

# *Lovin' Life*



**Liberty Community Connect**

*Volume 67 2019*



# What's Inside?



Home Care Packages



Why We Do, What We Do



Leisure & Lifestyle - Centre Based - disABILITY



Anzac Day Tale



Making the World of Difference

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# Greetings from Management

Jo Todoruk, General Manager

Welcome to our Winter Edition of the Liberty Community Connect Magazine. Within the following pages you will find an update of both upcoming events within our organisation and sufficient information to keep you informed of what is happening in the broader world of aged and/or disability services.

The National Disability Insurance Scheme (NDIS) for people who live with a disability and home care packages (HCP) for people over the age of 65 both continue to dominate our lives here at Liberty.

Effective 1 July 2019 all people with a disability and aged under 65 who receive support from Liberty MUST have an NDIS assessment ~ whether or not you think you will be eligible! If you have not received a letter from the NDIA telling you that either you are, or are not, eligible then on 1 July Liberty WILL NOT BE ABLE to support you with any services ~ this will be effective immediately. It is critical that you get this assessment and then provide our staff with your NDIA letter. For people who are ineligible for NDIS the new funding program will be called Queensland Community Support Scheme. This will be a new program that Liberty will ensure we quickly adapt to and will then continue to support our clients who are not eligible for NDIS. As long as you have your NDIA letter we anticipate business as usual.

Our support, services and activities under home care packages are growing on a daily basis. As described in the following pages there isn't much (if anything) that Liberty is unable to assist our HCP clients with. Where there is a service that we do not independently deliver we have built relationships with partners that we are proud to be associated with. Our staff are very skilled in working with our clients to develop a plan that meets your individual needs. We will work closely with you to monitor your home care package and make sure you understand it.

Activities and events within our Leisure and Lifestyle programs are all pumped and ready to offer plenty of action! There will be no winter hum-drums if you have made the very wise decision to hook up to these services. We have a huge variety of services available to offer for your choice ~ whatever your cup of tea is we aim to have something of interest. We have an awesome centre that if you were to check it out I am sure you would find it to be very comfy and cosy ~ a true home away from home. If the great outdoors is more your style, then Monday to Friday we have groups heading out to feast on fresh air and amazing scenery from the beach to the bush taking in current community events throughout the Gold Coast! Our bus will have the heater pumping when you jump on board over the chilly months of winter, a hot and fresh morning tea will await your arrival (followed later by a yummy homemade lunch) and plenty of activities to while away your winter hours. We have groups joining up with exercise classes within the community, movie mornings to the arts centre ~ Home of the Arts, group outings just for the boyz and then ones for the girlz . . . and there is so much more.

In wrapping this blurb up, if I have enticed you with my pitch regarding all things Liberty but you are not eligible as a client perhaps you would like to volunteer. In the past week we have acknowledged and celebrated the great work that our vollies do for us. Per annum these generous folk donate the value of approximately \$200,000 in 'unpaid wages' ~ that is amazing! These kind people assist us in tasks such as transport, gardening, vehicle detailing, maintenance, administration and in our leisure and lifestyle activities. If you would like to enquire about volunteering, please give us a call!

*On behalf of the team that is Liberty Community Connect ~ Jo*

PS ~ over our beautiful Gold Coast winter season keep warm and please don't forget to get your flu shot!



According to Queensland Health, in 2018 there were 15,685 notifications of laboratory confirmed influenza in Queensland alone! Influenza A virus dominated the season, contributing 80.8% of the total notifications. This number is only reported cases and overall those affected would have been much greater. The 2019 'flu season' is now upon us and is again expected to impact thousands of people.

Please check out

[www.goldcoast.health.qld.gov.au/our-services/immunisation/influenza](http://www.goldcoast.health.qld.gov.au/our-services/immunisation/influenza)  
for free flu vaccine clinics for eligible patients or, alternatively,  
speak to your doctor.





# Greetings from Management

- Allan Reeve, Operations Manager

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Do you have a pet hate? I confess, I actually have a few but one of them is having to trim my toe nails! Don't freak out, it's not a secret, we all have them! We need them trimmed and, for some reason, the older you get it seems your body loves to sprout from all the wrong places and nails, in particular, take on a life of their own.

Our feet are like our personalities, unique and individual, but most of us don't give our feet the due care and consideration they deserve, especially considering the weight they carry (maybe not in your case but I certainly give my feet a workout). Now, I know I have some of you laughing in agreement and others simply refusing to admit to anything.

