

Liberty

Volume 66 ~ 2019

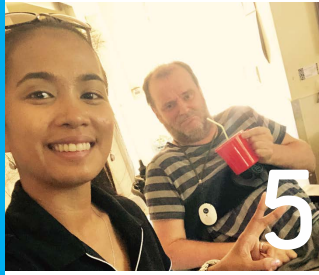
COMMUNITY CONNECT



Lovin' Life



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Greetings from Management

Jo Todoruk, General Manager

So here we are, well and truly on our way to the year of 2019...doesn't Christmas seem like so long ago! Here at Liberty we are all back on track and feeling confident that we are in the swing of things.

We recently had our Aged Care Quality Review and it is with significant pride that I confirm we have successfully met all quality standards. I am sure that most of our 'readers' have heard about the Aged Care Reform and the horrific care that some of our older Australians receive. At Liberty we absolutely pride ourselves on the quality of care that our clients receive so it was neither luck, nor accident, that we were able to obtain a high standard through our review.

Through the review a cross section of clients, committee and staff, at both management and support worker level, participated in one of various interviews. It is inspiring to have our work audited to confirm that we are meeting the required standards.

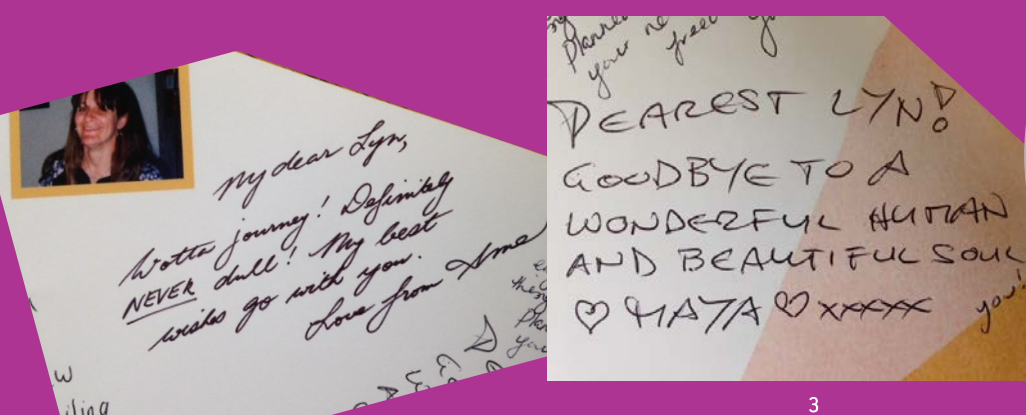
In the past 24 months Liberty has continued to expand our service delivery, enhancing our capacity to meet the needs of both older Australians and / or people who live with a disability. Two years ago we only received funding to provide very basic levels of care to our clients. We then increased our skills to ensure we could meet a higher level of needs for our clients who were aged over 65. These clients primarily now come to us once they have been assessed and approved for a home care package. Having approval to provide this higher level of support means that clients are able to stay with us as their needs increase rather than having to change service providers ~ continuity of care we call that!

Less than 12 months ago we commenced the journey into the world of the National Disability Insurance Scheme (NDIS). Much like home care packages this means that for people under the age of 65 living with a disability we are able to meet their needs, providing a higher level of support. As we speak, we are awaiting the outcome of our tender to continue to provide disability support to people with basic needs into the future. Evidenced through such things as the abovementioned Quality Review and our annual client survey, our clients tell us they love Liberty as their provider so, on that note, we continue to make sure that we strive to improve, to enhance our capacity.

Meeting all of the above means that we also need to consistently monitor where we are at as an organisation. In doing this we have recently commenced a re-structure, resulting in duties being reviewed and some new positions being created. I don't think this will cause our clients any confusion as, in many instances, only the duties and the title of positions may have changed.

In wrapping this up, I take this opportunity to acknowledge one of our long term employees, Lyn Pascoe, for her service to Liberty. Lyn has been with us for 25 years and has held roles including Diversional Therapist, Cook, Bus Driver, Home Support Worker, in administration and, lastly, as our Community Services Supervisor. As I have been here 28 years, Lyn and I have virtually 'grown up' together ~ watching our babies grow up and watching Nerang Community Respite Care grow into a very successful Liberty Community Connect. On behalf of Liberty we wish nothing but the best for the next chapter of Lyn's journey.

