

Merry Christmas



Livin' Well

liberty
community connect

VOLUME 69 ~ 2019

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GREETINGS FROM MANAGEMENT

- GENERAL MANAGER, JO TODORUK

I can't believe it is already this time of year but first, and foremost, Seasons Greetings and here's hoping Santa finds his way to you!

Recently Liberty's Annual General Meeting was held. On the following pages you will find a summary of our accomplishments of the past financial year. It is no secret that the community care sector ~ aged and/or disability ~ is experiencing a time of significant change. If there were three words to describe Liberty Community Connect in the 2018-19 financial year they would be compliance, diversity and transition.

Compliance ~ ensuring better aged and/or disability care systems, challenging providers to ensure compliance. Both the Aged Care Royal Commission and the NDIS Quality and Safeguards Commission have continued to investigate the quality and safety of care for people who are aged and/or who live with a disability and what needs to change to make Australia's care system better. Policy reform, client expectations and public scrutiny are now well and truly at the forefront of how Liberty explores and determines what, where, how and why we do what we do.

Diversity ~ services historically provided by Liberty were under models where guidelines strictly outlined what a person was eligible for. The introduction of Home Care Packages (HCP) and the National Disability Insurance Scheme (NDIS) has been a complete shift in this way of thinking and has now put the control of how people receive services in their hands. As has always been, Liberty maintains strong client relationships providing support that enables clients/people to live longer, independent, healthier and a more productive life, in their homes, in the community.

Aged Care

Through planning and preparation, we continue to expand our suite of services. Providing the best level of support available to our HCP folk, we continue to develop and grow relationships with other like-minded service providers and/or businesses. Through this we are able to offer a holistic level of services from cleaning, lawn mowing, social outings and opportunities to week and/or overnight respite, nursing care, meals and more. With CHSP bulk funding extended to 2022, we look forward to continuing to support our folk who have basic/low needs and who are yet to be assessed for a package level of care.

Disability Care

Since 2018, under the NDIS model, Liberty has been providing primarily social support group ~ Leisure and Lifestyle ~ activities and a minimal amount of one on one services. Due to a change in the funding model/s effective 1 July 2019, Liberty ceased providing services to people with a disability aged under 65 unless they were either funded under the NDIS or were brokered through another provider.

Transition ~ throughout 2018-19 Liberty has worked very closely, supporting all clients to transition to which ever funding/service model was applicable to them ~ CHSP to, HCP, QCC to QCSS and/or NDIS ... what a mouthful heh! It is an understatement to say that many people/clients found this transitioning to be a challenge beyond capacity (as have many providers)!

Clients ~ at the core of what we do at Liberty, it has always been all about the client ~ whether working alongside them to create their care plan, or developing and delivering innovative opportunities, we continue to empower our folk to identify and reach their goals. Liberty's three year plan has been developed significantly through knowledge obtained via client and staff consultations, our annual survey and/or compliments/complaints received. We are confident that we have identified the key issues of how we can continue to support people to live well ~ their life, their choice!

Staff ~ employees and volunteers ~ and committee members ~ it is not breaking news that Liberty cherishes our amazing team! Anyone would know that in providing services in a community care sector it is our people that either make or break the quality of what we do. Liberty continues to support our employees through various training and development and/or social events. Recognising the achievements of our team, it was an honour to all staff when Liberty was shortlisted in Queensland's top four as Organisation of the Year by Leading Aged Services Australia.

For a complete copy of our AGM report please give us a call or go to our website.

This is our last Magazine for the year that was. So, on that note, on behalf of the team that is Liberty Community Connect, we will be thinking of you over the Christmas season and hoping you are safe and well ~ wishing you peace and joy.

Merry Christmas ~ Jo



GREETINGS FROM THE COMMITTEE



- PRESIDENT, VITAY KAITINIS

***Wishing you and yours a very Merry Christmas and
bright and happy 2020***

During the previous 12 months the rapid change to the non profit sector continues at an even faster rate and the changes will continue to challenge the sector. Individual organisations will need to adapt and remain flexible with the way their programs, and future programs, are delivered. Client needs and expectations are changing and, with changes to funding models, clients now have a greater choice of how their packages are spent. If organisations do not adapt, organisations will not remain relevant and will not survive.

The sector is evolving, and an organisation's business practices need to keep a balance between profitability and ensuring the organisation's community and moral obligations are met. Financial pressures are adding to this challenge with organisations needing to deliver services with reduced funding while meeting strict standards.

The scrutiny created by the Aged Care Reform and the NDIS Quality Commission has placed greater compliance obligations on organisations, but not only in the area of policies and guidelines. Organisations must now be able to demonstrate this compliance in a practical sense when conducting their business.