One of the valuable services we provide at Liberty is podiatry. Every six weeks a qualified podiatrist comes to our centre and is available for a one on one consultation. Podiatry is much more than just nail care, it's also about your general foot health. With certain medical conditions, such as diabetes, keeping your feet healthy is a serious issue. Until you have a foot issue we often don't give them a second thought but, today, can you take the time to think about it and ask yourself, "When was the last time I did something to take care of my feet?" Better than just thinking about it, DO something about it. See a podiatrist, get a reflexology foot massage, or simply pop your tootsies into that foot spa sitting in the back of your cupboard (everyone has that unused Mother's Day foot spa - don't they?)

If you would like to take advantage of our podiatry service please give Anne a call on 5578 1668.

*Cheers,  
Allan*

- Vitay Kaitinis, President

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The next few months will be a busy period for the Management Committee and, again, the focus will be on organisational governance.

In conjunction with Liberty's management team, the review of Liberty's policies is well underway. To help in this process, a consultant with extensive experience in this area has been engaged to provide an independent review so these documents can be brought up to date and all of Liberty's responsibilities and legislative requirements are met.

The Management Committee has also just completed the first of several scheduled budget briefings from Liberty's Financial Officer, Chris Lewis. Although our Treasurer, James Yoo, provides a monthly overview of the organisation's financial position, the Committee is also seeking regular briefings on future budget and funding trends. This will assist in ongoing planning and ensure potential governance issues have been considered and addressed if, and when, necessary.

The other important task the Committee will be involved with will be the revision of Liberty's Strategic Plan. As part of this, the Committee will consider the successes over the last 12 months and areas that need a continued focus. Thought also needs to be given to expected future trends over the next one - three years in this ever-changing community sector - what has changed and what changes are yet to come. Once all of this has been discussed we will look at what should remain in, or be added into, the Strategic Plan, what should be removed and how can we build further accountability into the Plan.

Overall, the Committee is expecting a busy few months ahead!

*Vitay*



# Home Care Packages

Over the last two months we have experienced a steady flow of people being allocated their home care packages. It's been wonderful to see that people are receiving the services they need and, for many people, services they didn't realise were available.

Our Lifestyle Support Team have played a significant role in contributing to these outcomes. Many people had received a letter from My Aged Care allocating a package but were not aware what it actually meant.

We have been upskilling our staff so they have the knowledge to talk to you about what this means. With your consent, our staff are more than happy to read and help you understand what the contents of the letter mean so you can make an informed decision within the stipulated time frame.

So, should you get a letter from the Department of Human Services with a whole lot of information that you are not able to understand - please let us know - we are here to help.

Have a magical month,  
Rowena and Melissa  
Ph : 5578 1668

## My Journey as a Carer

*Many of our clients are happy to share their experiences to encourage others to navigate the aged care system. Although there are sometimes difficulties, the benefit of a home care package is worth it. Following are the journeys of two of our clients . . .*

We owned our own business, and held a Family Trust. Then, in a heartbeat it was all gone. Unbeknown to us the road ahead was going to challenge us in ways that we couldn't have imagined. Our daughters rallied around when my husband fell extremely ill, and their love and support guided us through the hardest days. When my husband started to improve it was time for our daughters to return to their own lives.

Six months passed and we had nearly exhausted all of our finances so the next step was to engage government funded supports. I was not prepared for what I encountered with Centrelink. The lack of understanding of our individual circumstances was soul destroying and the documentation we needed to complete was extremely excessive. After almost a year in and out of hospital my husband was allocated a Newstart Pension, which then transitioned to a Disability Pension and, finally, an Aged Care Pension. Lack of information throughout this time resulted in us having to repeat this process over again so I could claim a Carer's Pension for myself. My husband's specialist was of tremendous help in filing a formal complaint about our experience and the investigating officer reinstated our faith.

My husband was then assessed for a Level 3 home care package, however he was allocated a Level 2 package until the higher level became available. The experience of meeting with service providers was very cold and scary. Someone with compassion during this process was imperative to help minimise my husband's anxiety. I contacted Liberty and spoke with Rowena and she was the first provider to ask 'What do we need?' She visited our home and we spoke about what worked best for my husband and I and she introduced the supports we so desperately needed. The ladies that care for my husband are just amazing. Their empathy, professionalism and compassion has nurtured my husband's path to recovery. This has also allowed me to heal too and everything is now starting to come together.





