



Issue 13 – November 2009

Welcome to the November 2009 edition of *intercom*.

Make a contribution

If you would like to make a contribution simply supply 100-200 words, attach a good quality photo and make sure your regional manager signs off on the story first. Email your suggestion to marketing@cplqld.org.au.

ASK ANGELA

QUESTION:

I was going to take the Christmas break off (from December 21 to New Year's Day) to spend with family. How does CPL's Christmas closure impact upon me? Andrew Feagan, Risk Management & Quality Coordinator

ANSWER:

It's hard to believe that once again Christmas is just around the corner. After a busy year, Christmas provides us all with a great opportunity to take stock, unwind and catch up with close friends and family.

Traditionally, over the festive season many of CPL's services have closed the week prior to Christmas through to the first working week in the New Year. However, with CPL now assisting over 3100 clients and employing over 1600 people, it is no longer feasible for all CPL services to be offline for such an extended period. Therefore head office will now only be officially closed for the days between Christmas and New Year (29 to 31 December).

Over the closure period (29 to 31 December) the following head office services will still be contactable via the numbers below:

Department	Contact	Hot number
Payroll	Human Resources Operations Manager, Trudy Sims	07 3358 8128
IT	Network Support Supervisor, Geoff Brown	07 3358 8060 0413 201 043
	IT Support Officer, Robert Eadie	07 3358 8060
Media	Communications Manager, Terri Fellowes	0449 501 559
	General Manager Marketing and Business Development, Rosalie Cunningham	0413 201 093

Those CPL services that are closing for an extended period of time over Christmas to meet funding agreements and client expectations will need to advise clients of the closure period well in advance.

I strongly encourage all staff across the organisation to discuss their leave plans for the December to January period with their manager as soon as possible. This will make sure we reach

the right balance between service coverage and maximising the number of staff taking time off at the end of the year.

Angela Tillmanns
CEO

DRAFT ENTERPRISE AGREEMENT NOW AVAILABLE – MAKE YOUR VOTE COUNT!

If you haven't already read the new DRAFT Enterprise Agreement – it's now available on the Intranet and at all CPL offices.

Everyone is welcome to provide feedback on the DRAFT via email employmentagreement@cplqld.org.au or via phone 1800 217 153.

Once the current negotiations with Unions and other staff representatives are complete, the FINAL Enterprise Agreement document, along with a summary of the proposed agreement and any changes made to the current draft, will be issued to staff.

All staff covered by the agreement will be able to vote (yes or no) on the FINAL agreement in the coming weeks. Postal ballots will be mailed to staff for them to complete and return to the Australian Election Company (in the reply paid envelope supplied).

The exact timing of the FINAL agreement and ballot paper mail-outs and the cut-off date for the ballot papers to be received will be provided by Human Resources shortly.

In the meantime, if you have any queries contact the Enterprise Agreement Hotline on **1800 217 153** or email employmentagreement@cplqld.org.au.

HAVE YOUR SAY SURVEY RESULTS

In August we invited all CPL staff to have their voices heard by contributing to the annual 'Have Your Say' survey.

38% of staff completed the survey, which measured staff satisfaction across multiple areas including job satisfaction, attitudes towards workplace health & safety, effectiveness of training programs and perceptions of career development opportunities.

The areas staff rated the organisation highest this year were:

- **Mission and values**
 - 92% believe in the overall purpose of CPL
 - 92% believe in the values of CPL
- **Teamwork**
 - 88% have good working relationships with co-workers
 - 85% are given help and support by co-workers
- **Work/life balance**
 - 87% have a social life outside work
 - 78% are able to stay involved in non-work interests and activities
- **Organisational commitment**
 - 84% feel a sense of loyalty and commitment to CPL

- 82% are proud to tell people they work for CPL
- **Job satisfaction**
 - 85% said their work gives them a feeling of personal accomplishment
 - 89% like the kind of work they do
- **Role clarity**
 - 86% said their roles had clarity around them
- **Diversity**
 - 81% considered CPL to have a diverse workforce compared with 77% in 2008

