

# Phoenix Rising



## Minister Visits Phoenix

During a recent visit to Whyalla, the Minister for Disability in South Australia, Jennifer Rankine, took time out of her busy schedule to stop in for some lunch at the Phoenix facility. The Minister was accompanied by Lyn Breuer, a long time Phoenix supporter, especially in Whyalla. Lyn is also the local Member of Parliament, Speaker of the House of Representatives and a Phoenix Society Board Member.



Left: Minister Rankine (at left) and Lyn Breuer (centre) spent time talking with employees during lunch.

Right: Minister Rankine with Fiona Roberts



### Distribution List

CEO	<input type="checkbox"/>
_____	<input type="checkbox"/>
_____	<input type="checkbox"/>
_____	<input type="checkbox"/>
_____	<input type="checkbox"/>
_____	<input type="checkbox"/>

### Inside this issue ...

- Minister Visits Phoenix
- Comments from the CEO
- Every Australian Counts - National Disability Insurance Scheme
- Showdown at Torrensville
- Phoenix wins with OneSteel
- Phoenix Ambassador Ali Carle

## Comments from the CEO



I recently had the opportunity and pleasure to visit the USA and attend the Workability International Annual Conference. At the same time, I visited some organisations in the States that employ people with a disability.

It is always good to compare what we do at Phoenix against the world standards and I have to say, we compare more than favourably.

But we can always learn and share ideas to ensure that people with disabilities throughout the world are benefitting.

Workability International gives us the opportunity to expand our networks and to bring back some ideas to help us improve what we do.

I visited a contact centre in Rochester, New York State, and this certainly opened up ideas that we can pursue that will lead to further employment for people with disabilities.

**Ian Terry**  
Chief Executive Officer

**Purchase Phoenix Lottery tickets on-line via our secure website**

[www.phoenixsoc.org.au](http://www.phoenixsoc.org.au)

## Every Australian Counts - National Disability Insurance Scheme

As an Australian Disability Enterprise employing over 460 people with disabilities, Phoenix Society supports the premise of the proposed National Disability Insurance Scheme (NDIS). Phoenix understands that this is a complex issue that requires further debate, however support for the scheme at this early stage is vital to ongoing investigation.

A campaign to gather support is underway and there is lots of information available. Below are some of the reasons why the NDIS is needed in Australia. Join the campaign to support the NDIS at [www.everyaustraliancounts.com.au](http://www.everyaustraliancounts.com.au)



### Ten Reasons Why We Need the NDIS

1. The support system for people with a disability, their families and carers is in crisis. If you, or someone you love, is born with a disability or acquires one later in life, you all run the risk of falling through a huge hole in Australia's safety net.
2. People with a disability and their families and carers want to participate in the social, economic, and cultural life of the nation. But there are many barriers to their full inclusion.
3. Lack of support and services means families are primarily responsible for meeting the needs of their family member with a disability. Many families are struggling with high rates of physical, emotional and financial stress.
4. **The current situation is inequitable** – people receive different levels of support depending on how, when and where their disability was acquired.
5. An economic crisis is looming. **The number of people with a disability is increasing** and the number of people willing and able to provide unpaid care is falling. This means the cost to government is expected to escalate dramatically in the future.
6. A National Disability Insurance Scheme would provide people with a disability and their families and carers with the **regular care, support, therapy and equipment they need**. As a Medicare-type scheme, it would provide a secure and consistent pool of funds for these services and support.
7. **It would be fair, efficient and effective**. It would focus on early intervention and delivering those supports which produce the best long term outcomes. It would maximise opportunities for independence, participation and productivity.
8. It would be individualised and person-centred. **Support would be based on the choices of the person with a disability and their family**.
9. The scheme would reframe support as investment rather than charity. Timely interventions, appropriate aids and equipment, training and development would become investment in individual capacity rather than welfare. The scheme would therefore lead to more positive results for people with a disability, their families and carers as well as being fiscally responsible.
10. **All Australians would benefit from this scheme** because disability can affect anyone, anytime. Everyone will benefit from building a more inclusive, more diverse community.



We are  
letting down  
Australians  
with  
disabilities



NDIS | revolutionising disability services

## Showdown at Torrensville



Above: Phoenix Torrensville employees (with the Showdown Trophy) cheer on their teams

Good advice ...

Ken Marks (below) gives Matthew Primus some tips to ensure the Power win the Trophy while Annette Williams (below right) tells Neil Craig what the Crows need to do to get over the line.



Phoenix welcomed the opportunity to host the Balfours Showdown 30 coaches press conference at its Torrensville facility in April.

As expected, the assembled media grilled the coaches on strategies and player selection and the atmosphere at times was a little frosty.

Having the coaches and media at Phoenix created a real buzz and the coaches took time to chat and sign autographs where they could. In return, many Phoenix employees offered advice to the coaches on the best way to go about winning the match.

Since the Showdown match, which was a win for the Power, things haven't been going too well for either South Australian team and football chat has been a bit quiet around all Phoenix facilities.

## Board Member Retirement

After nine years of service, Steve Whitham recently retired from the Phoenix Society Board.

Steve joined the Board in 2002 and has seen Phoenix grow from employing 340 people with disabilities at that time to today where over 470 people are employed.

Steve's contribution to Phoenix through his involvement at Board level, particularly in the area of public relations, is greatly valued.

Steve has expressed a willingness to continue this involvement as a member of the Phoenix Board Advisory Group.

Everyone at Phoenix would like to thank Steve for his service as a Board member and wish him well in the future.



## Phoenix Wins with OneSteel



Phoenix's Whyalla facility was recently recognised at the OneSteel 2011 Excellence Awards.

Phoenix was awarded the Runner Up Trophy in the Customer Service Excellence Contractor Group category.

This achievement was in recognition of the work undertaken on-site at OneSteel Whyalla by the Phoenix maintenance crew. The team are pictured here with the trophy and a certificate (from left to right) Craig Lisk, Scott Mackaway, Supervisor Barry Croft, Owen Hocking, Steven Martin, Supervisor Pam Wright and Steven Walter.

Congratulations to everyone at Phoenix Whyalla.

## Phoenix Ambassador Ali Carle

Ali Carle's life is very busy looking after her one year old daughter and co-hosting a new breakfast radio show - but she still finds time to drop in and say hello to everyone at Phoenix. Ali was Phoenix's first appointed Ambassador and likes to keep in touch when she can. Ali has a brother with a disability who works in an organisation similar to Phoenix in Brisbane so she knows first hand the benefits that Phoenix provides in the community.

Ali recently spent some time visiting Phoenix's Gepps Cross and Elizabeth sites and also dropped by to see the new Phoenix Connect facility at Mawson Lakes.



*Above: Ali having fun with some of the Gepps Cross employees*

*Below: Contact Centre Manager, Jane Doyle gave Ali a tour of the new Phoenix Connect premises at Mawson Lakes.*



*Above: Ali with Gepps Cross employee Norman Heron who features in the Phoenix television commercial - Ali turned the tables and asked for Norman's autograph !*

