

# ANNUAL REPORT

2017

Opening  
Doors

Enhancing  
Lives



Corey

Brighter  
ACCESS

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Amber

# Our Vision

“Opening Doors  
Enhancing Lives”



# Our Values



Helping  
families  
help  
themselves

Striving to  
improve in  
all areas

Resourcing,  
supporting  
& empowering families  
to make informed  
choices; within their  
community

# VISION . MISSION . VALUES

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Our

Mission

“ Supporting choice,  
opportunity, inclusion  
and acceptance in our  
community ”

Empathy  
of Support

Foster & enhance  
strong relationships  
& partnerships based  
on mutual respect  
& trust



## Cheryl Wilson

Cheryl has been a member of the Management committee for twelve years and chairperson since 2007. She came onto the committee whilst teaching Community Services courses at Inverell TAFE, and is now a director of TAFE New England.

Her interest has always been in ensuring that the organisation remains focused - continuing to build strategic relationships and making changes to ensure that the individual needs of our participants, their families and carers remain at the forefront of any changes. Cheryl ensures that our attention remains on continuing to deliver improved outcomes for all people accessing our range of services.

Cheryl's background in business and social welfare is invaluable and she has remained committed to her position as chairperson of the Management Committee despite relocating to Tamworth in 2009. "I enjoy being a part of an organisation that has a focus on participants and strong values".

## Debbie McCowen

Deb has been a member of the Management Committee since 2000 and an active supporter for twenty three years. Her first involvement with the organisation was whilst she was the Community Options Manager in Glen Innes. Her mentoring and advice has helped guide and direct the organisation to expand and grow into where it is today. She has background in disability, aged care and aboriginal health. Her current role as CEO of Armajun Health follows her strong social justice beliefs and actions. "I have a long standing commitment to Brighter Access and being part of its future direction"



## Joe Holahan

Joe joined the Management Committee in 2010. He has a strong commitment to the local community and has skills and experience in project management, finance and supported employment. He is resourceful and decisive and brings a passion for guiding people with a disability into employment.

# THE COMMITTEE

## Kate Lockhart

Kate came onto the Management Committee in 2011 bringing with her a diverse background in children's services. She brings insight into any decisions made by Brighter Access and how they will impact on children and families supported by Brighter Access and ensures they are inline with this heavily regulated sector. She uses her HR and business skills to offer support in management of these areas. "I am grateful for the opportunity to be involved in an organisation supporting people with a disability and the community"



## Jenny Ryan

Jenny came onto the Management Committee in 2010 following employment with Brighter Access. She works within Aboriginal health and has a strong commitment to people with disability and all people who are vulnerable and disadvantaged. Her nursing background and experience in aged care and aboriginal health provide her with skills that back up her gentle and alternative approach to problemsolving. "I am involved in the management of Brighter Access to make a difference in people's lives"



## Cheryl Hill

Cheryl came back onto the Management Committee in 2013. She was one of the original parents who started the organisation in 1979 as a parent support group. Cheryl has been a carer to her son Mark for over forty years. She has been actively involved in disability support services and is a strong advocate for people with disability and their carers.

"I am on the committee because I want to ensure services provide and do the right thing for the clients who's needs are ever growing in our region"



# Our strategic objectives

WILL FOCUS ON...

## PARTICIPANTS



Prepare and support individuals to transition to the NDIS

&

Provide flexible, high quality and affordable service

## QUALITY & CONTINUOUS IMPROVEMENT



Ensure our systems and processes are integrated, efficient and meet the need of our participants and the organisation

## COMMUNICATION & RELATIONSHIPS



Use communications that are clear, concise & meet the needs of participants and the organisation



Explore opportunities for new and nurture existing relationships that reflect the value of the organisation and participants

## STAFF & VOLUNTEERS



Maintain a pool of staff & volunteers who reflect the organisations values & person centred principles



Ensure the development of our staff and volunteers through ongoing mentoring and professional development opportunities

# CHAIRPERSON'S Report



**B**righter Access is celebrating another exciting year of providing support to people with a disability both within our local community and across many areas of New England. It has been a year in which our focus has been shared between transitioning our existing quality services and programs, and the continuing implementation of the

National Disability Insurance Scheme (NDIS).

