

Merry Christmas!

Liberty Community Connect



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Greetings from Management

Jo Todoruk, General Manager



Season's Greetings, Festive Cheers & All the Best for a Great New Year!

Holy mурphy and ho, ho, ho ~ can you believe it is Chrissie yet again! If your 2018 has been as busy as ours here at Liberty then, to say the least, it must have been productive. I don't wish on anyone that their pace has been quite as hectic as ours but, in saying that, I do hope you have had lots of opportunities and created memories of the year that will bring you a smile or two to store in your bank of memories!

So, how does one reflect on the past twelve months and the twelve that are yet to be? I think that for Liberty delving our way further into the worlds of home care packages (HCP) and the National Disability Insurance Scheme (NDIS) has been really exciting ~ a learning curve to say the least! We have been able to support people who were already receiving services from us and to welcome new folk to our family. These packages can offer a much higher level of support than what our programs and services have historically provided. In assisting clients, we have done the homework for you, connecting with like-minded businesses to offer additional support that is beyond our capacity. Slowly, but surely, we continue to move forward in a positive direction.

Planning for our exciting new world of individual packaged care, alongside bulk funded services, we have reviewed our team's talents and created new positions, as necessary, in readiness for the fast pace that we anticipate 2019 will bring. Preparing for growth, we have expanded the number of our direct care workers ~ with thirty six awesome support staff now greeting our clients face to face through any of our home and/or community services. Liberty also has a team of thirteen staff who work behind the scenes keeping the engine oiled and running smoothly. It is impressive how this team have embraced HCP and NDIS and are preparing for further changes in the early new year.

We recently celebrated the achievements of the last year at our Annual General Meeting. It would be remiss of me not to acknowledge the contribution of our hardworking committee who generously donate their time and expertise to make sure Liberty can make a positive difference and promote client independence in our community. I would like to thank outgoing Treasurer, Chris Wilshire, for his commitment and welcome James Yoo, our incoming Treasurer. We are looking forward to James sharing his knowledge with us.

Being an approved provider of aged and disability services means that every three years we must participate in a National Quality Review. This process confirms whether or not we are meeting the required standards under applicable legislation. Proudly, Liberty has consistently achieved a high standard in this review and on 12 February 2019 we aim to do the same. Client and staff participation in this appraisal is compulsory and in early January we will receive information on this process. To my knowledge there will be confidential questionnaires and some client interviews taking place and we will forward details on to our clients once received – watch this space!

Providing such a vast level of supports Liberty wants to ensure that everyone is aware of who, and where we are, and what we do. A step in the right direction in regards to this has meant that we have re-developed our website. Please take a look as there is likely to be a bunch of information that could make your life better. <https://libertycommunity.org.au>

Well, hopefully you have been an avid reader of our Quarterly Magazine throughout 2018 so you are well and truly up to speed on our comings and goings. As usual - please do give us a ring if we can be of any help with your aged and/or disability services.



Wishing you joy this holiday season and a happy new year,

Jo & the team that is
Liberty Community Connect



Greetings from Management

- Allan Reeve, Operations Manager

Christmas is a wonderful time of the year - family and friends reconnecting and getting together to celebrate, gifts are passed around and we all have just a little too much Christmas ham! It's not quite the same for everyone. For some, it's a reminder of loss and loneliness. We don't like to think about it but it is a reality. This is one of the reasons Liberty embraces the Christmas

season. We don't hold back. We are tinselled up, carolling all the way, trimmings and gifts! For many of our clients we are family and celebrating with us gives reason to be glad in a sometimes lonely season.

It is perhaps surprising to know that according to the 2018 Australian Loneliness Report, one third of Australians say they don't belong to a friendship group and fifty percent of people say they experience feelings of loneliness on a regular basis. The opportunity to create friendships, to socialise and enjoy the company of others is closely linked to not only better mental health but also to our overall physical wellbeing.

Every time you jump on board the Liberty bus, sit down to a meal at our table, get a visit from one of our team or get out and about to explore the Gold Coast with us, you are potentially improving your health on every level. Simple things that many take for granted but, here at Liberty Community Connect, we know that it's life changing. Connection and belonging, being missed when you don't turn up, a hug when you do contributes to a better life and forms part of the essential support that we all need to live a life of our choice.

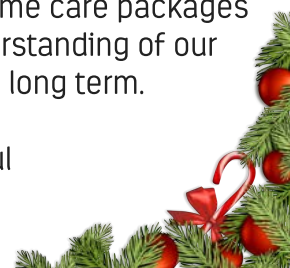
If you find yourself in moments of loneliness wondering what you can do about it, give us a call. We can come to you or you could come to us. We have group activities, small groups and can even tailor one on one support so that you can get to do the things you would like to do. Call us during business hours on 5578 1668 to get the ball rolling. A change can start with one brave phone call.