Although governance has always been seen as a priority, this increased scrutiny has refocused Liberty's committee on governance measures and issues. To name but a few examples, this has included an annual detailed review of Liberty's risk register, half yearly detailed review of budgets and expenditures, and an annual review of governance policies. This is in addition to the monthly reviews and discussions which take place as part of the management committee's monthly meetings. The management committee has also identified the need to take a greater role in the strategic planning process and has also established an operational plan for the committee for which it will be accountable. The governance compliance issues reviewed through 2018-19 is extensive and I invite you to review the full AGM report on our website.

The introduction of the NDIS prompted discussion regarding the growth of Liberty as the need for services in the community continues to grow at a faster and faster rate. Further discussion is needed to determine the optimum size of Liberty. This includes which programs should be expanded, if any, and whether Liberty should continue to concentrate on delivering existing programs, and maintaining the current high-quality services, or grow Liberty, which will increase overheads and possibly affect the quality of the services that can be delivered.

There have been numerous examples of organisations expanding to take up various opportunities in an effort to increase profitability. However, in some cases this expansion has been difficult for the organisation to manage while maintaining financial viability and maintaining an appropriate quality level of service. This has placed the overall organisations viability at risk.

This year LASA identified a National Aged Care Employee Day to recognise those persons involved in the care of seniors in the community. The management committee recognised this as an opportunity to honour staff and volunteers at Liberty for their dedication and commitment in the care of seniors in our community.

I thank my fellow committee team members, in no particular order, Sue, Robyn, Damian, Paul, Kym and James for their contributions during the year. On behalf of the management committee I thank Jo and the senior management team, staff and volunteers for their commitment and dedication in providing high quality services to the most vulnerable members of our community. The Liberty team continues to reinforce its position within the community and non profit sector as a well-respected organisation making a valuable contribution to the community.

~ Vitay



Leisure & Lifestyle - Programs

Programs will be in recess for the Christmas period from 23 December - 6 January and 27 January (Australia Day Holiday)



CARNIVALE WEEK

Carnivale week was a celebration of remembering our youth, having fun with spring time baby animals and much, much more. Most of Liberty's groups joined together for a show week, with hay bales, ticket booth, raffles, lucky door prizes, carnival games, bubbles, a stall and farm animals.

Petting and feeding the ponies, baby lambs, little ducklings, baby goat and dogs were a highlight of the week. Our guests got smooched by, and slobbered on, whilst feeding the animals apples, carrots and bottles of milk. There was plenty of popcorn and prizes to give away and music, laughter and food set the scene to play guessing games, mini golf, the fish cup game, bucket toss and ring toss to out test everyone's skills. This was a great week of fun and merriment.

ELDERLY PROGRAM

Fun theme weeks, activities to stimulate body and mind, entertainers, guest speakers, kinship conversation, home cooked, meals and outings.

ADULTS WITH A DISABILITY/YOUNG AT HEART

Craft, exercise, brain training, guest speakers, friendships, entertainers, and special outings.

COMMUNITY ACCESS

Out and about exploring the Gold Coast, exploring parks, gardens, beaches and clubs, enjoying good company and fun activities.

WELLNESS WEEK

Guest speakers offer information and tips on how to live a healthier and safer life at home.

MAN 2 MAN

A very popular 'blokes only' day out to do the things that blokes like to do.

CONNECT 2 TECH

People are amazed as they learn new skills and become familiar with all that technology has to offer them.

PODIATRY

Regular opportunities exist to visit an experienced Podiatrist at our Centre at Nerang.

CARER'S PAMPER DAY

Some fun, laughter and information sharing along with a delicious meal.

Our programs offer all inclusive meals and, when possible, door to door transport in wheelchair accessible vehicles. To book your place in any of our Leisure & Lifestyle Programs phone Renee on 5578 1668



Leisure & Lifestyle - Programs



Community Access ~ Centre Based Groups ~
Small Groups ~ One on One Adults from 18 to
100+
Everyone Belongs



Ensuring we listen to our clients is an integral part of the programming process. With this in mind, and our commitment to improving outcomes for our clients, the Leisure and Lifestyle program was restructured in early 2019 and the position of a Leisure and Lifestyle Coordinator was introduced. Regular and ongoing consultation between our Coordinator and clients is expanding our thinking and creating new opportunities for everyone, with our focus on assisting our clients to fulfil their goals and social connections.

Consultation with our clients ensures that on every given weekday our team delivers a well-planned and considered program of entertainment, activities and information events. We design it all to stimulate the brain, improve physical health, mental health, along with supporting independence, wellbeing and goals of our clients. We aim to make a positive impact on our clients, allowing them to have great stories to tell and wonderful memories to reflect upon.



Our programs are specifically tailored to meet the needs of both the elderly and adults with a disability. For those who enjoy what the beautiful outdoors has to offer, we are out and about in the community visiting parks, beaches, clubs and pubs too, whilst taking part in community events. For others who prefer to join social groups and settle in at a home away from home, our centre based programs are the place to be. There is truly something for everyone.

