



this  
is us



liberty  
community connect

Volume 68 ~ 2019



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## LIBERTY COMMUNITY CONNECT

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# Greetings from Management

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**Jo Todoruk, General Manager**  
**Allan Reeve, Operations Manager**

Words can be powerful – for example there is the Spanish word "Querencia". It is the place where one's strength is drawn from; where one feels at home; the place where you are your most authentic self. Hopefully this describes that feeling you get when you walk through the front door of your family home, that sigh of relief and warmth of being home. When you visit our centre here at Liberty that is exactly how we want our guests to feel - strengthened, that you are home and safe to be yourself. These concepts are at the heart of who we are and what we do but are also very much reflective of government expectations outlined in legislation.

Commencing in July there were a number of significant changes implemented for both the aged and disability care sectors that will ensure clients are well protected and providers are more accountable to deliver genuine benefits. This included the introduction of the Aged Care Charter of Rights, the Aged Care Quality Standards, the NDIS Safeguards and Quality Commission and the Home Care Package Pricing Schedule. This has prompted a full review of our own policy and procedures and also required updates to our service agreements and client information documentation. You will be pleased to know Liberty is well prepared and on target to ensure we are compliant.

The people we care for are among the most vulnerable in our community. Establishing the right policies and procedures is essential for their protection. We have seen the importance of these issues in our own community recently with many people impacted by the closure of Earle Haven's Nursing Home. Our own clients were not directly affected but the shock of the situation cannot be underestimated, and we feel deeply for those who have been displaced. Many of our clients have friends who were impacted and we have put processes in place to ensure they are well supported.

Liberty has a reputation for being a genuine family. We are more than just a building, buses and programs. We are people. People who care a great deal about every person who comes into our services. If you are reading this and are in need of support, or are alone and losing confidence or need somewhere to belong, Liberty is a safe harbour. We know this is true because our clients, our employees and our volunteers tell us it is so. Whether you are looking to volunteer, for employment or you are in need of services call us. Nobody belongs more than you.

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## Vitay Kaitinis, President

In late 2018 Leading Aged Care Services proposed a national day to recognise, honour and celebrate the 365,000 (approximately) people working with an estimated 1.3 million seniors in our communities every day. On 7 August the Management Committee organised a breakfast to celebrate Liberty's first National Aged Care Employee Day. The morning was organised to acknowledge the commitment and dedication of Liberty's volunteers and staff in the provision of services to our clients, and seniors in particular.

Within our own Gold Coast community there is a whole network of volunteers and staff who contribute to the provision of essential services to our seniors. These services not only include the obvious services, but also create friendships and social interaction which are essential to the health and wellbeing of our seniors. This is especially true as loneliness is now recognised as a major issue affecting the health of our seniors and the contribution of our volunteers and staff cannot be underestimated.

On behalf of the Management Committee, I again wish to say thank you to the contribution of Liberty's volunteers and staff. I would also like to thank Meaghan Scanlon, State Member for Gaven, and members of the Management Committee for their attendance on the day. In particular, I would like to say thank you to committee members Sue and Robyn for the great work in organising a very successful day.

I also extend an invitation to members, clients, families, friends, and the Gold Coast community to our upcoming Annual General Meeting to be held on Tuesday, 22 October 2019 - see page 15 for further information.





# *Livin' Well Lovin' Life*



THIS  
IS  
WHAT  
WE  
DO







**16 - 20 September**

### **CARNIVALE WEEK**

*Come one, come all -*

*Liberty welcomes carnivale week, with food, animals, loads of games and prizes*



**01 - 31 October**

### **NERANG LIBRARY**

*Visit the library to see some of our client's handiwork on display*



**21 - 25 October**

### **HALLOWEEN**

*Dress ups, spooky food, games and much more*



**01 - 04 November**

### **MELBOURNE CUP**

*Get your fascinators ready, Liberty has a week full of fun. Sweeps, fancy food, red carpet walk, prizes and much more*



## **Volunteer With Us**

Would you like to give a little and receive incredible satisfaction in return? If this sounds like something that interests you, then come and join our amazing team of volunteers here at Liberty.