Keep well, have a Happy Easter and keep in touch ~ Jo and the Liberty team.



Greetings from Management (Con't)

Allan Reeve, Operations Manager



"Normal" - My normal and your normal can be totally different. As life happens with the blink of an eye what was once certain, ordinary and predictable can change. The loss of a loved one, a change in your health, a new job, the arrival of a baby - they all alter our "normal."

Today you might be pain free, energetic and up for an adventure but tomorrow you might, due to circumstances outside your control, find yourself in pain, isolated and alone. It's easy to judge others by what is normal for us. We can see a person in a wheelchair, or someone walking with a frame, or behaving in a particular way and we make judgements based on what is normal for us. It's a bit like reading your blood pressure - everyone has a "normal" for them.

At Liberty Community Connect we want all people to live the life of their choice. We put ourselves in the shoes of our clients so that we can see the world through their eyes and support their hopes and aspirations. We value the liberty of our clients and seek to connect people to their community. Next time you meet someone who challenges your idea of normal, take off your shoes and put yourself in theirs. You will most likely find that they are a champion in disguise.

Sometimes I *Pretend* **TO** **bE** **NoRmAl**.

BUT it gets boring,
so I go back to being me.

Vitay Kaitinis, President



Volunteers are a hidden treasure and their benefit to not for profit organisations and the community cannot be overstated.

Volunteers provide a diversity of skills, experience and knowledge. This is especially true of those who have left the workforce and are looking for future challenges to use their unique skills and experience in making a significant contribution.

Although volunteering has considerable benefits for the organisation, there are also great benefits for the volunteers themselves. Volunteering can provide opportunities for social inclusion, social opportunities, personal skill development and may even provide opportunities for future employment within the sector. There is also growing evidence volunteering can improve the mental health and wellbeing of volunteers.

Many dedicated volunteers assist and support Liberty in providing programs and activities which the organisation would not otherwise be able to provide to our clients. Not only are there cost savings, but volunteers also bring passion, enthusiasm and commitment, which adds to the overall culture of Liberty. Volunteers also have their own social networks, which are invaluable in raising the awareness and profile of Liberty in the community, which also assists in the building of future client relationships.

With over 40 volunteers working in various roles at Liberty there is a recognition Liberty has a responsibility to these team members. This responsibility includes the ongoing support and investment in our volunteers to capture their passion and commitment, while building skills for the benefit of Liberty, the community and, most importantly, our clients.

On behalf of Liberty, I would like to acknowledge and thank our volunteer workforce for their passion, generosity and ongoing commitment.



liberty
community connect

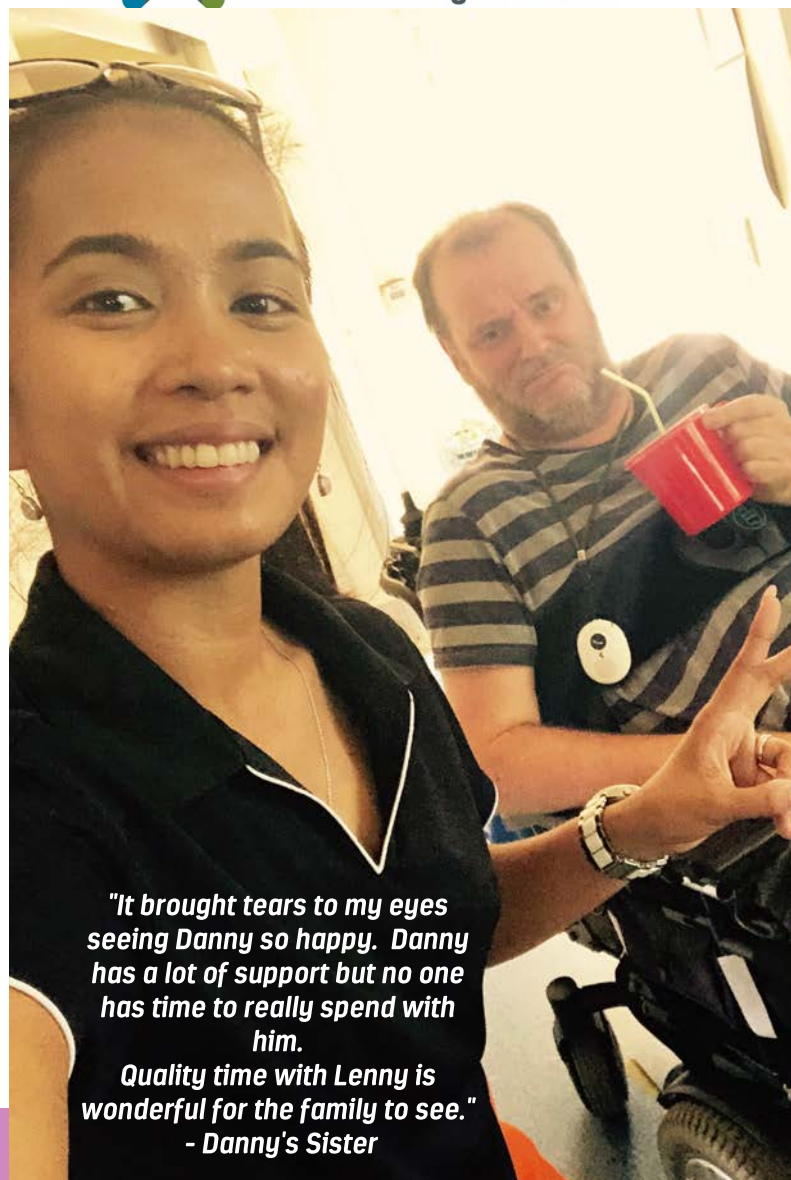
NDIS has become the new reality for many people living with a disability on the Gold Coast. This tremendous change is opening a new world of individual control and options, a welcome change which is not without its challenges. Our clients are settling into this new approach and we are thrilled to be part of their journey. As part of the planning process we are working side by side with our clients as they achieve some wonderful personal triumphs.