Liberty offers a huge range of social activities and community access participation through our leisure and lifestyle programs. We offer the chance to make new friendships, improving one's quality of life, creating and supporting a sense of belonging. Clients regularly tell us that the connections they make here at Liberty increases their confidence in other areas of their lives, enhancing their overall wellbeing. Read on to get a taste of what is regularly on offer.

To book your place in any of our
group social programs phone
Renee on 5578 1668

UPCOMING EVENTS

At Liberty Community Connect

Liberty's last group social program for this year will be on Thursday, 19 December 2019 and will recommence on Monday, 6 January 2020, and will also be closed for the Australia Day Public Holiday on Monday, 27 January 2020. Following is just a snippet of some activities planned for the new year.

IN THE CENTRE



Wellness Week

The Chinese New Year will be the focus of our first Wellness Week for 2020. Join us in the week commencing 20 January to learn about the Year of the Rat and activities promoting well-being for our mind, body and spirit.



Australia Day & Waitangi Day

Come along and learn about the culture of Australia and New Zealand, with fun games and native foods.



Pirate Spectacular

AArrrr! There will be some treasure to be found come March with a fun filled pirate spectacular.

Also coming up is Valentine's Day, mystery tours, games, trivia, exercise, guest speakers and much, much more.

Man 2 Man Boys and their toys - planes, trams, cars - or perhaps a barbecue and some sights of the Gold Coast. Whatever is on the agenda, our blokes really enjoy their time together. If you are able to get around safely and independently then why not join the boys for our next day out.

Connect 2 Tech

If you would you like to learn some basic computer skills, classes for Connect 2 Tech will recommence in January 2020. Please contact the office on 5578 1668 to express your interest in this six week program.



OUT AND ABOUT

Parks and Picnics

Banksia Park and Wallace Nicoll Park are just a couple of our favourite destinations for the Out n' About Group. Enjoy a relaxed picnic by the water with friends.



Westfield Shopping Centre

The new development of Westfield Shopping Centre in Coomera will be the destination for a great day out, with some friendly competition to take place at the bowling alley.



Beenleigh Historical Village Museum

Get ready for a trip back to yesterday and experience the unique history of Australian memorabilia dating as far back as 1860!



Farm and Co

We will be heading south to Farm & Co, a farm hosting a field of sunflowers, macadamia trees, vegetable gardens, animals and their very own shop and café! What a treat.

To find out more about our group social programs phone
Renee on 5578 1668.



FREE COMMUNITY CHRISTMAS LUNCH



Join Rosies for a free Christmas lunch at **Labrador State School Hall** (Imperial Parade, Labrador, off Government Road). Plenty to keep the kids entertained and a visit from Santa too.

All welcome, the more the merrier.

DATE: 25 December 2019

TIME: 11am - 2pm

To book email goldcoastchristmaslunch@gmail.com or phone 0402 252 974 for further information or if you are in need of transport to and from the event.

Donations are welcome, please go to www.freerosieschristmaslunch.com.au to donate.

Shane's Story

Shane is a 45 year old gentleman who is visually impaired, autistic and is a non-verbal communicator, but don't let that fool you, he certainly has a way of letting you know how he is feeling.

In December last year Shane joined Liberty's Leisure and Lifestyle group social program. With groups each having a different array of clients per day he was warmly welcomed and embraced by all. It has been a learning curve for everyone involved in the care and support of Shane however he has taught us all not to underestimate him, he doesn't miss a beat. There have been moments of hysterics when Shane has laughed out loud at the odd mishap of a staff member unable to find, and do up his seatbelt, turning situations into a good old giggle fest. Shane has a wicked sense of humour, laughing at all the right ... and the wrong ... moments indeed!

When Shane decides he would like to do something he will stand up and get the Lifestyle Support Worker's attention and they have come to understand his signals and what they mean. He has even voiced the word "NO" clear as a bell on a couple of occasions, really reinforcing to all there are no flies on this guy - he knows exactly what is going on around him. Shane's physical activity has increased with supported walks whilst out at the wonderful variety of locations the groups attend, walking up stairs, throwing and catching a ball like a legend, and laughing all the way with the joy of play.

Shane loves food, and thoroughly enjoys going out to paid venues, receptive to the encouragement to choose the healthier menu options on most occasions. Shane's mum, Liz, said she knows Shane enjoys his adventures out with the groups and says, "He is a different boy since he has been at Liberty. He is more smiley and enjoying life!" Liz is grateful for the positive impact the attendance at Liberty has had on him. A true success story for everyone!