Volunteers are currently needed urgently for **vehicle detailing** - having sparkling clean vehicles is important to ensure our clients ride in style.

We are also searching for a **Kitchen Assistant** to help our Cook prepare the food for our clients throughout our programs. A love for cooking is required for this role. Food safety qualifications, or experience, would be an advantage.

Volunteers are also needed to help out in our programs as well. This includes **group social opportunities** that bring together people, who may otherwise be alone at home, for a once a week outing.

If you, or someone you know, has the heart to help out and the willingness to work alongside our fantastic team of support workers and clients, please contact our Volunteer Coordinator, Renee, on 5578 1668.

**Volunteers are not paid, not because they are worthless, simply because they are priceless!**

# Leisure & Lifestyle - Centre Based ageABILITY

Wellness Week

16 - 20 September  
and  
28 October - 01 November



## P Party Week

P Party week was celebrated with all things starting with the letter 'P' without Parapraxis! All Participants Paraded in Purple, Pink, Peach – Ooohh the Potential!! Clients laughed a Plenteous at the characters P Party week brought out. We had Prisoners, Polka dots, Patterns, Pinstripes, Painters, Presents, a Portrait, a Pig in a blanket, Pink People, Purple wigs, Pikachu, a Pineapple Princess, Pjamas, Pearls, P Plater, Popcorn, Pirates, Pussy cats, Possums, Pandas and a Punk Pinstriped Pimp.

Our Prepared menu for the week was Pizza Pieces and Pina colada muffins for morning tea, Pork, Peas, Potato and Pumpkin for lunch followed by Pavlova for dessert. Just Perfect for the Palate!

We had a Performer entertain us where we Partied the P week away!! Plus there were Prizes, Puzzles, Pretzels and Plenty of Popcorn. We had a word competition Postulating as many words as Possible beginning with the letter P. Our Thursday Participants were the winners for the week and came up with the highest word count of 305 P words. A Perfect Palladian indeed!





*If you would like to  
join the fun  
please call Renee  
or Nahum  
on 5578 1668*

## **Leisure & Lifestyle - Centre Based disABILITY**

**Disability Action Week**

**16 - 20 September**

**Wellness Week**

**16 - 20 September  
and  
28 October - 01 November**

### **Let Me Entertain You!!!**

Our Tuesday group were lucky enough to be entertained by the very talented Rob, who brought along his guitar and delighted our ears with songs to reminisce to!

Clients joined in, eyes closed at times, singing along to all the different songs from many genres. There was plenty of toe tapping and hand clapping all round to tunes ranging from country to rock.

Some clients shared a dance with a partner while Rob sang a few requests, which the clients just loved ... To end what was a lovely morning of entertainment, Janelle and Mary sang the karaoke version of Pretty Woman by Roy Orbison, receiving a massive round of applause!

Thanks Rob, we look forward to having you again soon.

### **Did you know?**

**A combination of physical exercise, coordination,  
and social interaction will increase your mental functioning and  
memory.**



# Liberty Dreamtime

*It started with one ball of wool and it took on a new life from there . . .*

*Liberty Dreamtime was born!*

Liberty has a team of volunteers who generously donate their time and unique skills. For a bit of fun one of our fabulous volunteers, Renate, decided to introduce a little art and craft, showing clients how to make woollen pom poms. Some of our clients had never done this before and were excited to learn something new. One person in particular, Peter, took the whole pom pom making adventure to a new and amazing level!

For 23 years Peter enjoyed a very successful career as a hairdresser. He had travelled the world, living life to the fullest and enjoying each and every day. Then, one day, Peter's life changed dramatically after suffering a brain aneurysm. His eyesight was severely impacted and his limited vision meant Peter could no longer continue his hairdressing career. Peter was not about to be beaten down by this. He had other plans!

