throw them out the door so we pick them up and raise them."

Jade writes a bio on each animal to go on Facebook. Then she picks the winning application.

Nine is the record for the most cats in her home at one time.

"The best thing is when they get the 'zoomies' and chase each other and scare each other and run up and down the house. It's pretty entertaining," she said.

"Everyone thinks the house must smell but it doesn't ... We're pretty tidy."

In addition to rescued cats, Jade has three pet cats named Marko, Polo and Cheeto – an orange-coloured cat.

"We make a list of what they want to do and work towards achieving it," she said.

"If they find one way hard, we try something else."

Jade believes it is important to keep an open mind to offer the best support.

"Each person is different and they will want to do things in different ways," she said.

"You need to be open and encouraging no matter what it is. You adjust to their lifestyle," she said.

Outside work, Jade opens her home to

You can make a complaint online



Make a complaint online

headwaygippsland.org.au/make-a-complaint.

Easy English online form

headwaygippsland.org.au/easy-english-complaints-form/

We now have more options for making complaints.

You can choose to use

- an online form
- a paper form.

We have an online Easy English form too.

Please know the option is there to use these forms when you have concerns.

Your feedback will help us improve our services.



Keryn makes new bests

In August, Keryn Smith wasted no time once the lockdown lifted.

The very next day, she gained a personal best on the seated row machine by lifting 47.5 kilograms.

Keryn never gives up on her fitness goals.



Hilton Campbell is brushing on glue ready to mount a 1000-piece jigsaw.

Amazing work!

Photos thanks to Michael Sinclair.



Amy jumps on board at Morwell



Amy Comber

Headway's Morwell team has welcomed Amy Comber to its ranks.

Amy is a highly skilled administrator

with 12 years in the childcare industry under her belt.

She is an excellent communicator and is experienced in helping people feel comfortable when they are settling in to a new service.

Her role at Headway is about making sure our one to one support services are

smooth and consistent for participants.

The Service Engagement Coordinator role is also about supporting Life Skills Officers with their rosters.

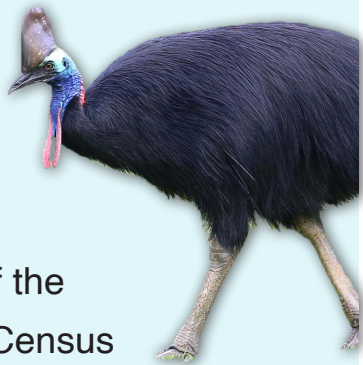
When staff are sick, she is there to make sure shifts are covered quickly.

Outside of work, Amy is often out camping and four-wheel-driving with her husband and two daughters.

She is also a massive indoor plant lover.

Amy is in the Morwell office every weekday.

1. Who won the women's Wimbledon title this year?
2. What do these names have in common - Thomson, Snowy and Macalister?
3. Which band wrote the songs 'Somebody to Love' and 'Don't Stop Me Now'?
4. In Mario video games, what type of animal is Donkey Kong?
5. Cassowaries lay brown colour eggs. True or false?
6. On what day of the week was the Census this year?
7. Vermilion, scarlet and crimson are types of what colour?
8. What is the capital of the United States of America?
9. Where were the Ancient Olympics held?
10. Wild chickens are found in what sort of environment - desert, jungle

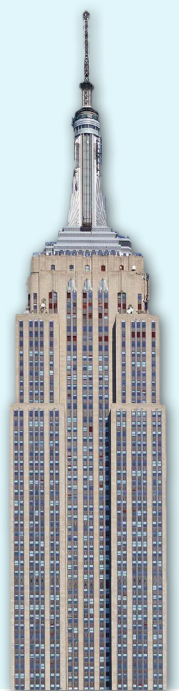


or grassland?

11. In the Harry Potter series, Ron Weasley's pet is called Scabbers. What sort of animal is it?
12. Morocco is found on what continent? (pictured below)



13. Macchiato, ristretto and doppio are types of what?
14. The Empire State Building in New York used to be the tallest building in the world. True or false?
15. Which Swedish pop group will soon release its first studio album in 40 years?
16. Which Gippsland town has a Shakespeare festival?