## W E N D Y ' S   S T O R Y

Wendy was a registered nurse for over 40 years, first in a hospital at Lewisham and then at various nursing homes scattered around New South Wales. Naturally, she came to know of various shenanigans occurring in aged care facilities and told herself that when the time came for her to retire she never, ever wanted to finish her life in a nursing home!

Wendy finally hung up her nurse's cap and settled down for a peaceful retirement and time with her six children (three girls and three boys) when she fell ill. She moved in with Naomi, her eldest daughter, and her three Grandsons. Space was limited and there was no room for Grandma, so Wendy was forced to sleep in the dining room for months until the local council were able to find her alternative accommodation.

Wendy was delighted with her own home and newfound independence, but faced a massive hurdle - her mobility was restricted and she could only move around with the aid of a walker or a wheelchair, making cleaning of her new home difficult. It was also hard for Wendy to bathe as often as she wanted and when her personal hygiene started to suffer Wendy's doctor suggested that she contact Liberty Community Connect for help.

"Liberty is truly a lifesaver for me," she said, adding that Liberty sent various Lifestyle Support Workers to assist her with personal care and domestic assistance over several years. "Initially I was very embarrassed to have others showering me but now I know that Liberty's role is to help me to go on living independently and, for that, I'm very grateful." What's even more surprising, Wendy says that despite having 6 children, 18 Grandchildren and 8 Great Grandchildren, more often than not she is alone so she's delighted to have Liberty's support workers drop by her home regularly to help Wendy feel socially connected.

# Home and Community Services

The days are becoming shorter and the temperature is dropping. It's time to snuggle up and keep cosy

## Tips on how to stay warm

- Dress for the weather if you have to go out on chilly, cold, or damp days
- Wear loose layers of clothing. The air between the layers helps to keep you warm
- Put on a hat and scarf. You lose a lot of body heat when your head and neck are uncovered
- Wear a waterproof coat or jacket if it's raining
- Change your clothes right away if they get damp or wet

### "I want to stay in my home"

The good news is with the right help you might be able to do just that. Planning ahead is hard because you never know how your needs might change but you could start by considering what help you might like to receive in the future. Everyone's circumstances are unique - maybe you don't need help right now, but you may live with a spouse or family member, or know a neighbour, who does.

Liberty's home services are always here if you need us. Our team of 25 Home and Community Support Workers are working in the community providing a range of services that are all designed to keep you independently living in your own home.

We proudly boast our staff's ability to provide person centred care rather than self centred care.

Please phone Melissa or Rowena on  
5578 1668  
to discuss your home support needs



- Rowena Jones  
Services / Client Supervisor

- Melissa Flaherty  
Services / Client Supervisor



AVAILABLE NOW

### Gutter Cleaning, Lawn Mowing, Garden Tidy, Window Cleaning

Liberty's subsidised services help to ensure the outside of your home stays just how you like it ~ clean and tidy. We have funding to provide services on an ongoing basis and will do the best we can to meet the needs of as many people as possible.

Vicki or Sharleen are happy to take your call if you wish to discuss this further.

Funding for these services are available to eligible people over the age of 65.

Ph: 5578 1668



# Why we do, what we do?

Our goal is to inspire healthier, more active communities. Thank you for inviting us into your homes.  
Your kind words keep each of us focused on our number one priority ... that priority is  
YOU!!!



- Aisha

I have the opportunity and time to care for my clients to enable them to be successfully independent.



- Trish

I encourage and assist clients in maintaining their independence, ensuring their safety and wellbeing as well as providing and meeting their needs.



- Sharleen

I enjoy working with such a great, supportive and positive bunch of people.



- Louise

It is a pleasure to be there for clients, to help them.



- Anne

The interaction with the wonderful clients makes the job enjoyable and to know you are really appreciated. Plus the help and direction from office staff and supervisors, make the work run smoothly.



- Melanie

I have never worked for a company that offer their staff so much support. Our management team are understanding, flexible and caring of their staff.



- Lesley

Giving clients an ear to talk to if they are lonely, and show them that I really do care.



- Karina

Bringing a smile to clients faces brings me joy and encourages me that I am having a positive impact on others.



- Bev

I love assisting our clients, getting to know their personalities and interests and helping them to meet their personal goals.



- Lenny

Primarily because I love seeing my clients. I get to make a difference for other individuals. It makes me really, really happy!! Thanks Liberty for giving me a chance.