The areas that have been identified as areas we need to focus on in the year ahead include:

- **Cross unit co-operation**
 - 31% said there was good communication across all sections of CPL
 - 37% thought knowledge and information were shared throughout CPL
- **Rewards and recognition**
 - 48% said the rewards and recognition received from their job was fair
 - 54% were satisfied with the benefits received (super, leave etc.)
- **Career progression**
 - 40% thought enough time and effort was spent on career planning
 - 43% felt there were enough opportunities for their career to progress
- **Processes**
 - 54% said it was clear who had responsibility for what in CPL
 - 53% thought policies and procedures were efficient and well-designed

Our **'One Team'** philosophy already in place will continue to be grown and expanded in 2010 to help promote better cross-unit cooperation.

We will also focus on our **HR infrastructure** in 2010 through the introduction of a new Enterprise Agreement, enhanced recruitment and selection and the development of a performance management framework with a focus on rewards and recognition, learning and development and career progression.

Stay tuned for further developments and plans as a result of the survey in future editions of Intercom.

INTERNATIONAL DAY OF PEOPLE WITH A DISABILITY



On 3 December every year International Day of People with Disability (IDPwD) is celebrated to recognise the achievements and contributions of people with disability.

International Day of People with Disability (IDPwD) is a United Nations sanctioned day that aims to promote an understanding of people with disability and encourage support for their dignity, rights and well-being. IDPwD also seeks to increase awareness of the benefits of the integration of people with disability in every aspect of political, social, economic and cultural life.

To celebrate IDPwD CPL has a number of events planned across Queensland.

Adept Packaging Open Day

Where: Adept Packaging, 47 Reginald Street ROCKLEA, QLD, 4106
Time: 10:00am to 12:00noon
Event: Adept Packaging will celebrate recent refurbishments and the skills, abilities, contributions and achievements of its supported workforce with this special public event.
Contact: Senior Lifestyle Worker, Karen Curren, ph: 07 32773796, kcurren@cplqld.org.au

'Reflections' Photographic Exhibition Opening Night

Where: Maryborough Art Society, Kent Street, Maryborough, QLD, 4650
Time: 6:30pm
Details: This exhibition features a stunning collection photographic of works by 21 clients from the Maryborough ADS and Hervey Bay ADS.
Contact: Support Worker, Camille Evans, ph: 07 4122 1166, cevens@cplqld.org.au

Westfield Clients and Carers Day

Where: Westfield North Lakes Shopping Centre, Cnr Anzac Ave and North Lakes Drive, North Lakes, QLD, 4509
Westfield Strathpine Shopping Centre, 295 Gympie Rd, Strathpine, QLD, 4500
Time: TBA
Detail: Westfield North Lakes and Strathpine Shopping Centres will be hosting carers' and children's days for clients from CFSS North Brisbane.
Contact: Program Coordinator, Fiona Davis, ph: 07 3490 9000, fdavis@cplqld.org.au

Springfield Space Teddy Bears Queensland Ambulance Presentation

Where: Springfield Space, Professional Centre, Unit 6/8 Commercial Drive, Springfield, QLD, 4300
Time: 11:00am to 12noon
Detail: Clients from Springfield Space will present the Queensland Ambulance service with teddy bears that have been lovingly handmade over the past 12 months by clients at the ADS. The teddy bears will be distributed to sick and injured children and those who have performed heroic acts.
Contact: Manager Springfield ADS Pedro Guillen-Cordon, ph: 07 3818 7379, pguillen-cordon@cplqld.org.au

Register your event

If your service is planning an event *CPL Comms* would like to know all about it and list it on cplqld.org.au. To register your event please fill in your event details below and return by Friday 20 November, 2009.

Type of event:

Time:

Location:

Contact details:

Event details:

Your event can also be registered on the official IDPwD calendar of events online at www.idpwd.com.au

If you require any further information please don't hesitate to contact Communications Executive Douglas Pack on 07 3358 8084 or dpack@cplqld.org.au

CHRISTMAS GIFTS KEEP THAT ON GIVING



This Christmas season CPL has a unique range of special gift ideas that will not only make your family and friends smile, but make a real difference in the lives of people with a physical disability.