Peter joined Liberty a year ago and he absolutely loves attending each and every week. After Renate showed the group how to make the pom poms, Peter discovered he really enjoyed this new little craft. Each week he would turn up with a bag full of pom poms, ready to pick up some more wool to take home and make some more ... week after week, bag after bag, pom after pom! How can a man with such limited vision make so many pom poms I hear you ask? The answer is holding them very close to his smiling face, just above his heart of gold!

With other group members also contributing to the collection, eventually the amount of poms poms grew and the group had to make a decision on what to do with them.



**Leisure &  
Lifestyle -  
Out & About  
disABILITY**



During their outings at a park another client, Shirley, sewed a hessian backing with bamboo railings in preparation to display the group's handiwork. Then both Lyn and Shirley began the task of teaching others how to sew the hundreds of pom poms onto the backing, and so it became affectionately named by the group "Liberty Dreamtime."

**We are delighted to celebrate the success of this activity with the opportunity to display this wonderful wall hanging at the Nerang Library from 1 – 31 October 2019! Please drop in and see it hung in all its glory!!**



# Home Services



## Setting the record straight - what are the differences between the Commonwealth Home Support Programme (CHSP) and a Home Care Package?

Home care packages and the Commonwealth Home Support Programme supports people 65 or over (50 or over for Aboriginal or Torres Strait Islander people) so that you can safely and confidently live at home in your community. Whilst both funding streams are part of the Commonwealth Aged Care Funding Strategy there are differences between the programs.

**Commonwealth Home Support Programme (CHSP)** - Grant funds are paid direct to providers who are contracted to deliver only specific services. Assessment is via My Aged Care and conducted by the Regional Assessment Service (RAS).

Features of the CHSP:

- you can only choose from a limited menu of services as per your assessed needs
- you pay a client contribution for the services you use
- there is very minimal case management offered
- the level of care required is classified as low
- you can only access services for which a referral code has been issued to you.

**Home Care Package** - funds are allocated to the individual and paid to your nominated provider each month to administer on your behalf. Assessment is via My Aged Care and completed by the Aged Care Assessment Team (ACAT).

Features of home care packages:

- a case manager, or case adviser, will visit you in your home to help you understand the system and work out a care plan that suits your individual needs and preferences
- you decide where to use and how to spend the funds, as long as the services are contributing to your identified care needs. There is flexibility and a great deal of choice
- once you have a package, it stays in place for life
- you may pay an income tested fee or basic daily fee
- you receive monthly statements and full transparency on how the funds are spent.

Liberty is an approved aged care provider under the home care package program and manages grant funds under the CHSP. We can also deliver 'pay for use' services if needed.

After reading our Magazine, if you have any further questions please give us a call. We would love to hear from you - 5578 1668.

Liberty home services are funded by the Commonwealth Home Support Programme (CHSP). We offer a broad range of supports that can assist you to remain safe and comfortable in your own home.

These include:

- general house cleaning and spring cleaning
- support to get you to appointments or to do your shopping
- social visits in your home or out and about in the community
- assistance with meal preparation
- assistance with your personal care and grooming needs
- garden maintenance - lawn mowing, yard tidy, window and gutter cleaning
- flexible respite services in your home or in the community

Podiatry is also available at our centre under CHSP, as well as group social activities. Phone 5578 1668 for more information about services that we can deliver under both CHSP and home care packages.







## Cecily's Story

Cecily has been on quite an extraordinary journey this past year. She was in a residential facility but was able to return home with the help of a carer. Unforeseen circumstances, and the absence of her carer, saw Cecily move in with family on a short term basis. In April Cecily returned home, made possible with appropriate supports introduced via her home care package.

When speaking with Cecily, she feels that she has been given her life back. She loves the freedom and independence of living in her own home. Cecily has increased her ability to accomplish some physical tasks that in the past she required assistance with. Minor home modifications have improved access to Cecily's home and the purchase of a safe tipping kettle enables Cecily to make her 'cuppa tea' all on her own. What appears a small thing for one person is a massive achievement for another.