As our programs and service delivery models continue to change with the NDIS, we have seen a steady increase in our staffing numbers, particularly support workers. It has also been necessary to employ increased numbers of staff with tertiary qualifications in the health and social science areas to support the changing needs of participants. We continue to support participants and their families to pursue their goals, interests and aspirations with many exciting stories, experiences and achievements to be shared each year.

We continue to enjoy incredible support from the community and thank those local people, businesses, sporting and networking groups that have supported Brighter Access during 2016/17. Of particular interest to myself is regularly visiting the Brighter Access Facebook page to see what “happenings” are taking place. Recently, or should we say again this year, Brighter Access were the undefeated winners taking home the Joeys World Cup trophy. It was wonderful to see the excited faces of the team players on Facebook knowing that they were not only enjoying their win, but are participating so successfully within the community with such acceptance.

There will be many more opportunities, challenges and successes as we continue to move forward with the NDIS. As an organisation we had spent time preparing both strategically and operationally for this, and our continuing success and growth can be attributed to both our preparation and the excellent staff we have working each day for the organisation.

On behalf of the Management Committee I would like to thank and congratulate our Manager Tanya Fox, her administration team, Trudy Johnson, and all members of staff for their consistent performance and commitment over the past year. Brighter Access continues to be seen as a leading provider of high quality services within the sector; and I am always proud to be associated with and part of the organisation. Lastly I would also like to thank the Management Committee for their personal support during the year and for the voluntary contributions they have made to support the success of Brighter Access during the past 12 months.

*Cheryl Wilson* – Chairperson





# SERVICE MANAGER Report

I always like to include some of our achievements within my annual report and I feel it is appropriate to start off this year with “we survived the first year’s transition to NDIS”.

What a year it has been, we had put in several years of preparation for the changes and felt reasonably comfortable that we were somewhere near ready for what was coming. We had a slow start to transition then a surge of planning sessions and new NDIS plans to be implemented. We were in the thick of a new world that no one knew the rules for and was constantly changing.

That old saying “when the going gets tough, the tough get going” has never been so true in relation to our team. Coordinators went above and beyond what was reasonable, developing processes to deal with the demands and support staff stepped up time and time again.

Participants and families have been well supported through the transition and most have become accustomed to making choices about the supports they receive and enjoying the flexibility NDIS plans allow. The supports and how they are delivered under NDIS have changed and our workforce has doubled.

Throughout the process we have held strong to our vision, mission and values. These continue to guide the direction of our organisation and are strong in reminding us why we are here.

Brighter Access has been recruiting staff based on their strengths and passions for the past five years and this is reflected in the dynamics of our team. The diversity in skills, age and gender has resulted in a dynamic, committed and passionate group of people who are delivering person centred, flexible and responsive supports to our participants.

During the year we became an Early Childhood Early Intervention (ECEI) transitional provider. In addition to providing Early Childhood Intervention services, we now provide supports to children entering the NDIS as new participants, whilst conducting NDIS planning for all children 7 years and under within our area.

From 1/7/2017 we became a provider for the Families & Community Services - South Inverell and Tingha Aboriginal Supported Playgroups operating from Tingha Preschool and South Inverell Linking Together Centre. They are complemented by our existing Supported Playgroup Inclusion Project funded through the Targeted Early Intervention Program Reform. These programs focus on strengthening communities and improving the way FACS works with Aboriginal people to deliver responsive, culturally inclusive services tailored to community needs.

Another significant expansion of services in March 2017 has been the operations of the Brighter Villas in Inverell. The venue provides specialist disability accommodation and supported independent living to high needs participants who display behaviours of concern.

Specialist staff were recruited to work within the facility and the staffing team work well together and are engaged in the needs of participants.

We have a strong commitment to building relationships and work closely with medical specialists, behaviour support practitioners and police.

I am grateful to be working with a Management Committee who offer strong strategic leadership, and a team of coordinators and staff who have such a positive attitude and just keep forging ahead.

We have received support from our various funding bodies and I am excited to be part of the NDIS journey and the opportunities it is providing.