Word search - flowers

M	P	T	D	D	D	I	C	Z	O	S	N	K	J	S	S	M	L	J	Q
S	E	X	H	E	S	C	H	T	F	A	N	O	P	G	I	E	K	D	B
Z	W	O	Y	Y	K	N	R	H	U	H	Y	A	M	H	G	B	K	L	C
N	S	A	A	P	D	C	Y	O	H	W	M	T	P	Y	Z	E	H	B	I
R	W	G	C	W	D	S	S	L	B	R	W	N	Q	D	R	B	W	A	C
F	U	A	I	U	O	J	A	L	U	R	S	W	N	R	R	K	G	D	N
S	U	P	N	X	W	Y	N	Y	Q	H	T	L	F	A	O	A	C	I	I
Y	U	A	T	D	N	M	T	H	A	O	U	P	X	N	M	S	G	X	W
I	T	N	H	O	R	P	H	O	R	D	L	L	L	G	P	D	J	O	U
Y	C	T	F	O	U	N	E	C	S	O	I	V	A	E	F	E	P	S	N
C	I	H	N	L	X	L	M	K	U	D	P	Q	V	A	O	L	O	W	J
K	P	U	B	N	O	G	U	P	B	E	V	M	E	H	X	P	M	N	H
H	B	S	T	P	U	W	M	A	J	N	E	M	N	S	G	H	G	Q	Y
H	Q	A	J	J	M	L	E	V	U	D	U	Q	D	D	L	I	T	Z	Y
S	R	O	S	E	I	L	S	R	C	R	X	H	E	T	O	N	X	V	S
Q	M	G	L	H	A	R	U	I	N	O	B	G	R	L	V	I	G	I	W
E	C	S	O	Z	C	G	I	L	B	N	L	L	I	Z	E	U	H	O	X
H	T	T	A	W	D	A	I	S	Y	V	H	G	J	M	V	M	U	L	U
X	E	Q	M	K	P	T	X	D	I	A	N	T	H	U	S	X	P	E	K
G	Y	B	P	L	I	L	Y	L	L	I	U	H	U	D	R	U	Q	T	O

AGAPANTHUS

AZALEA

CHRYSANTHEMUM

DAISY

DELPHINIUM

DIANTHUS

FOXGLOVE

HOLLYHOCK

HYACINTH

HYDRANGEA

IRIS

LAVENDER

LILY

PEONY

RHODODENDRON

ROSE

SNAPDRAGON

SUNFLOWER

TULIP



Puzzles

Sudoku

		1	7			2		
5			2	4		8		
		7				4		
		9		6				
							7	5
			8		1			
			5				9	6
7					3			
4	2							

					1	2		
		3		9				
		6			2	8		
		5						
			7		4	9		1
								8
	5	4					3	
		7			3	6		
	1			6			5	

Jumbled - sports

Unscramble these words. They are all sports.



absablle

dankeowot

sennit

blakebtlsa

rcraehy

siucsd

lsigani

leanbtl

ccsoer

ftalbool

yrgbu

lolyblealv

nroiwg

nndbiatmo

ohkcey

gflo

rtaake

gniswimm

How many words can you find?



Can you find the 9 letter word?

Every word **must** include the middle letter.
Use each letter once only.

.....