- Vitay Kaitinis, President

The Royal Commission into the banking sector and the upcoming Royal Commission into the aged care sector will have a significant and lasting effect on how organisations are managed. These Commissions deliver a timely reminder to those of us with the responsibility of governance for a not for profit organisation. A number of issues have been highlighted through these events, in particular the need for good governance processes to ensure organisations are meeting their obligations to the community.

Responsibilities became a focus of the management committee's discussion during the latter part of the year, and will continue to be in 2019. To ensure the committee's legal and moral duties are identified and understood, arrangements were made for the committee to receive updated information regarding sector developments and new directions using a mix of guest speakers from both the community and private sector. For example, presentations have been delivered to the committee and senior staff surrounding risk management, financial management, policy and governance. Presentations and information sessions have also highlighted the changing environment in which Liberty is operating, and there is no better example than the NDIS roll out where a number of organisations have hit significant hurdles in adapting their business models to this Scheme. Ensuring long term sustainability to meet future challenges and opportunities, Liberty has closely monitored and reported on the practices and processes of NDIS and home care packages while also evaluating our traditional business model. This data will provide us with an understanding of our core services, what they involve and what the budget implications will be in the medium to long term.

Finally, I wish everyone a safe and happy Christmas and look forward to another successful year of Liberty delivering services to the community.



Home Care Packages

Our home care packages are humming along nicely and we continue to hear of people receiving notification that they have been allocated a home care package. We have welcomed new clients, which is wonderful to know that the community is aware of all the fantastic things we do here at Liberty.

Home care packages are not limited to nursing or in home support but can offer allied health services, acupuncture, naturopathic therapies, lawn mowing and garden maintenance, spring cleaning, window cleaning and minor maintenance jobs around the home.

You can also join one of the social groups here at Liberty or, if you prefer, you can head out into the community on one of our buses.

There is still a lack of understanding on what a home care package is and how it can support you. I really encourage you to contact Rowena, on 5585 1312, who will happily discuss and/or visit you at your home to go through how a home care package can provide you with a vast range of services that will assist you to maintain independence in your own home for as long as you choose.

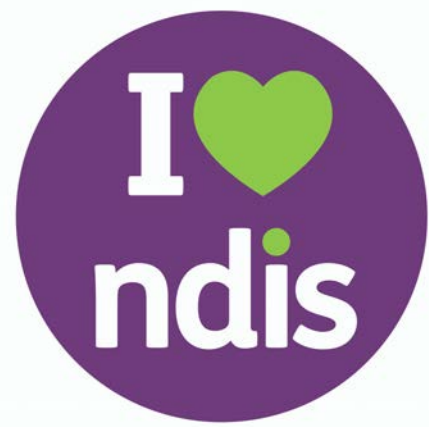


Margie's Story

Rowena can be
contacted on 5585 1312
to answer your
questions about home
care packages

On the whole I don't know where I would be without Liberty. It has been great getting to know Grant and Wendy, they are wonderful people. I look forward to Thursday and spending time with everyone. It's the only day I have dessert - if it's watermelon, well, I will remark on that loud and clear! I have met some really nice people, we are all fairly light hearted and we enjoy being cheeky to one another. Lorraine and Ray (volunteers) are great.

I greatly appreciate the benefits of a home care package and any help that is given. I feel privileged I have a package. CC (my dog) just loves the staff that visit my home. He thinks they are there for him. Everyone that enters has to acknowledge him first. Having Liberty and the package has definitely increased my independence and assisted me to improve my life. I had major depression and it can be very easy to slip back into and I am always thinking of others and their needs too. If I didn't have Liberty I don't know what I would do.



It has been a steady paced transition for our clients who have been approved for funding under the National Disability Insurance Scheme (NDIS). Quotes for services continue to be discussed and agreements for services signed, with minimal disruption for current clients. With NDIS being new for all of us, we are grateful for everyone's patience as we work together to optimise opportunities for all participants. We are also experiencing a growing interest in our service delivery in the wider community.

Our dedication is focused on assisting our current clientele with accessing NDIS or, alternatively, assuring they have the appropriate documentation for continuity of the supports they currently utilise. We are connecting our clients with the right people to assist them through the application process. All people who are potentially eligible for the NDIS need to apply as soon as possible. If your application is unsuccessful you will need to provide us with a copy of your letter so that we can continue with services. This will be required so you can continue to access alternative government funding for support.