It has been a tough year at times, but there have also been many times throughout the year where participants and families have achieved support through their NDIS plans that is life changing. It doesn't get much better than that.

*Tanya Fox* – Service Manager.

# Our Org

## CORPORATE

Finance  
Human Resources  
Marketing  
Quality Management  
Practice Management  
Performance & Strategy

## CHILDRENS SERVICES

Access to Community  
After School & Vacation Care  
(R.O.A.R & Brighter Sparks)  
Early Childhood Intervention  
Transition to School

## THERAPEUTIC SUPPORTS

Behaviour Support  
Art Therapy  
Access to OT & Speech  
Family Centred Support

# THE COMMITTEE

Cheryl Wilson  
Jenny Ryan  
Debbie McCowen  
Joe Holahan  
Kate Lockhart  
Cheryl Hill

# SERVICE MANAGER

# COORDINATOR OF SUPPORTS

# COMMUNITY INVOLVEMENT

# INDEPENDENT LIVING

Individual Support  
Group Support  
Work Force  
Getaways  
Sports Club  
Brighter Force  
Tree Tenders

Supported Independent Living  
Drop in Support

# COMMUNITY

# INVOLVEMENT

Individual Support

Group Support

Work Force

Getaways

Sports Club

Brighter Force

Tree Tenders



web



Maysey

Our relationship with Brighter Access began back in the late 1990's when our daughter Maysey began attending the early intervention program at the cottage when she was a toddler.

We then received assistance in the form of respite hours and later this was supplemented with a terrific after school program.

Having a young family at the time, we were so grateful for the help as it not only supported Maysey but our entire family.

Having Mosaic Down Syndrome, Autism and Epilepsy, Maysey faces many challenges on a daily basis. She is now a beautiful young lady who is 21 years of age.

This year, the NDIS was introduced, replacing the former DADHC funding system. We were concerned about how this would impact on Maysey and our family. We were advised to prepare for our application by thinking about the long term support we wanted to help Maysey achieve her goals. We had a meeting with a lovely man from NDIS who listened to Maysey's story and her needs with a respectful and genuine approach.

Soon after, not knowing what would be our next step, we were contacted by Coordinators from Brighter Access who offered help in navigating the

new NDIS scheme.

To say we were grateful is an understatement. They made the process so much less stressful by explaining everything, listening and drawing up a weekly plan to help our daughter achieve as much independence and self confidence as possible.

Maysey has been enjoying this new regime for all of 2017. She has incredible support workers who value her being able to achieve her goals in all areas of life.

The duration of support on a daily basis has increased giving myself and my husband the ability to meet our work commitments and this in itself is truly invaluable.

To add to this is an incredible team in the office who are so reliable, professional and understanding.

This was evident on our recent trip overseas. Maysey was supported 24/7 while we were away and every possible care was taken to ensure all ran smoothly.

Moving forward, we know Maysey's future will be positive with our partnership with NDIS and Brighter Access.

Renee (Maysey's Mum)

I got to go to Agquip with some help from my mates at Brighter Access again this year, and it was great fun. Since coming home from last years Agquip I had been planning this years trip.

I get to do extra things as I stay for three days. We went to the fish farm this time and I got to hand feed a big fish but then had to count my fingers. I have already begun the count down and am looking forward to next years Agquip because I want to go again and with the continued help from my mates at Brighter Access I can organise and go again next year.

"B n A all the way"



What a 12 months it has been for the disability sector! Many new changes have been introduced with the roll out of the NDIS, and we have all embraced the challenges that came with them.

We have seen incredible growth in all areas of the organisation, and have improved our procedures to match the demand.

We now provide support in a variety of new sectors such as our Supported Independent Living, resulting in us expanding our knowledge and resources.

During the past year I have seen the amazing impact that the NDIS can have on our participants, and have thoroughly enjoyed the process of assisting families to navigate their "new world", and strive to ensure everyone gets the best outcome from their plan.

Receiving the good news stories (some which we have published in this report) gives me so much joy as a coordinator. To know that the organisation is making such a positive impact in the lives of our participants quickly refocuses and encourages us.

I'm looking forward to the next 12 months as participants second plans start to roll in, and helping them continue to achieve amazing results, no matter how big or small.