The Queensland Community Care (QCC) program has historically funded the services we provide to people living with a disability. This funding ceases on 30 June 2019 and will be replaced by the new Queensland Community Support Scheme (QCSS). The QCSS will assist eligible people who have support needs unable to be met through other programs, including the National Disability Insurance Scheme (NDIS).

The new QCSS funding will be time limited and will provide basic levels of support to eligible people to maintain and promote independence, capacity and quality of life. Liberty is currently contacting clients who may be impacted by these changes to ensure continuity of services.

QCSS funding is not available to people who are eligible for support via the NDIS. If you are under 65 you need to contact the NDIS on 1800 800 110 without delay, if you have not already done so, and request an assessment of your eligibility. We are currently supporting a number of existing clients who are working through their NDIS assessment process and we have seen considerable interest in our programs / services from new and existing clients who have an approved NDIS plan.

We have a range of group, small group and one on one options available for adults with a disability. The group programs are highly sought after, with some days already at capacity, and offer a full day program inclusive of support (staffed by friendly and qualified lifestyle support workers), transport, meals and activities. If you have questions about the services Liberty can offer under an NDIS Plan please call on Rowena on 5578 1668 and see how you can get yourself on the Liberty Bus!



"It brought tears to my eyes seeing Danny so happy. Danny has a lot of support but no one has time to really spend with him.

*Quality time with Lenny is wonderful for the family to see."
- Danny's Sister*

Danny is one of our long term clients living with a disability that makes it difficult for him to live without assistance. He attends Liberty's community access program and receives one on one support through his NDIS plan. Funding through the NDIS assists him to achieve the things he loves doing.

When I first met Danny in early January 2019, I was assigned to provide him with three hours per week of social engagement. Danny and I spent time on my first visit planning and making a list of the things he wanted to achieve and through this process I learnt a lot about his passions, his goals and what made him happy.

Together we have been exploring photography and I have helped Danny print the photos at Kmart, send emails to his friends, sell items he no longer uses on Gumtree and spent time getting to know him.

I am happy to know that through his NDIS plan Liberty can assist Danny not only with the things he needs, but also the things he loves!

Lenny - Lifestyle Support Worker

Kath & John's Story

Putting a "Tidy Touch" to one's retirement!

Kath and John Gabriel, like most retirees, expected their retirement years to be one of serene enjoyment. During their earlier married life, they had worked hard owning and managing a chicken farm, a plant nursery and driving trucks. It was time now for a well earned rest.

Unfortunately for them, their early retirement saw both Kath and John hit by various unexpected illnesses and ailments. John had to have shoulder replacement operations while Kath suffered from trembling hands and weakness in her knees which made it harder for her to move around freely, let alone drive herself where she wanted to go.

