

A monthly wrap-up on what's happening at the Spinal Injuries Association  
Issue 28: 7 June 2012

## Bruce's Message

### 2012-2013 BUDGET

AT the Board meeting held on Wednesday 30 May, the Association's budget for the 2012-2013 financial year was approved. It's going to be a pretty tight year from a financial perspective, but we managed to get close to a break-even forecast budget position for the year.

I would like to pass on a big thank you from the Board to all of the staff who were involved in the delivery of this budget and for all their hard work to get a budget that looks like it might be able to achieve at least a break-even position.

Well done everyone.

### NATIONAL ALLIANCE

I TRAVELLED to Sydney a couple of weeks ago and met with Peter Perry, the CEO of Spinal Cord Injuries Australia — one of our sister organisations in New South Wales.

While I was down south I took the opportunity to meet Peter and his senior management team to get to know them and find out more about what they do.

In the context of that discussion we talked about re-establishing the National Alliance of Spinal Injuries Organisations and Peter was quite keen to do that as well.

In the near future David Riley and I are going to be writing to the chairs and CEOs of the other spinal injury organisations in Australia to suggest we convene a meeting to resurrect the National Alliance.

### REGIONAL MANAGER — TOWNSVILLE

THE Townsville Regional Manager's position has been advertised and we are now working through that recruitment process.

*Cheers, Bruce*



## INSIDE THIS ISSUE

**Page 4:** Wendy Lovelace is named MS Society Champion 2012

**Page 5:** What's Wayne Leo (left) doing at Kronosaurus Korner in Richmond?

**Page 5:** National Volunteers Week is celebrated in North Queensland

**Page 6:** Time for Performance Link Training

## Spinal Injuries Association events calendar

**11 September:** Take My Seat, Townsville

**11-17 November:** Spinal Injuries Awareness Week

**11 November:** Cruise for a Cause, Townsville

**14 November:** Spinal Cord Injury Forum, Townsville

**17 November:** Gala Fundraising Dinner, Brisbane

## 'LIKE' AND 'FOLLOW' US!

facebook twitter

[www.facebook.com/spinalinjuriesassociation](http://www.facebook.com/spinalinjuriesassociation)

[www.twitter.com/spinalinjuriesq](http://www.twitter.com/spinalinjuriesq)

## Welcome to new staff!



**Rebecca Hutton**  
Events Coordinator  
Brisbane



**Liz Conway**  
Coordinator — Member Networks  
Brisbane

\* Samantha Douglas will start as Clinical Facilitator on 12 June and will be based in North Queensland

## Five Minutes With...

### Sarita Divis, Fundraising Coordinator, Brisbane



**Nickname?** Sa.

**Where did you grow up?**  
Auckland, New Zealand.

**Pets?** Too many! My family owns a farm in New Zealand — we have heaps of animals.

**Your secret talent?** So many! I create wearable arts — clothes made out of odd materials. I have entered in competitions, but not for a couple of years now, and have been a finalist. I also ran a competition in April 2011.

**Five people (living or deceased) you would invite to a dinner party?** I would only invite one —



**Wearable art:**  
a dress Sarita made from bamboo

**Karl Marx, definitely.** He would be the most interesting.

**What's a daggy song that you love?** *Regulate* by Warren G featuring Nate Dogg — it's amazing, I know all the lyrics.

**Your perfect Sunday?** Going to Waiheke Island, off of Auckland, for a swim in the summer. Only the summer though.

**Favourite book?** *Small is Beautiful* by EF Schumacher.

**What do you prefer – summer or winter?** The summer. I love going swimming, having BBQs and enjoying the late nights.

**What's your favourite ice cream flavour?** I like all ice creams, but it has to be any gelato in Italy! It's just something else.

## Fundraising, Communications & Injury Prevention news

### Spinal Injuries Association says: “Thanks for your support”!

ON Friday 13 July the Association will be taking the opportunity to thank our wonderful supporters. Each year we are the beneficiary of a significant level of support ranging from direct financial donations from individuals, businesses and corporates, gifts in kind and reduced charges from our suppliers. This is a great way to start the new financial year and

we will welcome a number of these supporters to lunch in the Brisbane office.

This is an important event that further develops this relationship with our generous supporters and is a chance for them to gain a deeper understanding of the work that the Association does to support our members, clients and the community.

### Take My Seat — Townsville

TAKE My Seat is on in Townsville again this year, raising much-needed funds and awareness for the Spinal Injuries Association during Disability Action Week. Prominent and influential members of the community will spend the morning of Tuesday 11 September using a wheelchair around the

Townsville CBD, giving them a first-hand look at the daily challenges that people with limited mobility face, with the hope that they may have the ability to implement change in the local community.