Abby  
COORDINATOR



Corey

This year was Corey's first year at Brighter Access after completing his HSC in 2016. In this time he has secured regular work placement at Coles.

He has started cooking meals regularly and is developing his own folder of tried and tested recipes. He often takes the food around for the staff and other participants to have a sample, and he gets a lot of pride out of cooking tasty healthy food!

Corey has become a member of the gym and is attending the Rural Outreach Centre weekly.



Amber

The support workers helps me go to the gym to get fit, I went to Lake Keepit this year and it was really awesome. I really like the support workers because they are really nice, caring, funny and lovely and they support me with what I want to do. They all laugh with me when I do something funny.

That time when we went to Lake Keepit it was really, really fun and a few funny things happened like when I can't talk good because I was sick, Cassie and I were running late for dinner or something like that we were really good at running late so we made up a song while we walked to the dining hall. We made the song up to sing each time we walk to the dining hall and Cassie much more better than me because I never a good singer but that day I was double worse then ever because I was sick and can't talk.



Taylah

Thankyou to my carers at Brighter Access for supporting me before School and through the holidays , I've enjoyed spending time with the bubbly energetic staff and have enjoyed the activities they have helped me participate in, with their help I am able to access the community and really enjoy my day, I've become more confident and look forward to days at Brighter Access

Brighter Access partners with a wide variety of organisations and projects allowing our participants to be actively involved in Community Initiatives, form relationships with business people and contribute to our environment.

For many years our participants have actively participated in Tree Tenders and Meals on Wheels, delivering produce and ready-made meals to the elderly or disadvantaged, through this they gain a real sense of achievement and contribution to the community.

Our ongoing partnership with the Inverell Community Garden continues to see us delivering large amounts of compostable produce and coffee scraps from local businesses.

This opportunity has created a network of environmentally conscious businesses in Inverell, with our participants being the link between them known as Brighter Force, which we hope to expand and develop further in the coming year.

We have also participated in the local fundraising effort "Paint the Town Red" with participants walking the streets selling inflatable red balloon roses to raise funds for Cystic Fibrosis.

Our ongoing membership in the Inverell Business Chamber of Commerce allows us to continue to contribute to Inverell businesses, while also maintaining professional connections and spreading the word of the support provided by Brighter Access and our facilities.

Our ongoing commitment to these initiatives has seen Brighter Access become known as a valuable and active member of the community, fostering positive partnerships and inclusion.



# CHILDRENS SERVICES

Access to Community  
After School & Vacation Care  
(R.O.A.R & Brighter Sparks)  
Early Childhood Intervention  
Transition to School



I've been working with Brighter Access for 8 years and in that time I have worked with the most beautiful people. I love being able to make a difference in participants everyday lives and see them achieve milestones and doing things they never thought were possible.

I feel as though Brighter Access has a dedicated team of both support staff and management who are here to help not only the participants but other staff through tough times as well. I believe I have built a special connection with many of my participants and they know I will listen to any problems or concerns they may have. I have