The Gift of Giving

Having trouble finding that perfect gift for that special someone? For as little as \$10 you can make a donation on behalf of your loved ones, by giving them the *Gift of Giving*.

Your donation will help provide vital services to over 3100 adults and children with physical disabilities bringing hope, joy and opportunity into their lives. Those who purchasing the *Gift of Giving* will receive a Christmas card which can be passed along to your loved one notifying them of your generous donation on their behalf.

If you would like to give the *Gift of Giving* this Christmas call 1800 819 086 or email fundraising@cplqld.org.au

CPL Art Union Christmas Cracker

This festive season you could win over \$70,000 in prizes including a Ford Falcon FG XR and a Ford Fiesta LX 5 Door Hatch, simply by purchasing tickets in the CPL Christmas Cracker Art Union. As an added bonus those who purchase a book of ten tickets will win a luxury holiday for two people valued at \$3000. There are also 25 x \$50 gift vouchers up for grabs for runners-up in the draw. CPL Art Union is open to all CPL staff, with the exclusion of the key promoter and administrative staff in the Marketing and Business Development division. The Christmas Cracker Art Union is now running and closes Wednesday 9 December 2009.

To purchase Art Union tickets call 1800 819 086 or visit www.cplqld.org.au

Pudding Lane Christmas Puddings

Indulge your family and friends' taste buds this Christmas and help raise funds to support CPL with a multi-award winning pudding from *Pudding Lane*. From an inherited prize-winning family recipe, *Pudding Lane's* Christmas puddings are lovingly hand-made in Newcastle with the finest of Australian vine fruits and select ingredients including free range eggs, fresh butter, locally baked bread, flour, spices and the finest oak Australian brandy from the Barossa Valley.

As a 'sweetener', *Pudding Lane* will generously donate \$5.00 from the sale of its puddings to CPL. Puddings can be purchased from \$20.00 for a 500g or \$30.00 for a 1kg traditional pudding.

To order your Christmas puddings visit www.cplqld.org.au or contact Corporate Relationships Manager Hollie Tuckerman on 07 3358 8125 or fundraising@cplqld.org.au.

Chuckel Chair

Internationally-renowned furniture designer and architect, Brian Steendyk, is donating the funds raised from sales of his sensational newly-released 'Chuckel' chair to CPL from October to December 2009.

The Chuckel combines function and ergonomic comfort in one unique chair which is stackable and well-suited for both indoor and outdoor use. These 100% Australian-made, recyclable, UV resistant plastic chairs are available in black, red and white for the Chuckel (adult stool) and in

three fun and funky colours, Fairyfloss pink, Kermit Green and Hope Blue for the little Chuckel jr. (kid's stool).

The Chuckel chairs retail at \$195.00 for the adult version, and \$125.00 for the Chuckel jr. All proceeds go directly to CPL, which is sure to bring a smile to your face.

Chuckel chairs are available from until the end of December, 2009 and can be purchased online at www.cplqld.org.au/chuckel or by calling 1800 819 086.

POLICIES AND PROCEDURES - MEDICATIONS



When medications are administered appropriately they can treat disease and/or control symptoms and thereby improve an individual's health and comfort.

New policies, procedures and training have recently been put in place to maintain best practice in the safe and correct administration of client medications.

This approach has been developed and implemented in accordance with legislative requirements and regulatory guidelines under the direction of CPL's Medication Governance, Management, Administration and Competency Working Group.

All staff that administer or manage medications are required to undergo specialised training provided by the Health Liaison Team, which is made up of service representatives in every region.

CPL's new medication policy and procedure will impact upon:

- All CPL employees and staff members
- Clients of CPL services
- Parents/carers where medication administration is the responsibility of the service provider

The new [medication policy, procedures and manual](#) can be easily downloaded via the CPL intranet.