"For a couple of years I struggled with a walker just to get from the table to a chair" Kath said. She was in agony most days because her ailments were worsening and she could not do the activities that she could previously do.

While in hospital for a hand operation, a nurse recommended that she contact Nerang Respite, now known as Liberty Community Connect, for help with her household chores and personal care. "You never think your health is going to go downhill so fast but it happens. I was so depressed and I realized I needed help so I made the call. I am so glad I did because it was such a relief to have someone from Liberty come to assist me with my personal care and cleaning. I like things to be tidy in my house and it made me feel so depressed not to be able to clean to my usual standards" Kath said.

"Right from the beginning, Liberty's girls were great. They were confident, respectful, friendly and very helpful and it was lovely to see my house becoming so tidy once again" she added.

Now Kath, 79, and John, 84, are strong lobbyists for Liberty, telling all and sundry that they should get themselves assessed for a home care package so they too can tap into this wonderful help specially designed by the government to assist frail elderly folks.

Home Care Packages

Melissa or Rowena
can be contacted on
5578 1668
to answer your
questions about
home care packages

It was fantastic to learn that the government are designating \$282.4 million for an additional 10,000 home care packages. These will be released commencing 12 February 2019 across all levels:

Level 1 – 3,000
Level 2 – 2,500

Level 3 – 2,500
Level 4 – 2,000

If you receive a letter from the Department of Human Services referring to a home care package please contact Melissa on 5578 1668 to help you navigate the process. Our lifestyle support staff are also ready to help answer any questions you may have. This is exciting news for all those people waiting for a home care package or, potentially, waiting on a higher level of package. The assignment of packages do have a limited time within which you will need to choose your service provider so, please, do this within the designated time.

Now would be a great time to start thinking about the things that you want. Home care packages can offer physio to keep you strong and healthy, hydro exercising in the water to remove any stress on your body, acupuncture as a form of alternative medicine, hairdressing to maintain your locks, remedial massage to soothe the body and much more. There are so many experiences to be gained through a home care package to help with your health, wellbeing, and independence.

Leisure & Lifestyle - Centre Based ageABILITY

Waitangi Day is the national day of New Zealand, and commemorates the signing of the Treaty of Waitangi on 6 February 1840, which is regarded as New Zealand's founding document.

With a large New Zealand population on the Gold Coast, Waitangi Day was a week long celebration at Liberty with us dressing up in our black and white outfits and decorations and ornaments from all over New Zealand on display. New Zealand food was on the menu with jaffa cakes for morning tea and roast lamb for lunch, followed by hokey pokey ice cream. Our clients watched a video showing off the beautiful scenery of New Zealand, from the mountains and the snow to the many famous tourist attractions. Clients also shared some interesting stories with us.

Eileen welcomed everyone with a 'Kia Ora' greeting and sang one of the most famous kiwi songs, Pokarekare Ana – a love song. Ken joined in and their beautiful singing kept us entertained. After they finished Ken and Eileen also shared some stories of their younger days in New Zealand and the many adventures they had.

We also discussed the many food delights of New Zealand, including their famous seafood, hangi traditions, famous sweets and candies, including the pineapple lump which we all sampled. Delicious fruits, such as the kiwi fruit, pavlova (the source of friendly banter with Australia also claiming ownership) as well as award winning wines and cheeses were also part of the topic on New Zealand's culinary delights.

Lastly we spoke about the native birds of New Zealand including the famous "Kiwi", Kea, Kakapo Parrot and we finished off a wonderful day by watching a "live" You Tube clip of the famous native Albatross.

All in all, a wonderful week of celebrations for our New Zealand past compatriots, and also an educational week about what New Zealand has to offer.

What the Kiwis had to say:

Dorothy was born in Dunedin and lived there until she was 22 years old. She moved to Wellington for five years, married and then Dorothy and her husband moved to Christchurch. They enjoyed time together travelling around the South Island in their caravan. Dorothy has been living in Australia since 1989.

Jo and Dorothy recommend:

- a skiing holiday
- visiting Mt Cook, Queenstown, Arrowtown and the Watimao Caves and sampling New Zealand's fresh produce:
- lamb with mint sauce
- white bait fritters
- oysters (the Bluff oysters are at their best from February to October)

Dorothy has been part of our leisure and lifestyle group for six years and Jo for eight years.