**Please contact
Rowena
on 5585 1312
to talk about your path with NDIS**

I would like to share with you the story of one of our courageous participants, Alan, who has been successful with his application. Like they say, "Behind every great man there is a great woman," and that lady is Alan's lovely wife Julie.

Here is their story



ALAN & JULIE'S STORY

My husband has a brain injury and I am his sole support. Over the years we have moved from agency to agency due to his unique support needs and for many years we had no support, but when we turned to Liberty they were able to suggest changes in Alan's respite that meant he had more staff who could understand his needs, which has been beneficial for everyone concerned.

My husband is a very social person and loves chatting to people and being included, going out, having coffee and eating. I appreciate that the staff make sure that he follows his eating plan - an important aspect of his needs. It is those little things that make a difference. Between the centre based respite and occasional outings he thoroughly enjoys his time with Liberty.

The centre based activities are fantastic and the pottery and art works created with an amazing volunteer artist were something clever and inspirational for everyone. The program also offers brain teasers, general knowledge discussions, current affairs discussions, cooking, games, computer skills, arts and crafts and other activities to ensure the clients maintain their brain function. It is done in fun ways and, while not increasing independence or improving our life, it certainly stops the stagnation of my husband's brain as he gets extra mental stimulation and keeps him thinking.

With the introduction of the NDIS, Liberty staff have been of great assistance. I manage my husband's plan and the NDIA pays the bills. I have discussed our needs with the staff at Liberty and between us we are learning how to best move forward and how to fill out the required online components of management as there are not enough guides to inform you on the website. For us it is fantastic to be able to make the decisions and then, with support, implement them. I can't thank the staff enough.

Liberty is such a fantastic organisation which is heart centered and offers its clients a family support type environment. It is the type of volunteers that are attracted to Liberty and the behind the scenes organisation and training given to staff that makes it unique.

Home Services



LIBERTY'S HOME SERVICES
WILL BE CLOSED
ON THE FOLLOWING
PUBLIC HOLIDAYS:

25 DECEMBER - CHRISTMAS DAY
26 DECEMBER - BOXING DAY
1 JANUARY - NEW YEAR'S DAY
28 JANUARY - AUSTRALIA DAY
HOLIDAY



In home services will continue as normal over Christmas, excluding only the public holidays. If your service falls on those days we will contact you and do our best to reschedule your service to another day.

Please let us know in advance if you are going to be away for Christmas so we can adjust the roster. I should also mention, your support worker may be on leave over the festive season but, rest assured, we will do our best to have another one of our fantastic support staff visit you instead.

If you would like some extra shopping leading up to Christmas, and you need support to do this, give us a call and we can organise for one of our support staff to take you. Maybe you would like to go to Robina, Westfield, or Southport. Give us a call for further information.

We would like to welcome Yuka Harada, the newest member of our team. Yuka is as excited, as we are as she embarks upon a new career. We continue to hear about the wonderful things she is accomplishing with our clients.

Liberty's subsidised lawn mowing service aims to support elderly people, and people over 65 with a disability, to maintain their independence and assist them to stay in their homes. Please call Vicki on 5578 1668 to enquire about this service.



Please phone Chance, Vicki or Melissa
on 5578 1668
to discuss your home support needs



"Vieng comes into my home and helps me with the housework. I think Vieng is very good at what she does. She is always cheerful; she is very generous and just a wonderful person. Vieng makes time to talk to me, it is really, really good to have Vieng come into my home". Lyn



Sassy

MARGARET'S STORY

Margaret, 79 years young, receives home services assistance and says Christmas for the last couple of years has been made so much more joyous thanks to the help Liberty gives to her in ensuring her house is sparkling clean for her many merry guests. Margaret suffers from asthma and has breathing difficulties. The services Margaret receives, including domestic assistance, lawn mowing and window cleaning, "is an absolute blessing." Christmas is very special to Margaret because firstly, "Jesus is the reason for the season" and,

secondly, her beloved cat, Smoky Ash, came to join her four years ago when she was asked by a friend to care for him over the festive season. The friend promised to collect him but never did, much to Margaret's delight because Smoky has become her constant companion since her husband moved into a nursing home. This Christmas will be their last Christmas celebration at Paddington Cottage because Margaret is downsizing, but she's looking forward to Liberty continuing to assist her in her new, albeit smaller, home.