If you have any questions in relation to the medication policies and procedures contact Senior Health Liaison officer Kate Morgan by phone 07 3426 9507 or kmorgan@cplqld.org.au

SOMETHING FISHY AT MOOROOKA ADS



There was something fishy going on at the Moorooka ADS earlier this month when clients, with the assistance of three local TAFE students, created their latest artistic masterpiece.

The fish inspired artwork is made up of 208 CDs and DVDs collected by Moorooka's recycling program which also gathers disused wrapping paper, mobile phones, reading glasses, sunglasses and hearing aids.

If you would like to learn more about Moorooka ADS's recycling programs contact Centre Based Facilitator Sue Hodges on 07 3892 7255 or email shodges@cplqld.org.au

MAINTAINING A HEALTHY MENTAL OUTLOOK



It was all about maintaining a positive outlook when paralympian Chris 'Gecko' Scott was the guest speaker at CPL's first-ever Mental Health Awareness Week community forum on Saturday 10 October.

The forum focused on the positive benefits of being physically active and participating in the community and the barriers that impact upon people with a physical disability.

Discussions were kicked off by six-time paralympic gold medallist who shared his inspirational story and then opened the floor to others to share their experiences and points of view.

The forum brought together 26 representatives from across CPL and the wider community including members of the State CCC, Parents and Guardians Association and Adult Services.

"Forums such as this provide CPL with a great opportunity to connect with those individuals who are impacted by physical disability and discover the mental health issues that matter to them," said CPL Senior Psychologist Max Guppy.

The community forum was coordinated by Max who will use the findings gathered to assist with CPL's social advocacy role and ongoing commitment to the improvement of client services.

Mental Health Week is an national awareness event held in October every year. The aim is to raise awareness of the importance of mental health and wellbeing in the wider community, to increase community awareness and education about mental health issues and to encourage participation in life-enhancing lifestyles.

To learn more about the outcome of the community forum contact Max Guppy on 07 3240 4057 or email mguppy@cplqld.org.au

HOT DEALS FOR CPL STAFF

This month there are two great offers available to CPL staff from Centr@l Apartments and Hotels and MBF.

Hot accommodation rates with Centr@l Apartments and Hotels

With summer just around the corner now is a great time to enjoy time away with family and friends. Centr@l Apartments and Hotels have a whole host of hot summer rates available to CPL staff which could help you save up to 50 percent off your accommodation during December and January. To take advantage of these great offers simple quote '*Summer Special*' when making your booking.

For more information phone 1800 077 777, email centralres@centralgroup.com.au or visit www.centralapartmenthotels.com.au

Get more with MBF Corporate Health Cover

MBF is offering great deals to CPL staff who sign-up to Corporate Health Cover before the end of December (31/12/09).

MBF will:

- Waive the two to six month waiting periods so you can claim immediately on most extras including osteopathy, acupuncture, naturopathy and more when you take up both hospital and extras cover through your MBF Corporate Health Plan.
- Give 90 percent back on general dental and most physiotherapy and chiropractic services at any MBF MemberCare provider.
- Enable to save an average of 11.26 percent on your private health insurance with MBF HealthLink corporate products.

Those who take advantage of this offer also go into the draw to win a \$500 Rebel Sport Voucher.

For more information call 1800 653 525 or pop by your MBF centre. Terms and conditions apply.

CPL CALENDAR OF EVENTS

Throughout the year CPL services host and are involved in a wide range of events across the state. Forth coming events include:

Vigor Art Exhibition

When: 13-25 November 2009

Where: Bleeding Heart Gallery, 166 Ann Street, Brisbane, QLD, 4000

Details: The exhibition features works by from Cascade Services, who by using adaptive artistic techniques have produced works that truly reflect their artistic vision.

Contact: Cascade Services, ph: 07 3284 6787 or cascadeplace@cplqld.org.au

Fusion of Music

When: 6pm on Friday, 4 December 2009

Where: Pathwayz Day and Community Access Service, 217A Lutwyche Road, Windsor, QLD, 4030

Details: On the first Friday of every month enjoy live local music performed by up-and-coming Brisbane bands as part of *Fusion of Music*. This is an all-ages, alcohol and drug-free event. Entry is \$5 per person.