Leisure & Lifestyle - Centre Based disABILITY



*Australians all let us rejoice,
for we are young and free*

G'day Mate! Fairdinkum! Our program created a great deal of discussion and laughter as we went through all things Aussie such as sayings, slang and icons. As the day progressed, some very interesting facts unfolded.

It turns out three of our clients had lived in the same area from when they were young until their mid thirties. Other group members were thrilled and joined in the conversation of nostalgia and a trip down memory lane about the beautiful beaches and region from Illawarra, Milton and Bateman's Bay through to Kiama. They shared many charming stories about fishing, beach outings and beach cricket, sailing and dancing. One lady had us in stitches recalling how she would sneak out of her bedroom window to go to the local dances. Her father eventually found out about her escapades when he discovered all her prizes under her bed when cleaning one day.

School days were also a hot topic of conversation and clients recalled the wobbly buses jolting to and fro. The more we talked, the more everyone remembered friends and relatives who had been to and experienced wonderful places and making the most of iconic Australian activities.

Sitting together with bottomless cuppas always entices many interesting stories to be shared in our group. Our clients love the opportunity to reminisce about days gone by and Australia Day was the perfect platform for this to happen.



Leisure & Lifestyle - Out & About *disABILITY*

Our leisure and lifestyle programs provide the opportunity for meeting people and, over time, strong friendships being formed. In community access we have had the pleasure of getting to know and forming a strong connection with Naomi. The following poem is dedicated to Naomi who is moving down south to start a new chapter in her life. We will miss Naomi's friendship, but wish her nothing but sunshine, good health and much happiness.

ODE TO NAOMI

We are so glad that we've met you
Although our acquaintance wasn't long
You've touched our lives so very much
And thanks to you we're strong.

Your friendship means the world to us
It really truly does
And we all just wanted you to know
You'll always feel our love.

We are going to really miss you
You bring brightness to our day
You'll never know what you mean to us
You are our sunshine in every way.

Just like the exploding of a star
You've changed us in and out
Your light will travel with us far
When other lights go out.

We wish you well Naomi
And this comes from the heart
That your world be filled with sunshine
In life's new chapter that you start.





Home Services

Christine's Story

Christine had never heard of Liberty Community Connect until 2012. After she contracted her third case of pneumonia, on top of debilitating rheumatoid arthritis, her illnesses, aches and pains made it really hard for her to carry out her household duties of vacuuming, cleaning and mopping floors, bathrooms and the porch. She really wanted her hubby, a truck driver, to return from work to a home that was sparkling clean, but her poor health made it a near impossible task.

As part of her rehabilitation program Christine was asked to attend the exercise classes organised by the Helensvale Community group and it was there she learnt about how Liberty can step in to assist her to continue to live life independently. Christine decided to contact Liberty and this once fiercely independent lady soon came to realise how helpful Liberty's domestic assistance could be.

"What the lifestyle support workers can do like vacuuming and mopping, cleaning bathrooms and toilets in just a few minutes would have taken me at least two hours spread over two days! Liberty has been a real godsend and I'm looking forward to trying out all the other additional services they currently have on offer, like driving me to a doctor's appointment and back as well social support, because it's getting harder for me to shop or drive on my own."

Do you feel perhaps the year is moving too fast for you, that you may have missed something along the way? For healthy living, it is important to look for ways to fill the void that may appear in life from time to time.

Here at Liberty Community Connect we can walk beside you and help you fill those voids. Please take the time to read through the services we have to offer. Keep in mind that if what you're looking for is not listed below, please call and talk to Melissa or Rowena because we may be able to incorporate your ideas and suggestions in our future service options.

Liberty's **domestic home care** services include (but are not limited to) light domestic household tasks such, washing, folding and ironing clothes, vacuuming and mopping, cleaning and changing linen, cleaning bathrooms, kitchens, laundries, dusting and organising and cleaning out fridges and pantries. The duties included in light housekeeping are those that maintain an orderly living space that allows the person being cared for to exist in a clean environment with peace of mind that daily tasks are completed for them. Light housekeeping, is offered and restricted to the client and those areas used by the client.

Heavier household duties can be provided through a home care package and these include, moving heavy furniture, washing windows, cleaning carpets, or scrubbing floors.