Leisure & Lifestyle - Centre Based ageABILITY

***The Leisure & Lifestyle Program
will be closed from
21 December - 1 January
and on 28 January***

Celebrating the Life of Elvis Presley

With the anniversary of Elvis's passing, we had a week of celebrating his life by inviting Roy to come and perform all of Elvis's hits. To our delight, half way through the show, Roy got dressed up as Elvis and kept singing to us looking like the King himself. It was so good to see that everyone knew all the songs and were singing along. After the concert there were lots of laughs and photos with the King.

Seniors week

Seniors Week is such an exciting week, with every day spent out in the community. Places we visited were Ross Evans Garden Centre, a rock n roll concert at Helensvale Library, Healing Hooves in Nerang, Mudgeeraba Heritage Centre and a musical variety show in Nerang. It was so lovely to see and be involved in what the Gold Coast had to offer for Seniors Week.

Dementia awareness

Understanding Dementia Week was a great way to raise awareness about dementia and to encourage everyone to talk and share their own personal stories about family or friends who live with dementia. There was lots of information provided, puzzles and games to help with everyone's memory, as well as gaining an understanding of ideas that may assist with the prevention of dementia.

**To book your place in any of our
Leisure & Lifestyle Programs phone
Nahum on 5578 1668**

Christmas is almost here – the decorations are up and the Christmas food is in abundance. Santa has visited to deliver the festive message, receiving hugs and kisses in return from all. Another surprise visitor followed – our guest entertainer Lachlan singing all our favorite Christmas songs as well as some beloved originals from Elvis Presley to Frankie. Tears of joy rolled down some of our faces as clients and staff joined together to sing and dance along.

We are always busy – cooking, singing, dancing, games, craft and outings, but it is the simple conversations that happen around our dining room table that make the most memorable days. Allowing time to share special memories of life and loved ones, especially at Christmas, reminds us of the importance of friends and connection. Sandra recently shared with us a special Christmas memory of her husband – a once in a lifetime cruise.

Let's set the scene . . . setting out from Auckland on a magnificent evening, staying outdoors to take in the scenery . . . the sun set and the ship drifted away. Sandra and David wined and dined in style and took advantage of all the ship had to offer - swimming, walking, entertainment, shopping and more. Christmas Eve was particularly special – anchored in the Bay of Islands. After a day of sightseeing and a picnic onshore, the ship indulged guests to a glorious night of entertainment and spectacular food, including sculptures of animals and ships made out of pastry. On this night, snow fell making for a magical and unforgettable evening. Father Christmas arrived by helicopter the next morning and balloons floated down from the ceiling, complimenting the beautiful array of decorations. The Captain's greeting was followed by an army of waiters who lit the brandy before guests indulged in the Christmas puddings. Sadly, this was the last holiday Sandra shared with David. She still wears the beautiful pieces of jewelry David bought for her on the cruise, a reminder of a wonderful Christmas, and life, shared with her husband.

A Swedish proverb says a "Shared joy is a double joy; shared sorrow is half sorrow". At Liberty we create an environment where you can connect with friends, remember the past and have fun making new memories.

**Phone Nahum
on 5578 1668
to be a part of
this program**



Leisure & Lifestyle - Centre Based disABILITY

*Our Centre Based disAbility Program
will be closed on the following
public holidays:*

25 December - Christmas Day

26 December - Boxing Day

1 January - New Year's Day

**28 January - Australia Day
Holiday**

Leisure & Lifestyle - Out & About *dis*ABILITY

There will be no Out & About Program from 21 December - 1 January or 28 January



Remembrance Day 2018 was the 100th anniversary of the armistice which ended the First World War. On this significant day our Out & About group engaged in a social outing to Hinze Dam and, as we sat to enjoy the day, we had our own pre-Remembrance Day Ceremony. We spoke amongst us about the impact that the war had on our lives and whether any family members were involved – and many were.

As the 11th hour, of the 11th day, of the 11th month approached, we were discussing the story of the unknown soldier, who was ceremonially entombed in the Hall of Memory in France.

Unexpectedly, we were surrounded by what seemed like a squadron of Kookaburras laughing loudly then, as if on cue, one minute later they stopped laughing. We sat, amazed, and while the birds were silent Grant recited the Remembrance Day Ode. All agreed that it was a memorable and remarkable Remembrance Day.

**WHEN YOU CAN'T
FIND THE
SUNSHINE
BE THE SUNSHINE**



Recently, one of our support workers, who is a passionate gardener, spoke to our group about the joys of growing their own vegetables. Despite some initial concerns of limited room, people decided to use pots and boxes to overcome the space concerns. Tomato and cucumber plants were generously donated and, with dirty hands and the smell of fresh herbs, the planting has begun.