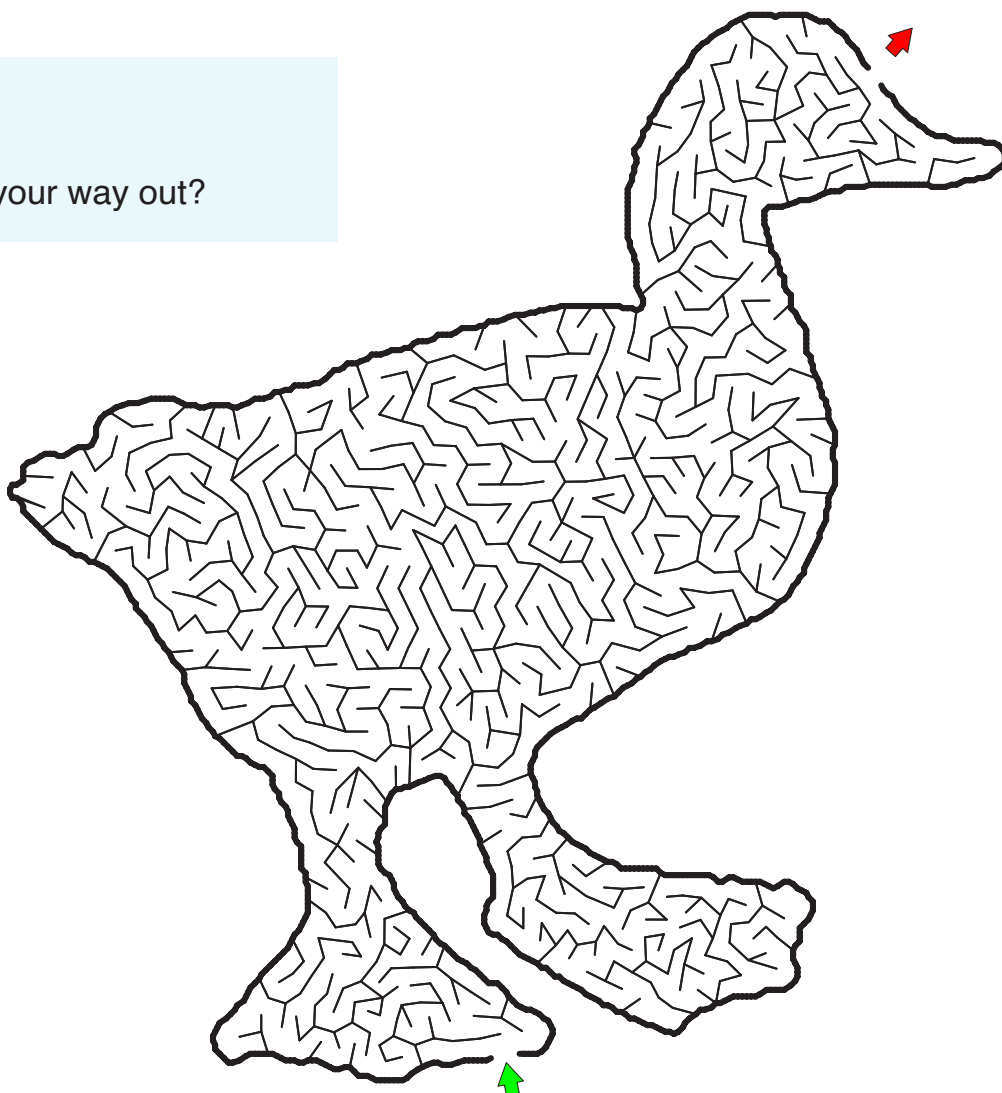
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