Some of this year's participants include Townsville Enterprise CEO David Kippin and Mayor Jenny Hill.



### Peer Support update

SOME of you may have noticed that a certain coordinator has had his cranky pants on lately. He's OK again now so feel free to approach without fear. The business planning and budget process is now behind us and we are excited about the year ahead. One of the new internal strategies that we intend to implement involves sharing the Peer Support Journey with the rest of the Association. The nuts'n'bolts are yet to be worked out but during the process we hope to gain a much better understanding of your world too and more importantly how we can work together to better



“enhance the lives of people with SCI”. Please let me know your thoughts. There must be a winter sale on at the Spinal Injuries Unit at the moment because sadly there has been an influx of new patients in recent weeks. On the positive side, this means that other people get to go home after many months of rehabilitation. We're happy to report that two of the three people with very high support needs (ventilator dependant) have finally discharged and those of you who know our Bundaberg client — Yes! He is in his own home again after 20 months in hospital. Yes, you read that right. Twenty months.

Our Patient forums at “the Unit” are growing more and more successful with some great outcomes for patients. Last week a “State of Origin night” was organised by patients and Peer Support staff. Um, I think Queensland won but isn't that what usually happens. We're now looking at some of the other suggestions like, a movie or Karaoke night.

We received the sad news recently that Lou Tice, the founder and creator of the Discovering the Power in Me (DPM) program, has passed away. RIP Lou. His legacy is still very much alive and by the time you read this we will have presented our first two regional DPM workshops to another 40 or so clients, in Townsville and Cairns. An extra Brisbane DPM workshop was held earlier in May and yes, you guessed it, it was the best one yet (until the next one).

On the topic of DPM, the Management Team have given approval (in theory) for DPM to be made accessible to staff members who wish to participate in the workshop. A lot of work still to be done on how, when, where, cost etc, but great news for those who have been asking about it.

*Tip for the day:* Ask yourself “What does it look like when it is fixed?” and think about that picture. Why? Because you move toward what you think about.

## Community Development update



WELCOME to Liz Conway, the Association's new Coordinator — Member Networks. Liz comes to the Association with a wealth of experience in managing a national community service network.

Congratulations to Design Compliance Advisor, Wendy Lovelace, who was announced and presented by the Governor of Queensland as MS Society Champion 2012 for her outstanding work as an advocate and in championing Universal Housing Design.



*Left to right: MS President Jonathon Lorraine, John Mayo and Wendy Lovelace.*

Michael Cranley and John Mayo have successfully supported a member through the Anti-Discrimination Commission to ride a quad bike in national parks (not previously allowed, therefore *precedent* achieved).

The Transverse Myelitis Day event on 17 May has received excellent feedback about the presentations by Occupational Therapist, Gail Pitt, and keynote speaker Professor Graham Martin OAM from the University of Queensland, who has experienced TM first hand.

## Employment Options news

THE due date of the tender for the provision of Disability Employment Services has been bought forward by two weeks — it is now due 10 July. Therefore particularly for Graham this is an extremely busy time trying to gather all the information required to submit the application on time. EO are quite excited at the possibility of expanding their services to the Gold Coast, Cairns and Townsville regions.

Due to the rapid growth of EO — (currently registering an average of five clients who are looking for work a week) the EO office was becoming quite cramped and there was a lot of “hot-desking”. This has been alleviated with the move of David, Tania and John into the office across the hallway which used to house Matthew, Mel and Sean.

A big welcome back to Kass (*pictured right*) who has been on maternity leave for the past eight months. She will be working Monday-Wednesday.



## SEAT's Magical Mystery Tour!

A TOTAL of 5,320 kilometres, 1,374 students and eight schools — it's all in 10 days' work for Wayne Leo and Sheila Andrews of the Spinal Education Awareness Team (SEAT). On May 21 the duo embarked on a tour to take the award-winning SEAT injury prevention program around Queensland.