Cecily, you continue to inspire us and we are so fortunate to be able to share this journey with you. Keep livin' and lovin' life.

## Home Care Packages

Melissa or Rowena  
can be contacted on  
5578 1668

to answer your questions  
about home care packages

Home care packages provide individual financial assistance to support your care needs and keep you independent in your community. The level of funding will depend on your level of identified care needs.

As an approved aged care provider, Liberty can assist you with the management of your home care package. This includes putting together your support plan to meet your identified needs, sourcing quality service providers, paying the bills and administering the financial side to ensure you are getting the maximum benefit from your package.

It can take up to approximately 18 months from the time you are assessed by My Aged Care to the time you are allocated a package, so it is important that you contact My Aged Care immediately if you would benefit from a home care package so that an assessment can be completed.

If you have received a letter advising you have been approved for, or allocated, a home care package call us as we would love to assist.



### ***There are four levels of home care packages:***

Level 1 – for people with basic care needs

Level 2 – for people with low level care needs

Level 3 – for people with intermediate care needs

Level 4 – for people with high care needs





## Great *Outcomes* for NDIS Clients

It has been an eventful month with many participants going through their NDIS reviews. This presents the opportunity to fine tune plans and confirm that individuals are getting the support they need. The NDIS is life changing for participants as the funding enables people to decide where and how their support is provided. People are unlocking their potential and finding exciting new opportunities to live their best life.

**If you have a change to your plan please let us know so that we can work with you to reach your goals.**



## New Chapter

For people living with a disability and are under 65 the introduction of the NDIS has had a significant impact on how services are delivered by providers. We have had further changes in Queensland for people previously funded by the Queensland Community Care (QCC) Program, which ceased as of 30 June 2019 and was replaced on 1 July 2019 with the Queensland Community Support Scheme (QCSS). Liberty has successfully entered into arrangements with both Blue Care and Life Without Barriers to support our existing QCC clients in the transition to the new QCSS.

This is a great outcome and we are proud to advise all clients have maintained their services during this transition. We are very grateful for this opportunity and thank the service providers who worked with us during this time of change. The needs of our people are at the centre of all that we do, so it is wonderful to know we have been able to maintain our ongoing relationship with people who have been part of our family, in some cases, for many years. If you are under 65 and not eligible for support via the NDIS you may qualify for support via QCSS. Please call 1800 600 300 for new service requests.



# Happy as a Spring Chicken!

Adolphus (Dolph) Baker is 93 years old and, laughingly, attributes his relative good health to the mouldy chicken he ate during World War II. When he was 18 years old Dolph signed on as a paratrooper for England and when he found out he had to make a real jump into Palestine he worried about the possibility of getting any food in hostile terrain. He grabbed a whole roast chook and stuffed it into his Denison smock and survived on that mouldy chicken for four whole days! Having a name that was eerily similar to Germany's Dictator, Adolph Hitler, didn't help either and fearful of being shot as a German, he opted to use his older brother's name, Arthur (the 'real' Arthur was sent to Asia and became a prisoner of war at Changi Prison in Singapore).



## Dolph's Story

When the war was over Dolph found a job with Ronson, the cigarette lighter firm, but it wasn't long before he decided to migrate to Australia to follow the girl he was keen on. The Melbourne Railways agreed to hire him if he came over so his colleagues at Ronson gathered their meagre ration coupons to help Dolph sail away from the UK as a "£10 Pom" in 1952.

Once in Australia Dolph was spurned by his 'Brit' girlfriend but he eventually ended up marrying an Australian lady, who was a railway porter and also owned a farm and bred show horses. Over the years Dolph went through a number of different jobs, from farming to horse breeder, home renovator to a baker, which was funny considering Baker is his family name! When he retired, Dolph missed the excitement of always being active and instead found himself at home alone. Relocating from Melbourne to the Gold Coast made it worse because he hardly knew anyone where he lived and, being rather introverted, Dolph found it hard to make new friends.