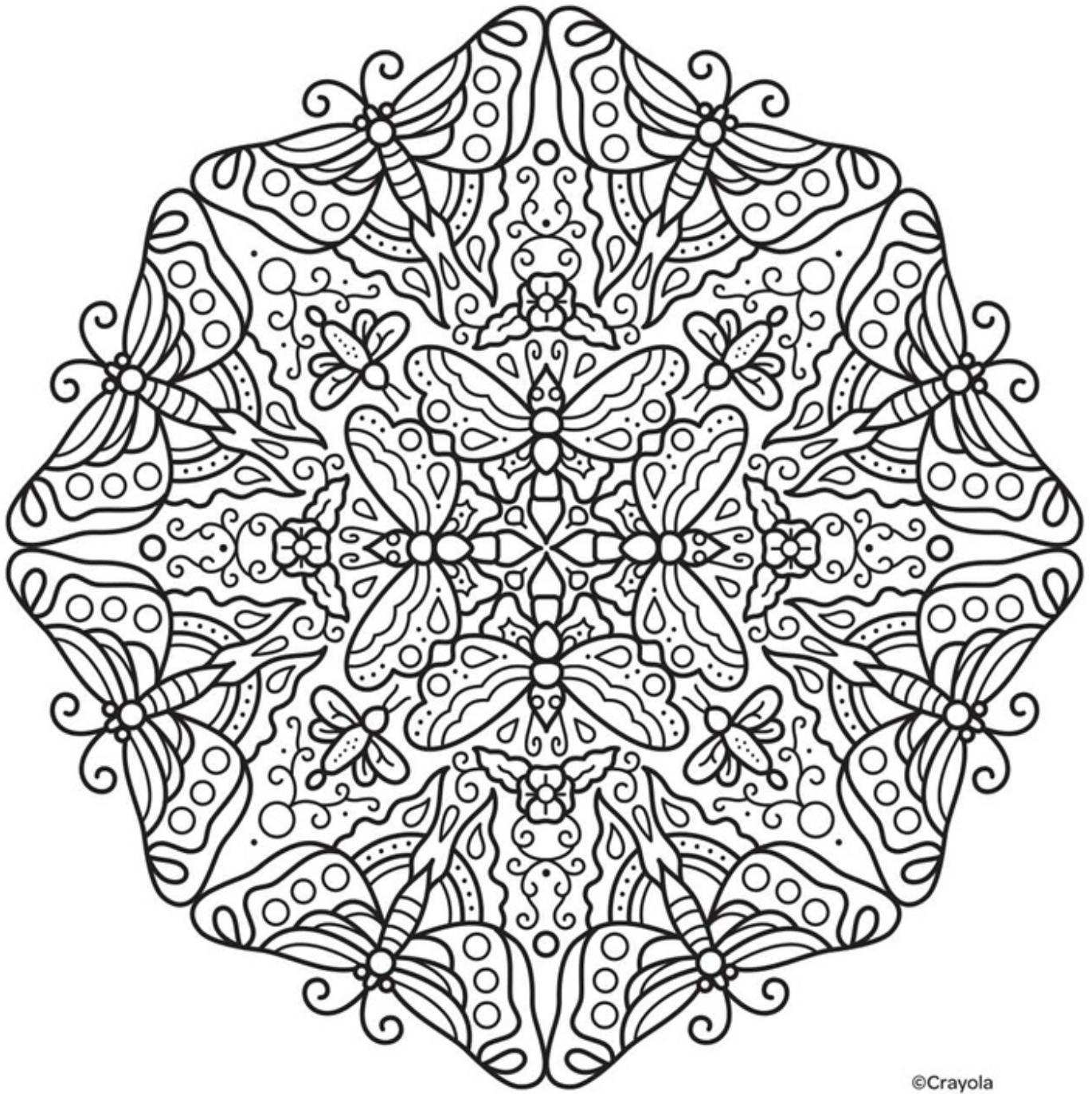
Maze