- Marcia

When I see that I can help people even in a small way, sometimes from just being there or just taking notice and talking to them.



- Reiko

I enjoy working at Liberty because I see many client's happy faces everyday and that makes me happy too.



- Pru

I get a lot of job satisfaction out of helping clients to maintain quality of day to day life and experience new things.



- Vieng

I enjoy the work and the clients I see on a regular basis. I find this rewarding as I know I contribute to our client's overall wellbeing.



- Tammy E

I love the caring friendly atmosphere.



- Vicki

As the Client Intake Officer it is rewarding to offer clients help in the area they need.



- Kathy

I always get treated like an equal.



- Yuka

I can meet nice, sweet clients and they seem pretty happy with my assistance.



- Tammy M

I endeavour to help keep consistency and reliability in the services we provide our clients.



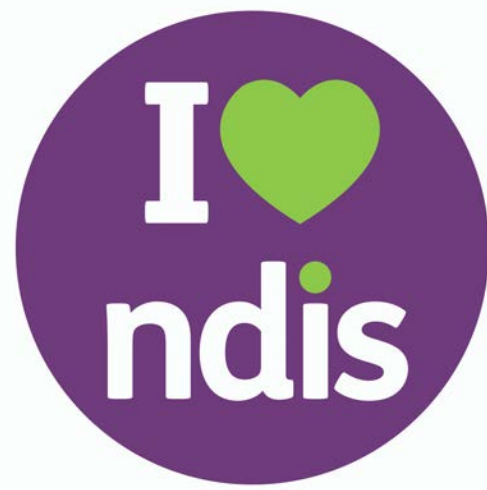
- Mandy

Improving the quality of people lives, meeting their emotional and physical needs. I love helping people feel needed, useful and connected.



**We welcomed Shar into the new and highly anticipated role of Client Service Officer (Administration) and she has not stopped since her first day. Shar has embraced her new role and her presence is very much valued. And to our home and community team we have also welcome two new Lifestyle Support Workers - Monique has years of experience supporting people in our community and we are excited she has joined our team. Laila obtained her qualifications last year and is eager to get started in this field. We are enthusiastic for what the future holds for these ladies as part of the Liberty team. Welcome and happy journeys. Sadly, we said farewell to Nicole and Maryanne - we wish you both the best with whatever your future may hold!**

# WE ASKED OUR CLIENTS WHAT THEY THOUGHT ABOUT LIBERTY



My experience with Liberty since I joined the Leisure and Lifestyle program has been very good. I like coming here and the people are very friendly.

The best things about coming to Liberty for me are:

- It gives me something to look forward to,
- Getting out and about - I didn't get out when I used to live in my old place, but in my new place I'm doing things,
- I have made new friends and they always give me cuddles.

Karen

Well the transition for our participants has been quite a journey, and continues to be for some. It has been awesome to see participants fully involved in their plans and creating opportunities specific to them. Some people were very reluctant with this change but, now, looking back these people are really starting to live the positive experiences this change has brought about.

If you haven't already done so you need to make contact with the NDIA and start the application process immediately. If you are under 65 and are currently receiving services from the Queensland Community Care funding, you need to know this will cease on 30 June. You must be assessed for your eligibility for NDIS and, if you are successful, your future supports will be funded by the NDIS. If you are declined, you will be issued with a letter stipulating the reasons why. Liberty needs a copy of that letter so we can continue assisting you.

Please act today so that you are not left without the support that will help you to achieve the things in life that you want.

***"When everyone else says you can't, determination says,"YES YOU CAN." – Robert M. Hensel***

Contact NDIA on  
1800 772 383  
or  
Liberty Community Connect  
on 5578 1668





### Wellness Weeks

24 - 28 June

Laughter Therapy with  
Giggle Girl

5 - 9 August

Presentation on Safety  
Link Personal Safety  
Devices

## Leisure & Lifestyle Centre Based ageABILITY

### Bus Trips

5 June - Nerang RSL

13 June - Commercial Hotel

21 June - Tallai Golf Club

Green was the colour of the day when we dressed up and had a ball for St Patrick's Day in the centre with many staff and clients getting into the spirit of the day - wigs and all!

The bestowing of individual leprechaun names to all clients, volunteers and staff was a lot of fun and created many laughs throughout the day.

We talked about the history of St Patrick's Day, joined in with a quiz or two and, of course, Limericks flowed. Michael Flattery's Celtic Thunder River Dance inspired us to dance a jig and sing Irish ballads. Our luck was tested in 'A Pot of Gold', by flicking a coin into our pot at the end of the rainbow, and we even had time to explore McBlarneys Stone Castle on YouTube.