Liberty's community access group travels far and wide to enjoy the benefits of the beautiful Gold Coast. We support people by providing opportunities to connect with our community and to do so as independently as possible.

**To book your seat
on the bus phone Nahum
on 5578 1668**

Scissors 'n Sass



The salon has been named!
Drum roll please

.....

~ Scissors 'n Sass ~

I aim to tease

was the name chosen.

A big thank you for all your suggestions and also to Jo for the great sign that now hangs on the door.

Now the festive season is not far away so Christmas hairdo bookings have started. Don't miss out on a booking for a chic new style.

I am taking a little holiday over the festive season. My last day will be Thursday, 20 December and I will be back Monday, 7 January. I hope everyone has a great Christmas and a big thank you to everyone for making my job as the hairdresser a fun loving, and sometimes a little interesting, day's work.

Merry Christmas, Happy New Year, stay safe and I will see you all in January 2019.

Love to all,
Lorraine.



LORRAINE'S STORY

I have been attending Liberty now for over a year and it is such a wonderful place to come every week. Each Sunday I set aside time to pick and layout my outfit, and shampoo and set my hair ready for Monday. I enjoy the company of my Liberty friends and the hard working staff and volunteers, and I have made some lifetime friends since being at Liberty. You know you will always have a good laugh no matter what.

Melbourne Cup this year was so wonderful. In the lead up to the day I made final touches on my fascinator, bought a new pair of stockings and on Sunday pressed my outfit. Although Monday was not the running of the Melbourne Cup, Liberty still put on a wonderful day to the lead up to the Tuesday race. All the food and drinks were lovely, especially having a glass of sparkly for lunch. The day was full of Melbourne Cup games and, of course, we put in for the sweeps too, and "I was in the money, honey" - I was really happy as I won second place on the sweeps. At the end of the day I sat with the lifestyle team and talked about next year's Melbourne Cup and to help name Liberty's wooden horses. When I went home I wrote up a mounting yard report ready for next year's Melbourne Cup horses.

Thank you Liberty for making my Monday visits so special.

Community Connections

Wellness Weeks

07 - 11 January 2019

18 - 22 February

We welcome you to join us at the Centre for a cuppa and to take part in our 'Wellness Week' where we encourage your overall health, wellbeing and education to keep you living safe and independently in your home.

Podiatry is also available during these weeks.

CONNECT 2 TECH

Liberty hosts a six week basic beginners computer course to support you in this digital age. You will learn skills such as using email, Google, browsing the internet, downloading music, games, puzzles, setting up your own Facebook page and much, much more.

Liberty's Community Connections programs includes Man 2 Man, Girl's Day Out, Connect 2 Tech, Carer's Pamper Day and Wellness Weeks. To make enquiries about these activities please phone Nahum on 5578 1668.

Deja Vu

Well here we are again, almost at the end of another year. Time to be thinking about the approaching festive season and all that it entails.

In the retail world, the shops are already displaying their Christmas wares to tempt you. So, not to be outdone, I have decked the shelves with bells and holly.

Recently I have been home (to Townsville) to visit my lovely mum. After 67 years of living in the same house, which my father built, she now resides in a nursing home. A lot of her time is spent writing quirky poetry and rhymes about her life experiences. This gives her great joy so the following is my attempt to be just like mum:

Christmas is coming quickly and the weather's getting hot,

It's time to be creative and think about the shops.

Stock is arriving daily, donations big and small,

Awaiting your selection – come see them, one and all.

A book to read, some sweets to eat or something new to wear,

A pair of shoes, some bric a brac and even a teddy bear.

Jewellery, handbags, belts – just to name a few,

Oh! – as well as glassware, craft, crockery and jigsaw puzzles too.

The list, it just goes on and on and trust me when I say,

Many thanks to all who donate, it really makes my day!

Next time you are at Liberty and are in need of something new,

Come and visit me at Deja Vu and I'll see what I can do.

Sharyn





Community Connections - Man 2 Man

Absorbing some of the holiday atmosphere, our men's group made our way to Cascade Gardens, where we indulged in some sandwiches, tea, coffee and dessert, before heading off to our sailing rendezvous at Emerald Lakes.

On arrival all eyes were peeled, searching for some action on the water and there was – small yachts, at times screaming across the lake in the gusty conditions. We later learned that the sailors were getting in some practice before the racing commenced.

We were warmly greeted by the Race Coordinator, Warwick. After setting up our chairs, and getting comfortable under the shade of a few trees we were ready and eager to watch some racing action.