Social support services include visits to your home, helping you with shopping and other related activities, supporting you to medical appointments, helping you to access support groups and recreational activities, small group outings, eg Growing Stronger fitness classes or movie mornings. Our friendly home visits, outings and other helpful activities are designed to support seniors and younger adults to remain living independently at home and be involved in the community.

Liberty staff will work with you to maintain your **personal care** and are available to help manage personal tasks such as having a shower, assistance with dressing / undressing, feeding, grooming and eating. This type of care can assist you if you are having physical difficulties. Support is offered to people so they can live as independently as possible in their own homes and communities.

Caring for someone can be a valuable and rewarding experience but can also be stressful and may leave carers feeling emotionally or physically tired. If you are a carer, you should try to take regular breaks from your caring role. Our **flexible respite** service lets you take a well earned rest and may help relieve stress for both you and your loved one.

Liberty's subsidised **lawn mowing** service aims to support elderly people, and people over 65 with a disability, to maintain their lawns and assist them to stay independent in their homes.

Please call Melissa or Rowena on 5578 1668 to enquire about any of these services.

What's on at Liberty

Wellness Week 1 - 5 April

Come along and hear what the Heart Foundation has to say about our heart health.

Other interesting speakers will join us in upcoming Wellness Weeks on
13 - 17 May
24 - 28 June

*Podiatry is also available to eligible clients during Wellness Weeks
- phone 5578 1668 and make your bookings now*

Easter Raffle

Get your tickets now from reception or Liberty's lifestyle support staff

Drawn 17 April
Winners will be notified by Anita

Note your diaries that there will be no leisure and lifestyle programs or home services on the following

Public Holidays

Good Friday - 19 April
Easter Monday - 22 April
Anzac Day - 25 April
Labour Day - 6 May

Mothers Day Week

6 - 10 May

We are celebrating in style during this week.

If you like being pampered and eating delicious food, this week is for you!

Armchair Travel - All Things Italian

10 - 14 June

There will be music and scenery to set the mood for the day as well as interesting conversation about the history and culture of this fascinating country.

Direct Debit Deduction Dates for April, May and June:

12.04.19
26.04.19
10.05.19
24.05.19
07.06.19
21.06.19

If you are
interested in
joining any of
these activities
please call
Nahum on
5578 1668

Connect 2 Tech

Starts 12 April

This very popular basic beginner computer course provides tuition for two hours per week to teach skills such as downloading music, games, puzzles, browsing the internet, using Google, setting up a Facebook page, using email and much more.

The cost is only \$10 per week for 6 weeks and includes morning tea.

Easter Week 15 - 18 April

Join in the Centre based programs for some crafts and food



Deja Vu



Community Connections

Hi to all,

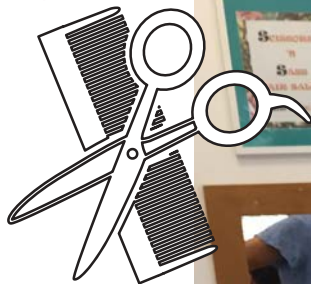
Well what a lovely start to 2019. It was great to see the Liberty family return and reconnect with friends and acquaintances. The warmer weather has made itself known but how good is it to be in the air conditioned comfort of the centre?

Déjà Vu, as always, is brimming with bargains and the stock is varied and interesting. There is not a week that goes by when I am not heard to say "What do you think this is?" This is where Google proves to be helpful along with the knowledge of others. Thank you to those who donate and those who purchase our stock. Your support is greatly appreciated.

Next time you visit the centre, come into the shop and we will find that special bargain for you.

Cheers,
Sharyn from the shop.

Scissors N' Sass



A big welcome to 2019 and I hope you had a great time with family and friends at Christmas.

Now how about giving yourself a treat and have a hair makeover. Maybe a new style cut or a change of colour to create a new you! Pop into the salon and have a look at the style book and colour chart and let me create you a new look and, MEN, that includes you!

New clients are always welcome at Scissors N' Sass so come in and have a chat with me.

So till next time - keep it "styled".
Hooroo,

Lorraine, from the salon



Community Development



RAFFLE

Please support our raffle and purchase your tickets today at reception or from our lifestyle support staff. The raffle is filled with lots of goodies to enjoy over Easter and to share with family or friends.

The raffle will be drawn on
17 April 2019
and winners will be notified by Anita.