### The tour in numbers:

- Brisbane to Townsville: 1,357kms (2hr flight)
  - Townsville to Homestead: 208kms (2hrs 30mins)
  - Homestead to Pentland: 208kms (2hrs, 15mins)
  - Pentland to Hughenden: 142kms (1hr, 34mins)
  - Hughenden to Mount Isa: 521kms (5hrs, 40mins)
  - Mount Isa to Cloncurry: 121kms (1hr, 26mins)
  - Cloncurry to Camooweal: 311kms (3hrs, 35mins)
  - Camooweal to Mount Isa: 190kms (2hrs, 12mins)
  - Mount Isa to Richmond: 407kms (4hrs, 28mins)
  - Richmond to Townsville: 498kms (5hrs, 38mins)
  - Townsville to Brisbane: 1,357kms (2hr flight)
- Total:** 5,320kms and almost 31 hours of travel time



## News from the North

### Spinal Advisory Service:

- Mouse heads off to Cairns next week to catch up with our Far North Queensland clients. She will also be doing an in-service to the Cairns Continence Education Forum on Neurogenic Bowel and Bladder on 6 June 2012 — GO MOUSE!
- Mouse, Bianca and Elyce attended a Management in Disability workshop a fortnight ago and left with some great insights into how they work individually, together with our other SAS team member Leona, and also our clients base, and how to get the best outcomes from the team in the future. Funnily enough, within the SAS NQ team we have all four categories of social styles in group settings: Expressive (Why!), Analytical (What!), Amiable (Who!) and Driver (How!). We will leave it up to you to work out who is what!
- Probably our most exciting news — we have our first registration for the Inaugural Spinal Injuries Education Forum. We have also started to receive sponsorships and donations!

### PSP:

- Tiarah Cullen has been to Mount Isa for two days to complete reviews and meetings with Clients and Personal Support Workers
- Jane Gullison attended the Growing Stronger Health Check facilitated by Disability Services
- Frances has visited

National Volunteers Week was celebrated in our office with a BBQ lunch with invitations sent to our volunteers. The day went well with a thank you speech and certificates given out by Bianca Helander followed by a lovely lunch that was enjoyed by all. It was a nice day and appreciated by everyone that attended.

*Volunteers Day photo (back row): Daryl and Bridgette Henderson; (front row) Stephen Pack, Garth Brimelow, Craig Disher, Maria Hutton and Scott Stidston.*



We are all very excited about our Association being chosen as a local community organisation to have a 'community corner' at an upcoming North

Queensland Cowboys game in July. It is an excellent opportunity for us to share our injury prevention messages with the local community. Big thank you to Megan for your help so far and to all of the Fundraising, Communications & Injury Prevention team who will be assisting us in organising the event in the coming weeks!

## Learning & Development

### PERFORMANCE LINK TRAINING

THE time has come! It's time to begin our initial training sessions to support the introduction of the Performance Link framework. Over the coming month the [learning@spinal](mailto:learning@spinal) team will roll out their training series to assist you with understanding and putting the Performance Link framework into action.

#### A New Performance Management Framework

The Spinal Injuries Association's future-state vision gives us the "big picture" of where we are heading as an organisation. Our corporate plan is now complete and soon all departments will have their own business plans. These plans lay out the road map of how we will reach that future-state vision. The introduction of Performance Link is managing our performance against the objectives in the Corporate Plan (available on QUDOS). Your individual objectives will be cascaded down from your direct manager as per the Appraisal Cycle.

Performance management is recognised as critical to delivering high quality services and to developing and retaining a highly skilled workforce. Poor performance management is likely to lead to dissatisfied members and clients. Furthermore, the inability to develop employees or recognise their achievements is likely to lead to higher staff turn-over. The Association recognises that its current framework is underperforming and that an update in the framework is needed.

#### What is performance?

##### ***The Spinal Injuries Association definition of performance:***

Our employees are achieving targeted results consistent with organisational objectives, and the same employees demonstrating behaviours aligned with the Association's values and the Association's expectation regarding competency.

Under the new framework we will actively measure performance against objectives and competencies.

It is compulsory that everyone attends ONE of the following workshops:

- 14 June
- 25 June
- 27 June
- 29 June
- 5 July

*For those employees who are still to schedule themselves into training, please contact [learning@spinal.com.au](mailto:learning@spinal.com.au) with your preferred workshop session.*

#### Performance Link Training

How will you benefit:

- Recognise the importance of having a performance appraisal process
- Understand competencies
- Understand performance standards and setting stretch objectives
- Develop skills in observing and giving feedback, listening, asking questions for improved performance

What you will cover:

- The Performance Management process and cycle
- Understanding competencies and setting standards
- Setting stretch objectives using a SMART approach
- Documenting performance
- Performance feedback

Please ensure you bring your own lunch. We look forward to seeing you at training.

If you have any further questions regarding the Performance Link Framework, please do not hesitate to contact Human Recourses.

#### **The Learning & Development Team**

*Developing happy, capable and committed teams*