Over the next hour or so we learned that you can buy a brand new handmade radio controlled one metre class racing yacht for around \$5,000, with second hand yachts starting at approximately \$1,000. Real sailing experience is an advantage when racing these yachts and we were all surprised at how fast they could travel across the water. The competitive banter between the sailors as they were racing was very entertaining.

A good day was enjoyed by all in the outdoors, combined with the spectacle of small yacht racing that none of us had previously experienced.





Community Development

Building Bridges, Not Walls was the theme for our mini expo and information evening held on 15 November. We had a great attendance, excellent speakers and exhibitors and it was a brilliant night and a genuine success. Clients and attendees expressed that they really enjoyed the evening. Thank you to all of the staff who were able to attend and volunteered their time to support the evening, and to everyone who promoted the event to our clients. Liberty has a wonderful reputation in our community and you can all feel immensely proud to be part of the team, because it's YOUR team!

Christmas Raffle !

A huge thank you to all who have purchased tickets in our Christmas raffle. Tickets are still available for purchase until 11 December, with four fabulous prizes up for grabs. Please ask any of the staff and/or at reception about purchasing tickets before it's too late. The raffle will be drawn on the 12 December, winners will be notified by Anita, our Community Development Officer.

Thankyou to the organisations and individuals who have made donations or provided sponsorships over the last few months. Liberty has been able to put donations back into its programs and sponsorship covers those extra costs or needs that our funding does not provide for, such as purchase of vehicles and buses. A new van is most definitely on the wish list so that Liberty can continue to provide a door to door service - a vital part of the services we offer.

Thank you to the following who supported our expo evening:

Liberty Healthcare, All Steps Aged Care, My Link, Kalwun, Star Community Services, Hinterland Physiotherapy, Carers Queensland, Simply Caring, Australian Hearing, Prosperity Planning Partners, and guest speakers Frances MacKenzie and Peter Howard - NDIS, Colleen Johnston - Star Community Services and Jenny Scott - Liberty client

Our Thanks



The Hon Steven Ciobo MP, Federal Member for Moncrieff, generously prints our quarterly Magazine in colour for our clients, for which we are extremely grateful.



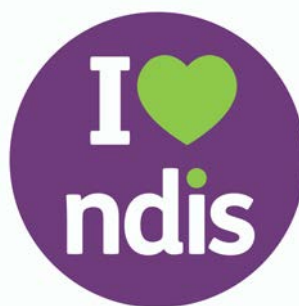
The
Department
of Health

Funded by



Queensland
Government

Red Mo
HAIRCUTTERS



IMPORTANT CONTACTS

ADA Australia - Aged and Disability Advocates - 1800 818 338

Able Australia Transport - 5600 0700

Aged Care Complaints Commissioner - 1800 550 552

Beyond Blue (depression, anxiety and related disorders) - 1300 224 636

Carers Queensland - 1800 242 636

Deaf Services Queensland - 3892 8500

Disability Information Service - 1800 177 120

Energex (power supply/outages) - 13 62 62

Gold Coast City Council Seniors and Disability Directory - 1300 465 326

Lifeline (counselling and support) - 13 11 14

Life threatening emergencies (critical or serious situations only) - 000 or from mobile 112

Meals on Wheels, Nerang - 5596 1026

My Aged Care - 1800 200 422

NDIS Get Ready - 1800 772 383

Seniors One Stop Information Line (no question too big or small) - 1300 135 500

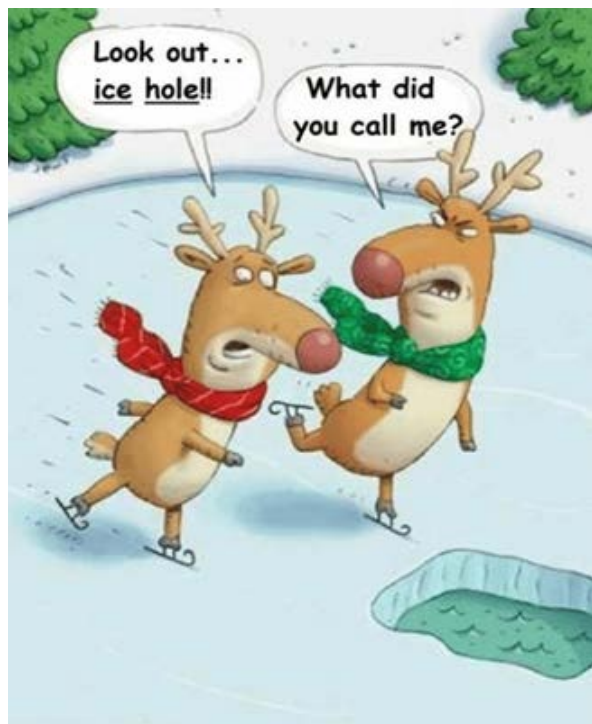
State Emergency Service - SES (flood and storm assistance - fallen trees, roof damage, floods) - 13 25 00

Transcend Community Transport Services - 5539 3733

Volunteering Gold Coast Transport - 5526 5288



Just for a Laugh



The sight of my mother cleaning her dentures fascinated my young son. He sat riveted as she carefully took them out, brushed and rinsed them, and then popped them back in. "Cool, Grandma!" he said. "Now take off your arm."