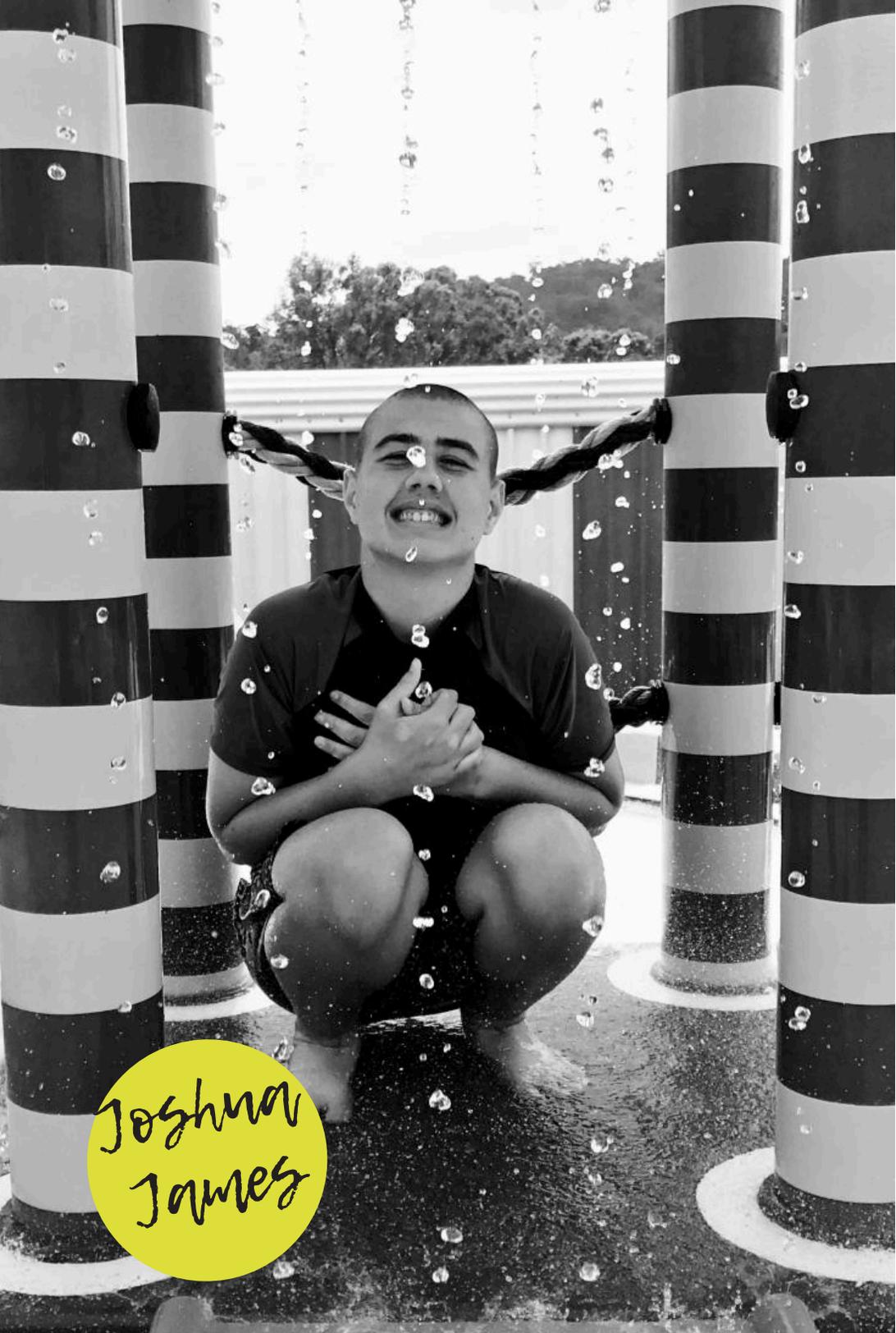


**Cheryl**  
**SUPPORT  
WORKER**

particular from being unsettled each day to a beautifully placid person who now has more good days than bad.

Working with Brighter Access has helped me learn to plan for the unpredictable, to think on my feet and how to turn negatives into positives - It doesn't matter how tough today is tomorrow is a new day

**VISION** *opportunity*  
*choice* **SUPPORTING**  
**COMMUNITY** **ACCEPTANCE**



Joshua  
James



## JOEY'S MINI WORLD CUP

Bruce

On September 28 and 29 this year Brighter Access was in the Mini World Cup. We went to the Complex and it was a really hot day. We had one team from Brighter Access enter this year and seven people on our team.

We played four 30 minute games over the two days and I wore the number 7 guernsey. I scored too many goals to count and it was a really great day we all worked as a team.

Jackson Haussler was our coach and my family came to watch as well as everyone from Brighter Access.

My favourite part of the day was having fun and I think we should have a mini soccer competition next year

I've been working for Brighter Access for about 8 months and I have enjoyed every moment working with our participants, from the moment I stepped through the door on my first day until now 8 months later. I have learnt to put others needs ahead of mine and to see things from a new perspective.

The participants change my life every single day, it could be from something small or something huge but each time I step out my door to go to work I have a smile on my face, that in itself is life changing for me personally.

Brighter Access has helped me grow in confidence, the participants and staff have helped me to find the confidence I was lacking before working at Brighter Access.