If you weren't here no doubt you will be  
GREEN with envy!



*Make sure you don't miss out. Book your spot now, places are limited.  
Phone Renee or Nahum on 5578 1668*





# Leisure & Lifestyle Centre Based disABILITY

## What's on

### BUS TRIPS

25 June - Santa Barbara

26 June - Dog and Parrot

9 & 10 July - Movie Day at Liberty -  
time to break out the popcorn

### Carnivale

16 - 20 September

Come along in your  
brightest attire

### Fleays Fauna Wildlife Park

26 August Enjoy seeing  
many native plants and  
animals



Big funny hats and bunny ears were the preferred attire for the day to celebrate Easter and to get in the spirit for some Easter craft.

After boiling some eggs in vinegar and water, we rolled them in some whipped cream and food colouring, then left them to dry to reveal a beautiful marbled Easter Egg, each one a unique delight. It was messy fun that took us all back to our childhood. We then put them in display bags for everyone to take home and share with their families.

We played our own version of 'Easter Pong' - throwing Easter eggs into plastic cups. The spirit of competition was ramped up with cups being eliminated every time an egg landed in a one.

The Easter raffle was drawn with Brenda, Barrie and Shirley the lucky winners of the Easter prizes.



There is always lots of fun and laughter had by all, but also plenty of time to sit and chat and make friends.

To come along phone Nahum on  
5578 1668.





# Leisure & Lifestyle Out & About disABILITY

## Wellness Weeks

24 - 28 June  
Laughter Therapy with Giggle Girl

5 - 9 August  
Presentation on Safety  
Link Personal Safety Devices



## Podiatry

24 - 28 June  
5 - 9 August

Call Anne to make  
an appointment on  
5578 1668

*Want to get  
out n' about on  
the Gold Coast?*

*To join our community  
access group*

*phone Nahum on 5578 1668*

Our Tuesday group of adventurers were lucky enough to be enjoying a wonderful picnic in the park next to the beautiful lake when a group of car enthusiasts arrived with their classic and vintage cars, which were highly polished and restored to perfection. It was great to admire them and evoked memories of days gone by. "They don't make cars like they used to" is a phrase that was often quoted by people wound tight in the grip of nostalgia. It was wonderful to reminisce about our first cars, and the dancing and fashions of the time. Not only did our clients enjoy the cars, they loved looking around the Botanic Gardens - there is an experience for everyone such as touching and smelling the flowers in the sensory garden or strolling along the boardwalks.

Music at the centre has been fun with several clients simply giving it a go and getting involved in some lighthearted fun. Shane, in our Tuesday group, was only too happy to give us a demo on the djembe. A djembe, (pronounced jembe) is a rope tuned skin covered goblet drum originally from West Africa and played with bare hands. We had an assortment of musical instruments for everyone to have a go and they really enjoyed themselves. Researchers have found that learning to play a musical instrument can enhance verbal memory. Playing an instrument makes you use both sides of your brain which strengthens memory and is a fun and interactive activity to promote the health and wellbeing of our clients.





## ***An Anzac Tale***

*Liberty Community Connect has it all. In my time here, at this amazing place, I have witnessed many great things and I thought – they've run out of miracles ... Incorrect!* Ken

This story focuses on new friendships, common bonds and tales of war. What a mix!

Some months ago, I was asked if I knew a bush poet who would recite some poems for our group? 'Bloody Oath' was my response, and he's a cracker.

A phone call was made to Peter Sweet (Vietnam Veteran and very proud Australian) who said yes to my request. Peter met Ken Walker (Liberty client), a WWII Lancaster Bomber Pilot, on a Wednesday at Liberty when he came in.

Ken is somewhat of a poet and laurite himself and Peter and Ken became friends immediately. They shared a common bond – they are both fiercely proud of their heritage and countries, Ken being from New Zealand.

Both are Returned Service men and have witnessed the horrors of war.

Peter asked Ken if he would attend the Anzac Service at Seachange Emerald Lakes Community as a special guest. Ken was delighted and somewhat humbled.

Fast forward to Anzac Day, 25 April 2019, at Seachange Veteran's Memorial. Air Commodore Gibson made special mention of their honoured guest, Lancaster Bomber Pilot, Mr Ken Walker. His speech was special and sincere. Ken had the privilege of laying a wreath on behalf of the Royal New Zealand Air Force - a very proud moment.