FUNDRAISING

Our next Trivia Fundraiser will be held 31 May 2019 at the German Club in Merrimac. Everyone is welcome and more information will roll out closer to the date as we work on another successful evening with our friends Wolfgang and Tina from the German Club. We also have Steve Stuttle from 4CRB hosting the event – so this is very exciting. Steve volunteered his time last year and did a fantastic job keeping those participants with a competitive streak at bay.

WHAT'S BEEN HAPPENING

In 2017 we were fortunate enough to receive a grant to pay for materials to replace the perimeter fencing. The old wooden fencing was falling down and the gates were difficult to close and to lock to secure our vehicles and building. With voluntary labour provided by Elevation Church and materials paid for by the Community Benefit Fund you will now notice that three of the four perimeter fences have been replaced and new gates have also been installed. Come in and say hi and check out the work.





John's Story

"I have made new friends, real friends."

John is an independent person who has suffered chronic illness for a large part of his life, spending many lengthy stays in hospital. Now, due to numbness in his fingers and hands, John is unable to do the things he previously enjoyed and receives some assistance in his home with the home care tasks that he is no longer able to do by himself. About three years ago John met with a psychologist while in hospital and it was suggested for John to join a social group to meet new people. Liberty Community Connect was recommended.

When John first came to Liberty he thought, "It was not his cup of tea". However, John tried again and really enjoyed himself. He thought Grant, the bus driver was an amazing fella. It was only after a couple of weeks that John felt better about attending Liberty and, now, three years on, Fridays are the highlight of John's week. John is happy to "Shout out Liberty" and says to everyone, "What a difference Liberty has made for me."

Since starting with Liberty John has gone along to a whale watching day out with a group of his Liberty friends and they all saw whales and a calf frolicking and jumping out of the water. "It was spectacular"! John said.

It was while John was out on the whale watching boat that he saw some mass produced whale tails that cost \$15.00 and he thought he could do something better. With a buzz of enthusiasm, John started on his woodwork again and made model whales that he was able to sell over the Christmas period. John has also made the clients and all of the staff little gifts made of wood, including their names and different types of animals.

Find a Word

Alice
Ben Casey
Beverly Hillbillies
Chips
Cannon
Captain Kangaroo
Dobie Gillis
Donna Reed
Dr Kildare
Emergency
Flipper
Flying Fun
Fugitive
Gomer Pyle
Good Times
Green Acres
Green Hornet
Howdy Doody

I Spy
Ironside
Jetsons
Kojak
LA law
Lassie
Love Boat
Mad About You
Maude
Medical Centre
Miami Vice
Mod Squad
Moonlighting
Odd Couple
Peyton Place
Rawhide
Rifleman
Rin Tin Tin
Soap
St Elsewhere
Taxi
Threes Copmany
Waltons

Find and circle all of the old TV shows that are hidden in the grid. The remaining letters spell the name of an additional old TV show.

S	I	L	L	I	G	E	I	B	O	D	E	E	R	A	N	N	O	D
W	A	L	T	O	N	S	P	E	Y	T	O	N	P	L	A	C	E	T
A	F	N	G	I	X	A	T	V	H	O	D	D	C	O	U	P	L	E
L	L	E	A	R	M	E	R	E	H	W	E	S	L	E	T	S	O	Y
A	I	R	A	M	E	M	U	R	P	H	Y	B	R	O	W	N	V	D
L	P	M	E	R	E	E	Y	L	M	I	A	M	I	V	I	C	E	O
J	P	A	E	T	G	L	N	Y	S	Y	M	N	K	S	T	Y	B	O
E	E	D	V	F	N	S	F	H	L	E	C	O	O	O	P	E	O	D
T	R	A	I	L	I	E	R	I	O	E	R	N	D	N	J	Y	A	Y
S	E	B	T	Y	T	M	C	L	R	R	R	C	E	S	N	A	T	D
O	D	O	I	I	H	I	L	L	G	R	N	A	A	G	Q	A	K	W
N	I	U	G	N	G	T	A	B	A	O	I	E	D	N	R	U	C	O
S	H	T	U	G	I	D	S	I	E	C	M	N	T	L	E	E	A	H
M	W	Y	F	N	L	O	S	L	A	N	I	E	T	E	I	E	M	D
P	A	O	S	U	N	O	I	L	L	O	C	D	R	I	D	K	R	E
O	R	U	R	N	O	G	E	I	I	E	S	A	E	P	N	U	R	G
E	D	I	S	N	O	R	I	E	C	H	I	P	S	M	Y	T	A	D
H	Y	N	A	P	M	O	C	S	E	E	R	H	T	E	O	L	I	M
O	O	R	A	G	N	A	K	N	I	A	T	P	A	C	Y	W	E	N

Liberty Staff Update

Due to increase in services and activities, we have had a few new faces here at Liberty but, sadly, we have also had to say goodbye to a few team members as well.