Can you find your way out?

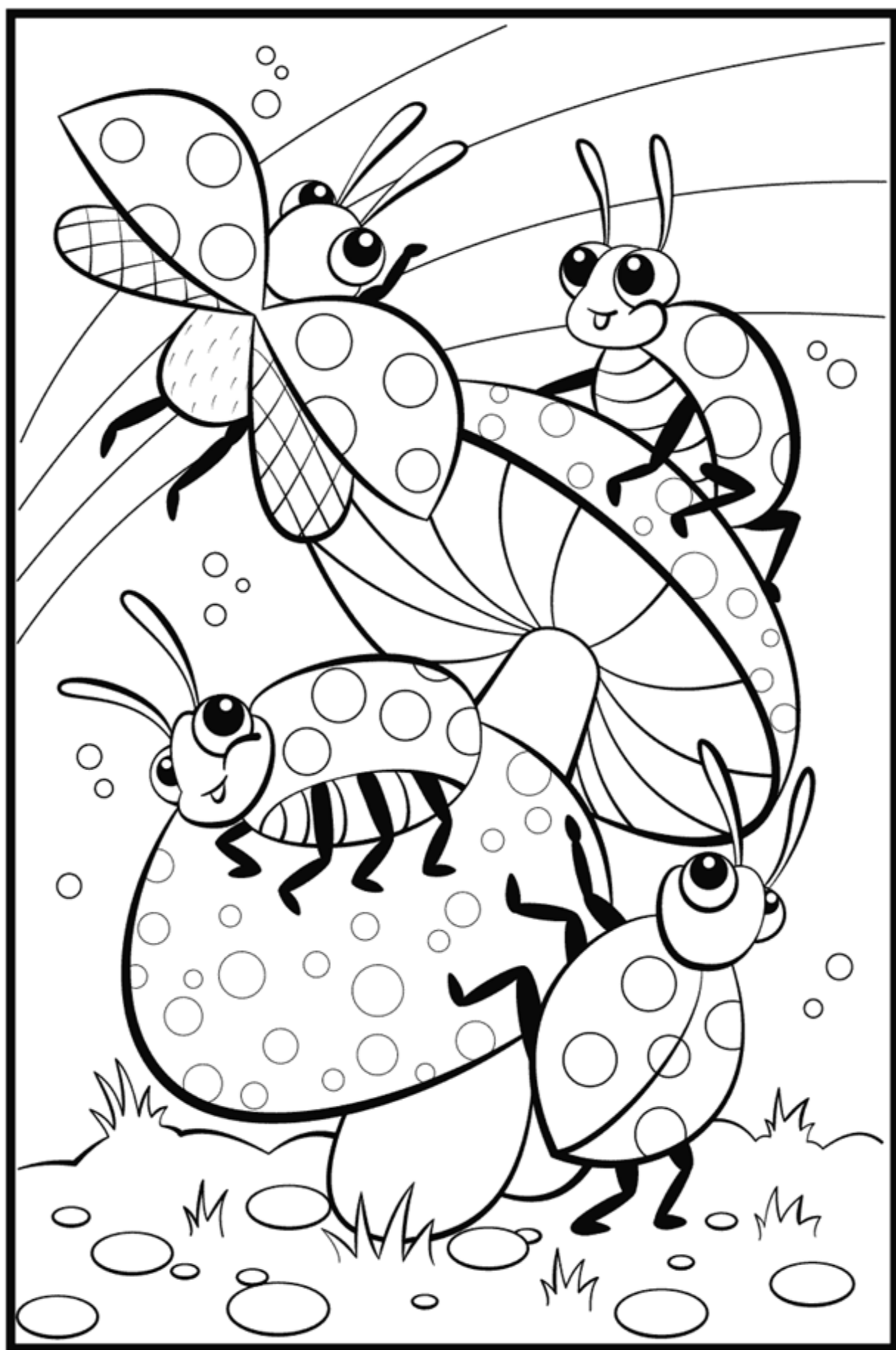


Activities

Add some
colour



©Crayola



Activities

TRICERATOPS

(tri - SERRA - tops)



SIZE	DIET	FUN FACT
25 feet (8 m) long 	HERBIVORE (Plant Eater) 	Triceratops probably charged like a Rhino when threatened by predators - quite a scary sight to see those horns coming at you!