Shortly after, Peter Sweet, did the Anzac Day reading. He choose his readings with thought and wisdom and delivered a poem on Bomber Pilots - he faulted at times, such was the passion of the poem, as it was for Ken (who shed a tear). I was proud to be a part of it.

Truly an intimate Anzac Service, with blokes who fought for our Nations, who endured the pain and loneliness of war, who now are mates. Ken has met new friends through this Ceremony and said he is truly humbled.

LEST WE FORGET

Grant



# Deja Vu

## Community Connections



Hi to all,

Here we are in Winter already. It's time again to be putting out the winter stock and thinking about all things warm and cosy.

Jeans and trousers are back on the racks and also a selection of long sleeved shirts and jumpers. Our shoe section has some new additions, including joggers, boots and slippers.

I have been busy streamlining the shopping space to make it more accessible for all to use. This is an ongoing process so hopefully you will notice a difference.

A big thank you to all who support our little shop! The many donations we receive enable us to have a varied and interesting display of items for sale. Please be aware that we operate on a "Cash Only" basis and eftpos facilities are not available for use.

Recently I had a lovely surprise when I was presented with a big bunch of flowers in acknowledgement of my contribution to Liberty. I have been volunteering for five years in the role of shopkeeper. Thank you to all - it has been a real pleasure to be part of the family.

*Cheers,*

*Sharyn from the shop*



## Scissors N' Sass

Hi everyone,

Lorraine from Scissors 'n' Sass has got the style book out ready for you. With the change of seasons, it might be time for a new look with a cut, colour or perhaps a few foils. For those who prefer curls, a perm could be your answer.

The fellas have not been forgotten. A new image can also be yours - a trim and tidy or any of the above. News flash : the 'Mullet' is on its way back!

*Hoo Roo till next time.*





Shirley, Gail and Sandra heard about Liberty's centre based programs during one of my presentations out in the community and it wasn't too long after that they found themselves attending our Tuesday program. Liberty is where their connection with one another would then see them move out together and go on a cruise. Shirley said, "It was so much fun, we laughed so much and talked about how our lives had changed."

Unfortunately, Gail had a stroke not too long ago and, as a result, she wasn't able to return home. Gail is currently receiving the quality care that she needs in a care facility but is still attending Liberty once a week for a social day out to our Leisure and Lifestyle program funded under her National Disability Insurance Scheme Plan.

Shirley is over 65 and has been diagnosed with Arthritis and Peripheral Vascular Disease Claudication affecting her mobility and now uses a walking stick. Sandra is also over 65 and her Lupus causes chronic, pain and fatigue, never knowing from one day to the next how she will feel. Shirley and Sandra both receive services under the Commonwealth Home Support Programme (CHSP). They receive a fortnightly visit for help in the home, social time out to run errands fortnightly and they also attend Liberty's Leisure and Lifestyle program every Tuesday. Both ladies have identified they have increased needs and we have shared with them the benefits of being assessed for a home care package.

"We love our Tuesdays at Liberty. The socialising, meeting people and the kind and friendly staff are just the best thing about Liberty," says Shirley and Sandra. Gail currently attends Liberty on a Wednesday and she also said, "I do enjoy my time at Liberty." Shirley and Sandra often think about Gail and wanted to attend Liberty on the same day to reconnect. It has been through the support of Liberty and discussion with family that this is now happening. Gail's NDIS Plan funds her transport and she has been able to arrange it so she can come the same day as Shirley and Sandra. A wonderful outcome to see goals being met by utilising funding and coordinated by family and service providers. Well done to all!!

This story highlights the importance of connections and for people to get out and about socialising and meeting up with their friends. Life can be quite isolating and lonely, particularly for the elderly, and this affects both young and old and studies show that loneliness effects mental health and increases the risk of depression. Liberty provides transport for as many clients as possible and we are in need of a new bus. We have been fundraising and applying for grants to hopefully purchase a new vehicle soon. Please do not hesitate to contact Liberty 5578 1668 if you would like to donate towards our cause.

*-Anita, Community Development Officer*

If you are over 65 and want to find out if you are eligible for package funding contact My Aged Care on 1800 200 422 and ask to be assessed for a home care package

For people under 65 please call the NDIS Local Area Coordinator (LAC) on 1800 242 636

As always, Liberty staff are here to help so please do not hesitate to contact Rowena or Melissa (Services / Client Supervisors) on 5578 1668



## National Volunteers Week

2019 was the 30th year of celebrations for National Volunteers Week!