What I enjoy most about my job is the fact that when I am at Brighter Access it feels like we are a part of a big extended family, we all genuinely care about our participants and their needs and every single staff member goes above and beyond to make sure that their needs are met.

I feel like I have built a special connection with each and every one of my participants, some of my participants I have special on-going jokes with, others I can just sit in silence with them if that's what they need. Every participant is different and it's just finding something that you can do or use to connect with them. Every participant is special to me.



Shannon

During Term 2 this year we worked with Steph Marshall to write a story and film it for the North West Film Festival. We got to do some drama activities a couple of weeks before we started writing so we knew how to do things. Our movie was called Princess and I was a police officer in it. It took us one day to film and Steph brought in her cameras and microphones and Michelle helped us with the costumes and did a really good job. In the movie mostly it was about saving the Princess who was Crystal. There were five of us in the movie and we were all different characters. It was really fun to make and I really loved doing drama this year and would like to do it again next year.

# DRAMA DREAMS



This year in April, a group of us went to Lake Keepit. We took a bus down and the bus trip was really fun. I really enjoyed meeting new people, we had a couple of people join us that weren't from Brighter Access but still had a disability and that was great. Our group instructor Stuart was there again this year and hasn't changed in the past 3 times I have been to Lake Keepit with Brighter Access. We did so many activities like tree climbing, the giant swing, I helped people on the ropes, we did kayaking and a low ropes challenge but my favourite activity was archery – I even beat Bruce at archery! It's hard for me to do some activities but I try to get as involved as I can either by helping people or cheering others on during and after they complete obstacles and activities if I wasn't doing them. In our spare time we swam in the pool, played soccer and after dinner each night we would do activities like play UNO or group games. I feel like I usually wouldn't go out of my way to do a trip like this but it was a really great experience with my Brighter Access friends.



# LAKE KEEPIT



# Our Origin Numbers

92

**PARTICIPANTS  
IN TOTAL**



29 PARTICIPANTS  
SUPPORTED ONE-ON-ONE

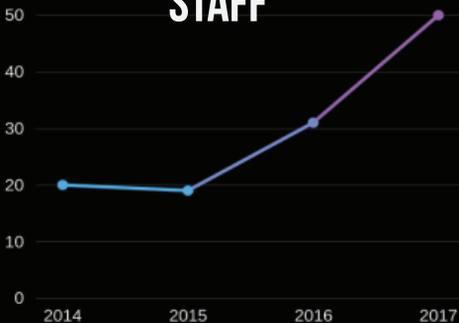


39 PARTICIPANTS  
INVOLVED IN  
COMMUNITY  
SOCIAL &  
CIVIC ACTIVITIES



11  
PARTICIPANTS  
WITH BEHAVIOUR SUPPORT

## STAFF

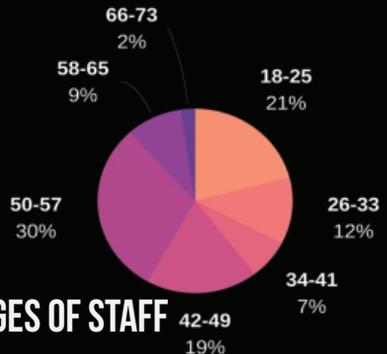


15 PARTICIPANTS WITH THERAPEUTIC SUPPORTS



PARTICIPANTS WITH DOMESTIC  
ASSISTANCE

30 PARTICIPANTS WITH  
SUPPORT COORDINATION



**AGES OF STAFF**

# EARLY CHILDHOOD INTERVENTION Report



As a proud employee of Brighter Access for more than 18 years, I continue to provide my Coordinators report with great pleasure. This year has challenged all facets of our thinking, innovation and creativity, particularly with the roll out of the National Disability Insurance Scheme (NDIS) We are 18 months into full roll out and we are still learning, changing our way of thinking and continually being challenged. Although there has been a degree of uncertainty for our programs in the past 12 months with the rollout of the NDIS we have remained true and committed to the Early Childhood Intervention philosophy, providing family centred best practice and building capacity in families to create more inclusive communities for people with a disability. Our aim and focus has remained to resource, support and empower families to make informed choices for their child.