SERVICE DELIVERY POLICY NO: 7.7

POLICY STATEMENT:

LIBERTY ensures that clients have the opportunity to develop and maintain skills and lifestyles and to participate in activities that support them to have valued roles in the community.

PROCEDURES 7.7.1

All Liberty policies, procedures and practices recognise and promote the value and contribution of clients by:

- respecting their rights and choices;
- ensuring that all documentation and promotional material reflects the skills, value and contribution of clients;
- encouraging and supporting clients to make informed decisions and lifestyle choices;
- providing individualised support to develop skills and lifestyles that are valued in the community;
- ensuring that support is functional, age appropriate and outcome based; and
- encouraging and supporting clients to enhance their independence.

LIBERTY FEEDBACK

As we all know "little things matter" and it's often the small details that make a big difference. So big or small we want to hear from you. What do you love about Liberty? What do you think could be improved? It certainly matters to us if it matters to you, but we won't know unless you let us know.

We encourage you to:

- Send us an email (allan@libertycommunity.org.au)
- Give us a call on 5578 1668
- Fill in the feedback form and return to us at the centre or post to PO Box 446, Nerang Qld 4211

FEEDBACK FORM

Name: _____

Phone : _____

Suggestions/Complaints/Feedback : _____

DIRECT DEBIT DATES

A big thank you to all clients who have their fees directly debited as this significantly reduces cash handling and the time your support worker takes collecting payments. We remind you that deductions occur 10 – 23 days after the date of service to allow us to verify that the services took place. Please keep a record of your services in case you need to phone us to query your deduction. A list of dates your fees will be deducted, and the dates to which they relate, are listed below:

December

Debited on 21.12.2018 : Fees for services between 29.11.2018 - 12.12.2018

January

Debited on 04.01.2019 : Fees for services between 13.12.2018 - 26.12.2018

Debited on 18.01.2019 : Fees for services between 27.12.2018 - 09.01.2019

February

Debited on 01.02.2019 : Fees for services between 10.01.2019 - 23.01.2019

Debited on 15.02.2019 : Fees for services between 24.01.2019 - 06.02.2019

March

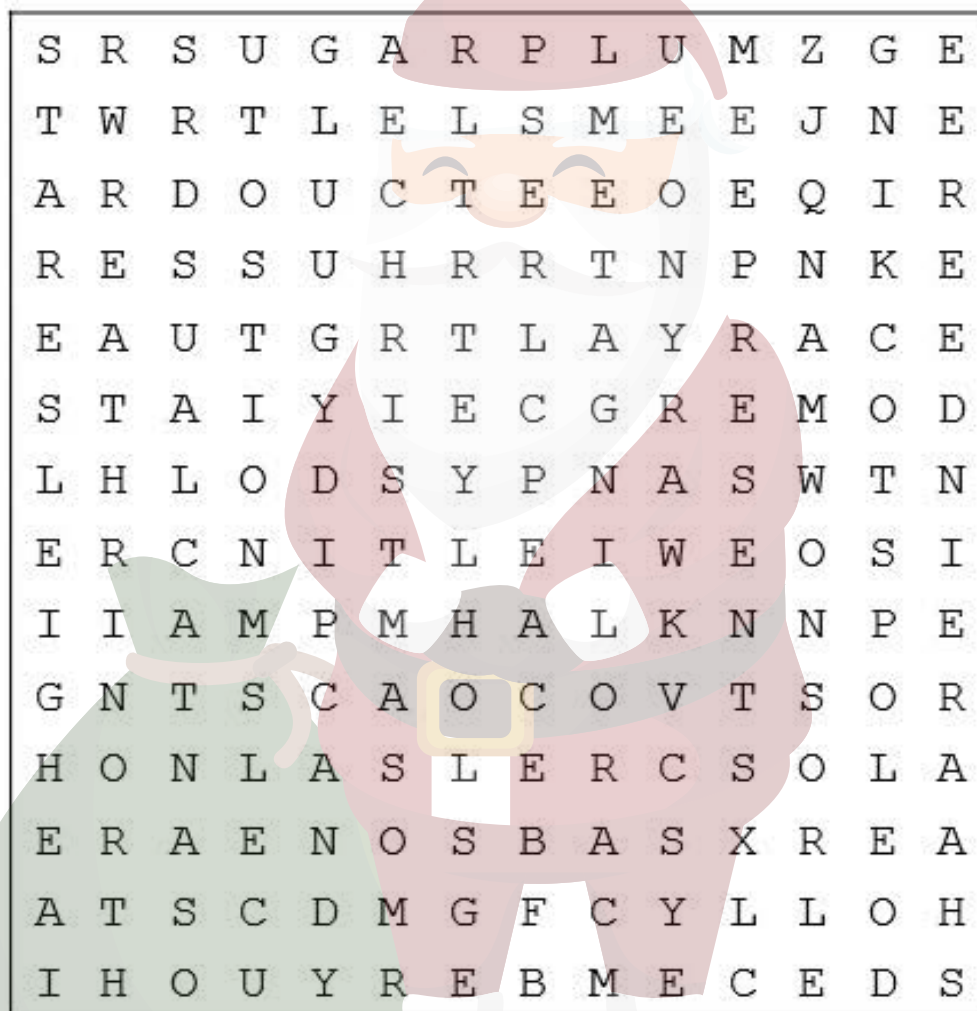
Debited on 01.03.2019 : Fees for services between 07.02.2019 - 20.02.2019