To show our appreciation for our AMAZING Volunteers we organised a lovely lunch and a game of barefoot bowls at the Southport Bowls Club ... unfortunately for us though the weather had other ideas and it rained cats and dogs!! Wet lawn aside, a lovely lunch was had with much laughter from all with little speeches and much gratitude shown.

In the centre during Volunteer Week our Volunteers were treated to a fancy morning tea setting, balloons galore, and the expression of our many thanks for all their hard work. Both clients and staff praised and showed appreciation to these generous and dedicated people!

We were also excited to reveal our new "Retreat Area" which has been made possible through a grant from the Honourable Steven Ciobo, MP, former Federal member for Moncrieff. This area can be used by our clients and volunteers for some quiet time or a relaxing cuppa.

To finish off our celebrations, Grant wrote an amazingly heart-warming poem for all our Volunteers to take home and it ended with the icing on the cake...

"Volunteers are not paid  
Not because they are worthless  
But because they are priceless!!"

A special mention to both Margaret Game and Renata Bentick on their nominations for Volunteer of the Year. The ladies enjoyed some extra celebrations at special events organised by Volunteering Services Australia and we extend our congratulations to them both.

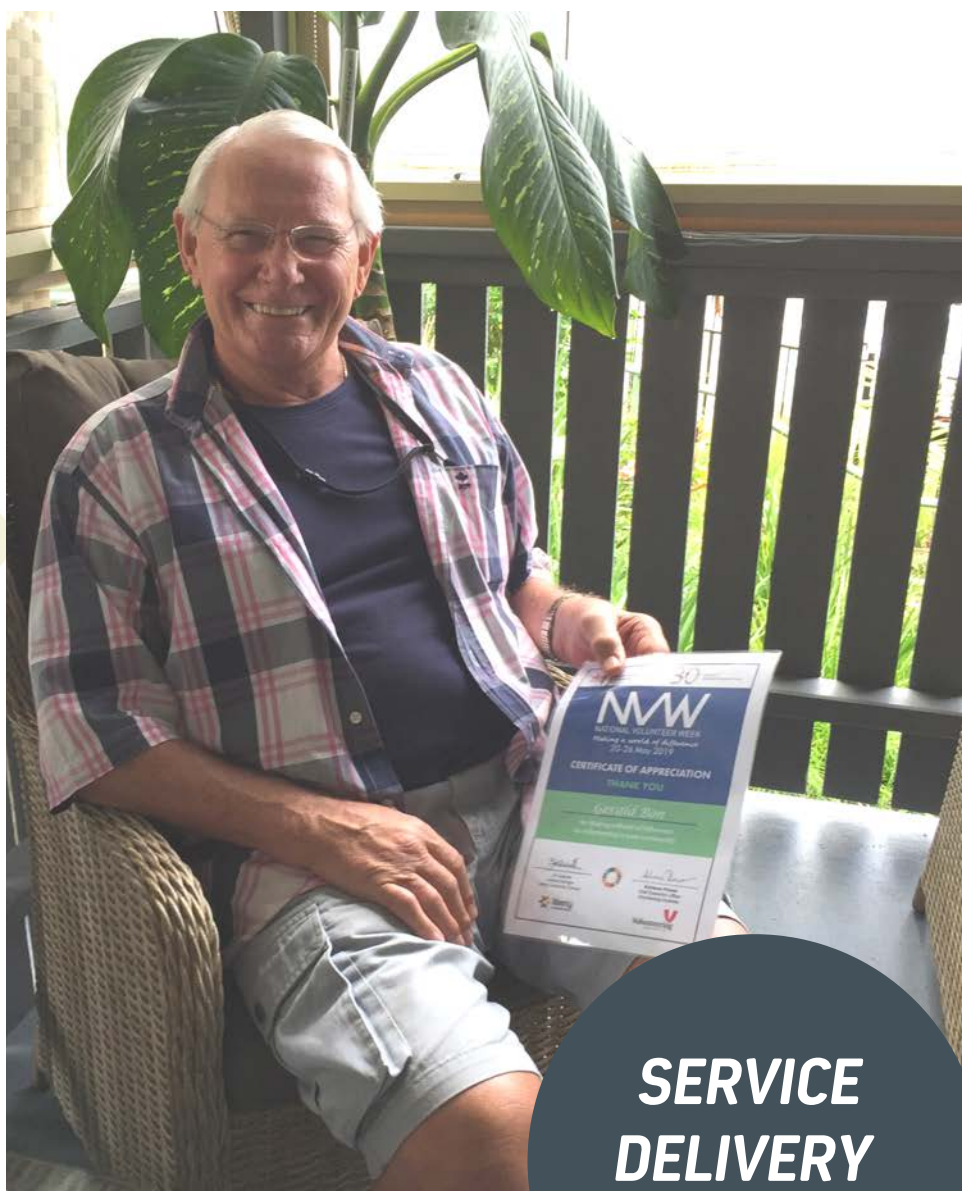
Thank you to all our Volunteers for all that you do ...