As an approved Transition Provider implementing the Early Childhood Early Intervention (ECEI) Approach, I have completed 27 plans for children identified by the National Disability Insurance Agency (NDIA), covering Inverell, Tenterfield, Bundarra, Warialda, Ashford, Glen Innes and Tingha. Although for some it took many months for plans to be approved and for children to receive their funding all completed plans are now actioned. I have completed 18 Access Request Forms for children wanting eligibility to the scheme and will commence their planning when they are deemed eligible.

We have successfully promoted and facilitated a number of programs this year with great success. Inclusion into mainstream settings (natural settings) and activities is a priority and clear focus for the NDIS, which has directed much of our service delivery. Although there is a focus on servicing children in their natural settings we continue to provide 2 playgroups each week for those families who request this type of service delivery.

We are fortunate enough to have built great networks and relationships with allied health professionals as we continue to work closely together providing services to children with additional needs and their families. We have a Speech Pathologist utilising "The Cottage" 2 days a week to provide services to children and an Occupational Therapist utilising "The Cottage" 3 days each fortnight, this along with our Behaviour Practitioner, provides families with consistency and a more transdisciplinary approach to service delivery.

A big thank you goes to our team and their commitment who have been integral in providing direct service delivery in every facet of our program.

Chayce has been attending weekly playgroup sessions at the Early Childhood Intervention program for 12 months, but since receiving his NDIS plan the family have identified they would like to receive warm water exercise sessions as this would support his mobility concerns in a much more effective way. He along with Amelia are now enjoying fortnightly play and communication sessions at the town pool.



Chayce

Amelia has been an active participant with the Early Childhood Intervention program for 3 years, she has been attending weekly playgroup sessions and receiving inclusion support into mainstream settings. Since receiving funding through the NDIS Amelia is now able to access vital Occupational Therapy sessions and Speech Pathology sessions on a regular basis. The funding also allowed the family to change from playgroup sessions to warm water exercise sessions. This enhanced program has supported Amelia with her communication, social inclusion and all-round wellbeing. The family are excited to move into her transition to school year with such a great support network of professionals guiding her development.



Amelia

## FAMILIES NSW SUPPORTED PLAYGROUP MENTORING PROGRAM.

I continue to resource and support the supported playgroups in Tingha, Ashford, Bundarra and Inverell weekly. Brighter Access auspice funds to facilitate and manage the Tingha and Inverell Linking Together Supported Playgroups this year; the transition took considerable management and organisation however; both are up and running smoothly. After discussions and negotiations with Inverell District Family Services it was decided to relocate the Tingha supported playgroup from an old health building to the Tingha Preschool to ensure a more inclusive progression for young children into preschool and then onto the Public School.

*Trudy Johnson* Early Childhood Intervention Coordinator

# THERAPEUTIC SUPPORTS

Art Therapy  
Access to OT & Speech  
Family Centred Support  
Behaviour Support



Emily

Today Lorenzo sat in the car outside of school, looked at me & said in a very calm voice 'I'm not feeling any emotion at the moment Mum' we both smiled because we know this is a good thing (that means anxiety is very low) & he's going well - we said our goodbyes & off he went. Did I mention we were even 25 minutes early!!! It wasn't so long ago it took hours to try & convince him to go to school. I am was our usual time.

Lorenzo finds being in a classroom a bit of a haze so finding his books & absorbing class lessons can be very difficult. He can now find his school books & other belongings because they are specially labelled just for him.

He says this saves him so much time & makes his day go so much faster. Learning is easier because he is able to use comforting aids in his pocket like a soft fluffy cloth or fidget cube - these help him feel calm. These are just a few wonderful ideas that behaviour support has helped Lorenzo with in the classroom.

This year Lorenzo went on his first overnight school excursion - this was a huge accomplishment. Because there was a structured plan put in place by Behaviour Support, we were able to meet with the teachers & provide Lorenzo with a breakdown of the entire trip & how he was going to manage high stress situations - like getting to sleep at night using tactile aids. Lorenzo had told me knowing what was going to happen & what to expect made him feel 'normal', remember, normal is good!