That was until Liberty came to his rescue, picking him up every Monday and taking him to Liberty's leisure and lifestyle activities each week. Initially he was quite fearful and hesitant, wondering how Liberty would be of help to him, but now every Monday he waits in anticipation for Liberty's bus to pick him up.

"I don't like being on my own, I grew up with a family so I need company. At Liberty I've made many new friends and they are all great company. The meals at Liberty are always very delicious and tasty. They also know how to make us all laugh, I can act like a bloody fool and get away with it during games and activity times. The volunteers know how to make us feel really comfortable and special, while the Deja Vu op shop helps me to find interesting pre-loved items. I also love the fact that the Liberty bus drops me off right at my front door. I think that's truly mighty. It's also marvellous that once a fortnight Liberty sends a Lifestyle Support Worker to my house to chat with me and helps with light cleaning of my unit. Despite my advancing years, I'm definitely not ready for life in an aged care home yet so I am really happy that Liberty is helping me to make living in my own home a real treat!" - Dolph



# Community Connections

## Deja Vu



Since the last magazine I am happy to report the shop has received some fantastic new clothing racks. What a difference these have made! I can now move more stock out under the newly decorated pergola area for you all to peruse, making it much easier to move around. The donations are still rolling in consistently so a very big THANK YOU to you all for your help.

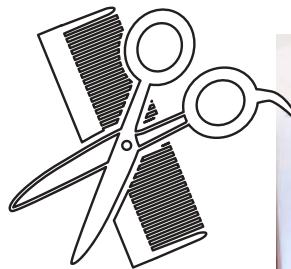
Spring is upon us now, and the new season's collection is here so let's farewell the cooler months and celebrate Spring in style. There are still a few warm bargains available for purchase for those in need and we have some cosy hand knitted bed socks instore, lovingly made by Allan's mum ... THANKS MUM!

For those of you who are new to Liberty, please be advised we are CASH ONLY as we have no eftpos facility onsite.

Well that's all from me ... till next time,

Cheers,  
Sharyn from the shop.

## Scissors N' Sass



*'I aim to Tease'*

Hello everyone. This year is going so fast, it's hard to believe summer is almost here but I have the new hair trends just for you. Pastel shades, chocolate browns, copper and strawberry blonde are all the 'in' colours. The short sharp 'bob' that was a huge hit in the 70's is back in style. Foils are a great feature in your hair to help spice things up a little. All colours of the rainbow are available to choose from for just \$2 per foil. Just a quick reminder that Scissors N' Sass does NOT have eftpos available and we are CASH ONLY payment. I look forward to seeing you soon!

Lorraine, from the salon



Did you  
know?

Hair is the  
second  
fastest  
growing  
tissue in the  
body after  
bone  
marrow.





*"I regard my weekly Wednesday at Liberty as akin to a family party, therefore it is the highlight of my every week. All staff, plus volunteers, epitomise the word empathy. You are all unbelievable. Long may you all live." - Client*

# Community Development

## Games Morning

We have been hosting FREE games mornings at Runaway Bay Shopping Centre in their Community Hub on the 1st and 3rd Tuesday of the month. The morning is great for socialising, playing games and YOU also receive a FREE barista coffee. We are really gaining some great connections, community awareness and referrals to our programs. Thank you to the beautiful people that help make this happen - Liberty staff member Reiko, volunteer Mary-Anne, and client Dolph. Shoppers are saying, "Liberty does a wonderful job. Some of my friends have Liberty visit and they just think it's marvellous what they do."



## Men's Shed

The guys at the Men's Shed in Nerang have been working tirelessly to build a Community Library for Liberty. Now complete, the President, Paul Lennon, has said, "The men really did put their heart and soul into the project." The library will house books that will be able to be borrowed, just like a normal library. You will see the community library here at the centre and over at the Nerang pool.