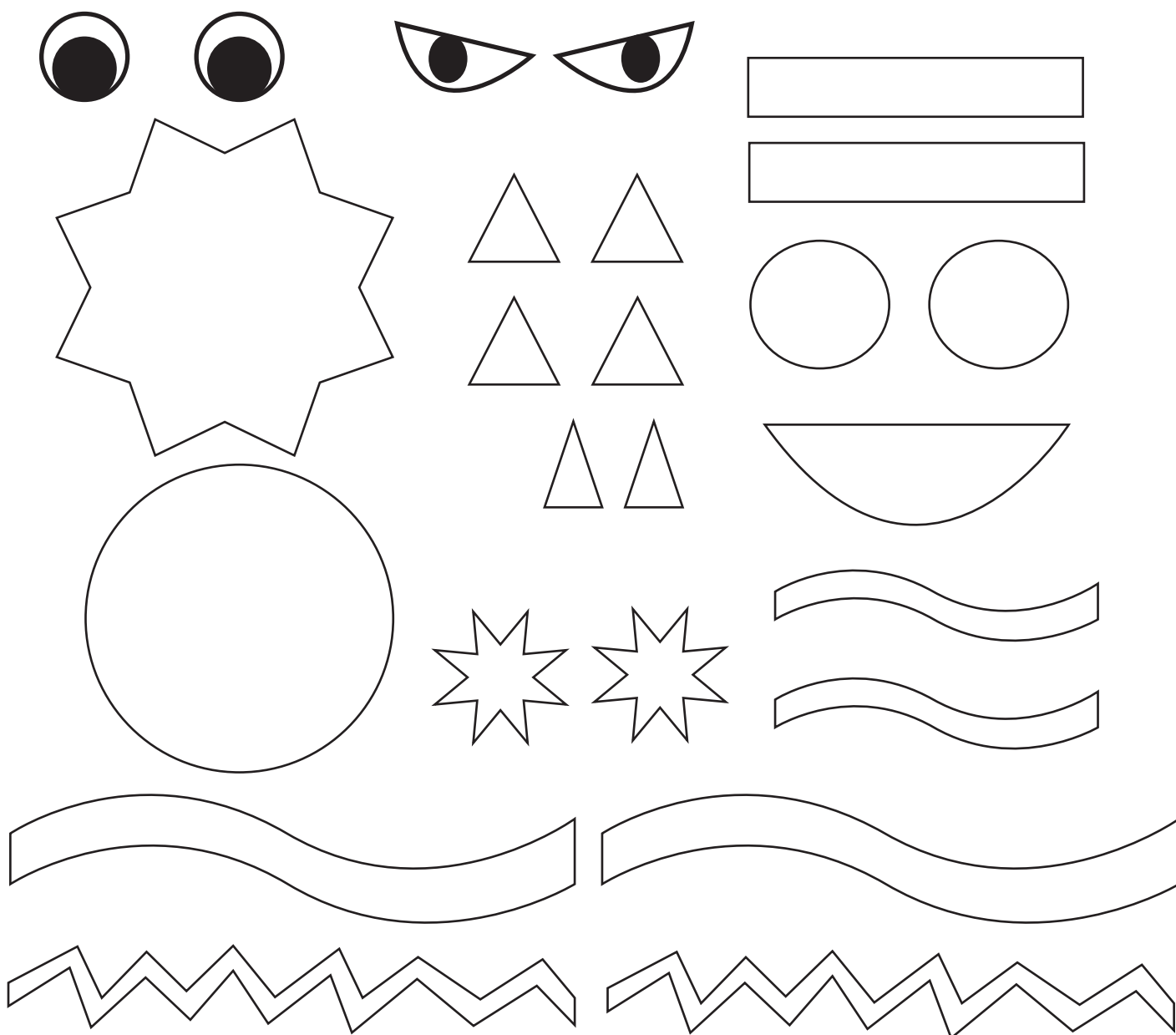
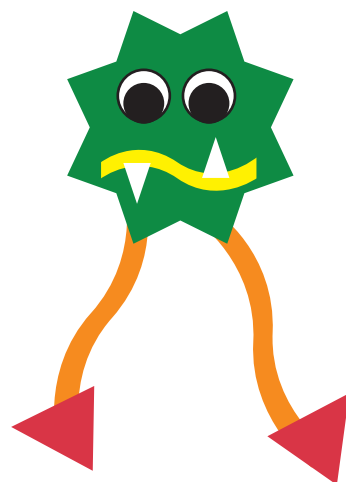
 About 76-65 million years ago

TRIASSIC Period (245 - 208 million years ago)	JURASSIC Period (208 - 145 million years ago)	CRETACEOUS Period (145 - 65 million years ago)
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©Crayoia

Make a monster

1. Colour in the shapes below.
2. Cut out the shapes.
3. Get a blank sheet of paper.
4. Arrange the shapes into your own monster.
5. Glue your monster onto the paper.



Colouring from Crayola.

Location photos from Google Maps.

Maze from KrazyDad.com

Nine letter word

1. Adventure

Quiz answers

1. Ash Barty.
2. They are all rivers in Gippsland.
3. Queen.
4. Gorilla or ape.
5. False. They are usually a green colour.
6. Tuesday.
7. Red.
8. Washington, D.C.
9. Olympia, Greece.
10. Jungle.
11. Rat.
12. Africa.
13. Coffee.
14. True.
15. ABBA.
16. Stratford.

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To get in touch about the newsletter,
email Anne at
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We pay our respects to the traditional custodians, their elders and ancestors of the lands, which our organisation sits. We acknowledge all Aboriginal and Torres Strait Islander people, and welcome you to our service. Headway Gippsland is committed to treating all people with dignity and respect.