Because of the Behaviour Support, Lorenzo had the tools to deal with high stress situations & had the best time with his classmates just being a kid. Using social stories helped Lorenzo in the weeks leading up to the excursion. Just as importantly it helped the teachers prepare also. Lorenzo told me he can't believe the other children didn't get the same list he received!

It has been a great year for Lorenzo.

-Melissa (Lorenzo's Mum!)



Lorenzo



# INDEPENDENT LIVING

Supported Independent Living  
Drop in Support



Linda  
&  
Michelle



Michaela

I've been living with my friend Emily for two years now, and it's really good. It's different to when I lived at home and I feel more like a grown up and have more freedom. Emily and I play UNO and handball which is really fun. It's cool living with my friend.

I do my cooking every Thursday with Jamie and wash my own clothes. Then during the week I go to Brighter Access and do lots of different activities like Brighter Force, go to my exercise class, play the Wii and hang out with the others at Brighter Access.

I get help from Support Workers during the week and on weekends to help me with jobs that need doing around the house but we also hang out and have fun



James

I live in the villas and the best part of living there is the staff I work with. I love having my own room and having all of my technology in it to use when I want to.

I also really like having other participants living in the same complex because we get to do shared activities in the common room. The outdoor area is nice because it has a BBQ and we get to have BBQ's together out there.

I feel safe and secure in my villa, and I live close to town so I get to go down the street with staff a lot.

I started working with Brighter Access in July 2013, one thing I've found particularly enjoyable about working at Brighter Access are my co-workers. Support workers by nature tend to be caring and helpful people and that's a great workplace to be involved in.

As far as working with the participants goes, my numerous trips to Lake Keepit with the kids have been particularly enjoyable. They can be hard work at times but it can give you a great satisfaction to watch the kids challenge themselves to new things and in some cases surprise you in what they can achieve.

In my time at Brighter Access, I've worked with a particular client, JD and in that time I think JD and I managed to build up a, well, a sort of unique relationship and it gave me great personal satisfaction to know in my own way, that I was making a difference to this man's life and when John did pass, the thank you to me from his dad in particular but also from other members of John's family was probably one of the proudest moments of my life and that makes up for some of the bad times we go through as support workers.

Steve  
SUPPORT  
WORKER





J.P.  
RIP

# Thanks!!!

## **PARTNERSHIPS**

Illawarra Interchange

Riverlink

Buckets Way Neighbourhood Group

Allambi

Rural OT Step by Step

New England Speech Pathology

BEST Tree Tenders

BEST Employment

Meals on Wheels

COLES

FDB's

Inverell Joey's FC

Print Fresh

Inverell Shire Library

Copeton State Recreation Park

TAFE

Inverell Majestic Cinema

Inverell Chamber of Commerce

Lake Keepit Sport & Rec Centre

Inverell Shire Council

Billabong Blue Fossicking Park

Nick King's Lifestyle Centre

Danthonia

"Jelly Bean" Farm, Sheena & Hughey

Green Valley Farm

Fossickers Rest Caravan Park

Pioneer Village

Inverell Community Garden

Peter Caddey

Inverell High School

Macintyre High School

Holy Trinity School

Inverell Public School

Ross Hill Public School

Tingha Public School

Drama Dreams

Rural Outreach Inverell

Inverell Community College

Riverside Restaurant

The Bridge Cafe

The Big Banana Fun Park Coffs Harbour

Freckles Cafe

McDonalds Inverell

Campbell & Freebairn Chemist

Deb's Place

& our AMAZING bus drivers:

Reg, Huey, Graham, Bob, Hilary

## **FUNDING BODIES**

FACS Ageing Disability & Homecare

FACS Families NSW

Department of Social Services

Department of Education & Training

Department of Education, Employment & Workplace Relations

# ACHIEVEMENTS

State Finalist NSW Business Chamber 2016 Business Awards  
"Excellence In Business Ethics"

Regional Finalist NSW Business Chamber 2017 Business Awards  
"Excellence in Social Enterprise"

Regional Finalist NSW Business Chamber 2017 Business Awards  
"Excellence in Innovation"

Recipient of Regional Australia Bank Community Partnership Program  
Winners in the 2017 Joeys Mini World Cup

Opening Doors  
Enhancing Lives

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