Debited on 15.03.2019 : Fees for services between 21.02.2019 - 06.03.2019

Debited on 29.03.2019 : Fees for services between 07.03.2019 - 20.03.2019

CANDY
CANE
CAROLING
CHRISTMAS
DECEMBER
HOLLY
LIGHTS
MERRY
MISSELTOE
NORTH
PEACE
POLE
PRESENTS
REINDEER
SANTA CLAUS
SLEIGH
SNOWMAN
STAR
STOCKINGS
SUGARPLUM
TREE
WREATH

JUST FOR FUN



A LITTLE BIT ABOUT LIBERTY

Liberty Community Connect offers a diverse range of support services on the Gold Coast. Opportunities include activities that are fun, interactive and offer choice and are available in either our 'home away from home' centre at Nerang or within the community ~ out and about exploring and participating in all that the Gold Coast has to offer. Additionally we assist with support within the home - house cleaning tasks, shopping, appointments, personal care/hygiene, laundry and respite care (to name but a few). Allied health services, such as podiatry and a broad range of support on various health and wellness issues, lawn mowing and yard tidies are also available. We tailor support ranging from basic needs under the Commonwealth Home Support Programme and Queensland Community Care funding, to managing a diverse range of services through home care package funding and the National Disability Insurance Scheme. All up ... we're the true meaning of a one stop shop in supporting people to live in their home and to be a part of their community ensuring a better life for all.

SO, HOW CAN YOU
MAKE A DIFFERENCE
AND EMPOWER
PEOPLE TO ACTIVELY
PARTICIPATE AND LIVE
A LIFE OF THEIR
CHOICE ?

Volunteering

People choose to volunteer for a variety of reasons - for some it offers the chance to give something back to the community or make a difference to the people around them, and for others it provides an opportunity to develop new skills or build on existing experience and knowledge. Liberty has a range of volunteering opportunities available. If you are interested in becoming part of our team phone Cassie on 5578 1668



Donations and Bequests

It is through the generosity and the power of community that Liberty can continue the great work it does. **DONATIONS** make a difference and go directly towards the enhancement of services and meeting the needs of our community. **BEQUESTS** form the financial basis of most major Australian charities and are absolutely essential for ensuring the good work continues into the future. We invite and acknowledge **PARTNERSHIPS** and **SPONSORSHIPS** in a variety of ways, including in our Magazine, on our website and via social media.

We welcome your enquiry to find out more about us.

For more information please give us a call on 5578 1668, go to our website at www.libertycommunity.org.au or drop in and see us at 31 Martin Street, Nerang.

I am happy to support the work of Liberty Community Connect in enhancing the quality of life for people with a disability, people who are older, their carers and their families.

All donations \$2 and over are tax deductible

Name : _____

Email : _____

Phone Number : _____

Address : _____

Postcode: _____

Amount Donated : _____

I have included Liberty Community Connect in my Will Y/N

Payment Type: (please Circle)

CASH CHEQUE ELECTRONIC TRANSFER

BSB: 633-000

Account No: 133382044

Reference: Your Name



Liberty Community Connect
is a registered Charity
(DGR 900 490 770)