Contact: Pathwayz Day and Community Access Service Manager Patrick Ward, ph: 07 3357 5280 or pward@cplqld.org.au.

Cascade Services Textile Exhibition

When: 11 - 17 December 2009

Where: Redcliffe Cultural Centre Gallery, Downs Street, Redcliffe, QLD, 4020

Details: Witness a distinctive collection of textiles at the inaugural *Cascade Services Textiles Exhibition*. Works have been designed and produced by local artists with physical disabilities; features a collection of one-off textile pieces, designer dresses, wall hangings and complementary cushions.

Contact: Cascade Services, ph: 07 3284 6787 or cascadeplace@cplqld.org.au

CAREFUL CHRIS'S SAFETY TIPS

Pandemic (H1N1) 2009 Influenza, or Human Swine Flu, has caused illness, hospitalisation and even death within Australia. To reduce the threat both now and in the future, Australian Governments have introduced a free vaccination program.

The vaccine is being offered to target groups including those people most likely to be exposed to the disease. The vaccination is strongly recommended for those that provide health, community or residential care services, as these groups are at high-risk of contracting the virus.

The H1N1 vaccine is available free from your GP. Although the vaccine H1N1 vaccine is free, a consultation fee may be charged by a healthcare provider. This is one way of taking advantage of the free H1N1 vaccine. Also, if there is sufficient interest, CPL may be able to coordinate a group vaccination process at selected workplaces.

To take advantage of this, you must register your interest by completing and submitting the consent form to your local Administration Coordinator / Manager who will documentation to Human Resources no later than by close of business Friday 20 November 2009.

For more information about the H1N1 vaccine visit <http://www.health.qld.gov.au/swineflu/>

ALL THAT JAZZ - IT TIPS AND MORE

During a recent review of CPL mobile phones it was discovered that many phones lacked the facility to leave voicemail messages, with phones either ringing out or going to the standard Telstra message.

As a customer services organisation, it is vital that our clients can easily contact us when they require our assistance. Anyone who calls a CPL phone number should have the opportunity to know where they have called and understand to whom they are speaking.

Whether you are in possession of a group CPL phone, or the phone is provided to you by CPL as an individual, please take a few minutes to create a voicemail message on your mobile phone. You can do this easily by calling 101 and following the prompts.

Please use the message below as the basis for your voicemail message:

"Hello you've called the voicemail of [your name or your group name, eg the Marketing Department] from the Cerebral Palsy League. I/We are unable to take your call right now, so please leave a message after the tone and I will return your call as soon as possible. Thank you, and have a nice day."

Depending on the nature of your role, you may also need to add *"If the matter is urgent, please call [xxxxx]"*.

If this system does not work, contact IT Support Officer Jass Singh on 07 3358 8079 or email jsingh@cplqld.org.au.

GETTING TO KNOW YOU...



Senior Support Worker Jessie Kilpatrick, Cascade Services

What does a Senior Support Worker do?

Supports people to achieve their goals and enhance their life experiences. I'm responsible for all the therapy referrals of clients and assist in the training of new staff as well.

Where are you located?

Cascade Service, 16 Hutchison Street, Redcliffe.

How long have you been with CPL?

31 years.

What is the hardest part of your job?

Keeping the standard of the services we deliver at the highest possible level all the time.

What is the most rewarding part of your job?

Seeing clients achieve their goals.

What do you do in your spare time?

Spend a lot of time with family. I love gardening.

Do you have a nickname?

Jess.

If you could invite any three people to a dinner party who would they be?

Mother Teresa, Ernie Dingo and a very close friend.

What's the next big thing happening at Cascade Services?

The 'Vigor' art exhibition is happening at the Bleeding Hearts Gallery in Brisbane 13 to 25 November. Then we'll be holding our inaugural 'Cascade Textiles' exhibition from 11 to 17 December at the Redcliffe Cultural Centre Gallery. But, there's always something big happening here.

DID YOU KNOW?

The pupil of the eye expands as much as 45 percent when a person looks at something pleasing.