We welcome Renee to the Liberty team in the newly created position of Leisure and Lifestyle and Volunteer Coordinator. Renee is passionate about supporting people in the community and will be working closely with staff, volunteers and clients to deliver fun, high quality leisure and lifestyle programs.

We are preparing to farewell Chance, who will be leaving us in early March to have her precious bub. Chance has a wonderful presence and it has been an absolute fantastic experience working with her. Tami is transitioning into Chance's role of Client Services Officer - Scheduler. Many of our clients have already had the opportunity to speak to Tami. If you haven't, don't be shy and introduce yourself. Tami is doing a fantastic job in her new role.

Leanne is the latest addition to our team of lifestyle support staff. She has worked in the disability sector for a number of years, and we are excited about the knowledge and experience she brings to Liberty.

As mentioned on Page 3 we have also said goodbye to one of our longest serving team members at Liberty, Lyn Pascoe - we will miss you.

So farewell Chance and Lyn and blessings in abundance. Welcome Tami, Renee and Leanne.



Our Thanks



VILLAGE ROADSHOW LIMITED



trudi teren
PHOTOGRAPHY



4CRB
89.3FM



Steven Ciobo MP
FEDERAL MEMBER FOR MONCRIEFF

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

ELEVATION
CHURCH

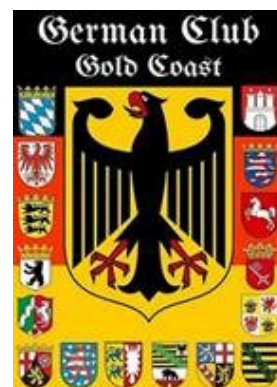


Queensland Government
Community Benefit Fund Unit

Funded by



Queensland
Government



IMPORTANT CONTACTS

ADA Australia - Aged and Disability Advocates - 1800 818 338

Able Australia Transport - 5600 0700

Aged Care Quality Safety Commission - 1800 951 822

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

Carers Queensland - 1800 242 636

Deaf Services Queensland - 3892 8500

Department of Community, Disability Services & Seniors - 1800 080 464

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



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SERVICE DELIVERY

POLICY 7.11

CLIENTS, CARERS and/or
ADVOCATES COMPLAINTS,
DISPUTES and GRIEVANCES

7.11.2 Support and Respect

LIBERTY will ensure that clients, carers and / or advocates receive support when reporting a complaint, dispute or grievance and:

- are encouraged to raise any concerns they have without fear of retribution; and
- are listened to, treated with respect and have their concerns resolved within agreed time frames.

7.11.2 Support and Respect

Information is made available to clients, carers and / or advocates about relevant independent services that deal with complaints, disputes and grievances and all staff receive ongoing formal and informal training on the grievance procedure.

Liberty welcomes client feedback, both positive and constructive. If you are not happy with the service you receive please give us a call on 5578 1668, or fill out the Feedback Form below, as we would appreciate the opportunity to improve and to address your concerns. If you are not satisfied with our response, we recommend :

- If you are over 65 (or 50 years if you identify as an ATSI person) you can contact the new Aged Care Quality and Safety Commission on 1800 951 822. The Aged Care Quality and Safety Commission Act 2018 and the Aged Care Quality and Safety Commission Rules 2018 came into effect 1 January 2019. This new legislation applies to all aged care services subsidised by the Australian Government. The Act outlines the new Commission's role and functions, and the Rules give operational effect to the Commission's processes.
- If you are under 65 you should contact Department of Communities, Disability Services and Seniors on 1800 080 464.

We recently forwarded a memo to all clients with this information. If you have not yet received it please contact our office and we will send you a copy.

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 : _____

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.

WOULD YOU LIKE TO
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 Renee on 5578 1668



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community connect

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)