## Out In The Community

Seniors Week was busy with exciting activities including free activities, musicals and exhibits. Liberty was at My Centre Nerang, Labrador Community Hub and Bavia House in August "just to name a few."

In Spring we have been invited along to present to groups, including Probus and local bowling clubs. Liberty offers FREE presentations to talk about what we do and how to access services. I am more than happy to be contacted if you are part of, or know, a group looking for guest speakers. Call 5578 1668 and ask for Anita.

Our Winter raffle winners have all been contacted and Liberty raised \$797.00. The Christmas raffle will be coming up so if you have good quality donations please do not hesitate to drop them in to me here at Liberty.





*Members, clients, friends of Liberty and all members of the community are invited to attend the*

## 2019 Annual General Meeting of



*to be held on  
on Tuesday, 22 October 2019  
at 31 Martin Street, Nerang  
commencing at 5:30pm for a meet and greet  
and 6:00pm for the AGM  
followed by some light refreshments*

Nominations for positions on the management committee for 2019 / 2020 will be accepted until 4:00pm on Tuesday, 8 October 2019. To RSVP or obtain information about membership or nominating for a position, please call 5578 1668.

**Unique Vibrant Caring Supportive Reliable Innovative**

# A u s t r a l i a n   W o r d   S e a r c h



Adelaide  
Bondi Beach  
Brisbane  
Canberra  
Eucalyptus Trees  
Football  
Gold Coast  
Great Barrier Reef  
Indian Ocean  
Kangaroo  
Koala  
Lamington  
Melbourne  
Mount Kosciuszko  
Outback  
Pacific Ocean  
Pavlova  
Perth  
Platypus  
Sydney  
Sydney Harbour Bridge  
Sydney Opera House  
Tasmania  
Vegemite

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



**Our  
Thanks**



**VILLAGE ROADSHOW LIMITED**



Australian Government  
Department of Health

The  
Department  
of Health

*trudi teren*  
PHOTOGRAPHY

**Red Mo**  
HAIRCUTTERS



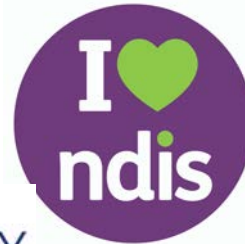
**Runaway Bay  
Centre**



**4CRB  
89.3FM**



**PROSPERITY  
PLANNING PARTNERS**



Queensland Government  
Community Benefit Fund Unit



**Meaghan Scanlon<sup>MP</sup>**  
State Member for Gaven



## IMPORTANT CONTACTS

ADA Australia - Aged and Disability Advocates - 1800 818 338  
 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 - 1800 800 110  
 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





**liberty**  
community connect

## **SERVICE DELIVERY: Aged Care Charter of Rights**

The new Aged Care Charter of Rights took effect on 1 July 2019 for people aged 65 or over (50 or over for Aboriginal or Torres Strait Islander people). In response to this, we recently updated all our service agreements and client information to include the new Aged Care Charter. This Charter outlines that clients have the right to:

- safe and high quality care and services
- be treated with dignity and respect
- have their identity, culture and diversity valued and supported
- live without abuse and neglect
- be informed about their care and services in a way they understand
- access all information, including information about rights, care and services
- have control over and make choices about their care, personal and social life, including where the choices involve personal risk
- have control over, and make decisions about, the personal aspects of daily life, financial affairs and possessions
- independence
- be listened to and understood
- have a person of choice, including an aged care advocate, support or speak on their behalf
- complain free from reprisal, and to have complaints dealt with fairly and promptly
- personal privacy and to have personal information protected
- exercise their rights without it adversely affecting the way they are treated.

If you need any assistance in understanding your rights and how they apply to your services please give either Rowena or Melissa a call on 5578 1668 and they will be happy to assist.

## **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

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### **FEEDBACK FORM**

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

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

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

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# 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, 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



**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)