You truly do make a world of difference!!

### POLICY STATEMENT:

LIBERTY upholds the right of all clients to receive services and support that is free from abuse and neglect such as physical, sexual, emotional and/or verbal abuse, harassment, assault and/or bullying.

# MAKING THE WORLD OF DIFFERENCE



**SERVICE  
DELIVERY  
POLICY NO: 7.6**

## FREEDOM FROM ABUSE AND NEGLECT

### PROCEDURES 7.6

- All staff will be responsible for ensuring that Liberty's procedures are implemented preventing abuse and or neglect in the delivery of services and/or support to clients and/or their carers.
- the delivery of services and/or support is free from abuse and/or neglect;
- Liberty's reputation as a fair and conscientious service provider is maintained and complies with all relevant legislation; and
- all complaints/concerns are dealt with efficiently and effectively and in line with Policy 7.12 – Client, Carer and/or Advocates Complaints, Disputes and Grievances.
- Staff are required to be vigilant and report any observed or suspected abuse or neglect with reference to the compulsory reporting requirements.



# Just for Fun

T	C	M	S	E	T	U	M	X	Y	C	C	O	C
P	A	A	T	E	T	T	S	T	E	R	N	U	M
B	I	T	R	A	P	E	Z	I	U	M	T	M	C
L	S	T	I	B	I	A	A	A	U	S	E	F	L
L	C	L	U	P	I	T	T	U	A	R	M	H	A
H	A	M	A	T	E	U	A	S	L	A	P	U	V
V	P	T	N	X	M	P	U	R	C	D	O	M	I
F	U	L	E	R	A	E	A	U	M	I	R	E	C
I	L	S	L	T	L	R	P	T	E	U	A	R	L
B	A	U	E	L	P	L	S	A	I	S	L	U	E
U	E	L	A	H	I	R	U	M	E	F	I	S	T
L	L	M	S	L	A	A	R	S	U	L	A	T	R
A	U	D	V	U	M	U	L	N	A	A	L	S	E
L	A	S	R	A	T	A	T	E	M	A	N	T	U

<i>Clavicle</i>	<i>Radius</i>
<i>Coccyx</i>	<i>Scapula</i>
<i>Femur</i>	<i>Stapes</i>
<i>Fibula</i>	<i>Sternum</i>
<i>Hamate</i>	<i>Talus</i>
<i>Humerus</i>	<i>Temporal</i>
<i>Malleus</i>	<i>Tibia</i>
<i>Metatarsal</i>	<i>Trapezium</i>
<i>Patella</i>	<i>Ulna</i>



## 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](mailto: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
- Leave your feedback on the "Contact" page of our website on [www.libertycommunity.org.au](http://www.libertycommunity.org.au)

## FEEDBACK FORM

Name: \_\_\_\_\_

Phone : \_\_\_\_\_

Suggestions/Complaints/Feedback : \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



# Our Thanks



**Steven Ciobo MP**  
FEDERAL MEMBER FOR MONCRIEFF



Liberty would like to take this opportunity to farewell Steven Ciobo, former Member of Moncrieff, and thank him for his generosity in printing our Magazine. We wish him all the best for his future endeavours.

And we congratulate The Hon Angie Bell, MP, on her success in being elected the new Member for Moncrieff. We are extremely grateful for her ongoing support in printing our quarterly Magazine in colour for our clients.



**VILLAGE ROADSHOW LIMITED**



**Queensland Government**  
Community Benefit Fund Unit



Australian Government

The  
Department  
of Health

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
- Transcord Community Transport Services - 5539 3733
- Volunteering Gold Coast Transport - 5526 5288



# 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 Renee on 5578 1668



**liberty**  
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](http://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)