Home Services

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

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

From house cleaning, mopping, dusting, making a bed, respite support, lawn mowing, shopping, meal preparation, shower assistance and everything in between ~ we have it covered

Living independently in your own home can get harder as you get older but Liberty's home support services help with these everyday tasks. With the right support, you can receive help to make your life easier, and this will enable you to continue living in your own home. Here at Liberty we have a shared goal to deliver outstanding support whilst focusing on continuous improvement.

New opportunities, collaboration and partnerships have been developed to support our clients 'round the clock' including late evening, early morning, weekends or overnight shifts for those clients with a Home Care Package. We are committed to meeting person centred responses and are adaptable to peoples' ever changing and increasing needs.

Family members are quite often the primary care givers for relatives and, at times, this can be stressful and overwhelming. Our goal is to "lighten the load" and ensure the families of our clients feel confident their loved ones are in good hands.

Our footprint continues to spread further and wider and, as a result, we have seen a significant increase in referrals and newly employed support staff to meet the demand.

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



liberty
community connect

Home Services

Merry Christmas

Everyone has the right to expect safe and high quality care



With the flexibility and responsiveness of our support team, our staff numbers continue to grow, with an international workforce from Australia, Japan, Hong Kong, Sweden, South Africa, Zimbabwe, New Zealand and the Philippines, just to name a few. This diversity helps us recognise and respect "ways of being" that are not necessarily our own so that as we interact with others we can build bridges of trust, respect, and understanding across cultures. Liberty now employ 26 Lifestyle Support Staff, with further growth anticipated to meet the ever increasing need in our community.

We look forward to an exciting future and, together with feedback, ideas and personal experience, we can drive change to ensure that all people have the opportunity and choice to live a meaningful, engaged and socially connected life.

*connection ~
individuality ~ vibrancy ~
accomplishment ~ purpose ~ satisfaction*

HOME MAINTENANCE

Lawn mowing, yard tidies, window cleaning, gutter cleaning and spring cleaning are the value added component of what Liberty can subsidise for our clients. We were lucky enough to receive an increase in this funding, which we are happy to announce will be available until 2022, and possibly beyond.

Our loyal contractors, Spic-n-Span, Improvements R Us and Autonomous Cleaning have been providing our clients with an exceptional service, continuing to uphold our reputation in the community.

Liberty is a one of a kind provider. We have been told by industry leaders that we are a cut above the rest in value for money, service delivery and flexible approach.

My husband had an accident and is unable to mow our lawns. The boys (Dylan & Cory) from Spic-n-Span provide excellent service.

Client

I am well pleased with the lawn mowing and the yard tidy I receive. I have had injuries from a car accident.

Client

Not having to mow lawns helps prevent my back and knee pain. Very grateful for this service.

Client



Home Care Packages

The freedom to choose the services
that meet YOUR needs

Responding to changes in the sector, we are embracing and promoting wellness and re-ablement. This is creating opportunities for further training and development for staff as we expand our services. Historically Liberty has been a 'low care' service but we have expanded across all levels of care, including clinical care delivered by brokered nursing staff. Our capacity has grown with the needs of our clients.

Our goal was to grow steady and confidently, and this has been achieved with new package referrals continuing to be received each month in spite of a growing competitive market place.

IT'S A WORLD OF CHOICE

We currently manage home care packages for 60 clients, ranging from Level 1 to Level 4. We offer access to a diverse range of services including nursing, remedial massage, acupuncture, hydrotherapy, hairdressing, allied health, domestic assistance, social support, meal preparation, shopping, transport assistance to appointments, medication prompts, overnight respite, weekend and public holiday support, exercise classes and lawn and garden maintenance. Minor home modifications are performed based on a clinician's report. Dependent on the individual's needs, we are starting to explore assistive technology devices for clients. A number of clients also participate in the leisure and lifestyle program for a social day out.

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



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

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

- Kath



As an approved National Disability Insurance Scheme (NDIS) provider, Liberty commenced supporting existing clients who have approved NDIS funding plans. In addition, we have received a number of referrals for new clients and we are moving steadily forward. It has been a busy time for sure, but it's business as usual for us. We always strive to focus on the needs of our people - NDIS is just a new way to fund the options we provide.

We have put a lot of focus and energy into our leisure and lifestyle programs. We continue to monitor and explore future opportunities for our programs. This is exciting as we have capacity for new days and programs here in our centre and/or out and about in the community.

As of 1 July 2019 NDIS price increases were introduced. Updates included increases to remote and very remote loadings; updates to travel, non-face-to-face services and cancellation billing policies; updates to assistive technology and home modifications. This has provided some relief for many organisations. Only one of our participants required a review to ensure sufficient funds in their package to maintain their level of chosen activities.

Whether client needs are high or low, Liberty has adaptable and skilled support staff to assist.

"Daniel loves his day at Liberty. It is a great service and all the staff and volunteers are helpful and obliging. Thank you to everyone at Liberty."

Daniel's carer

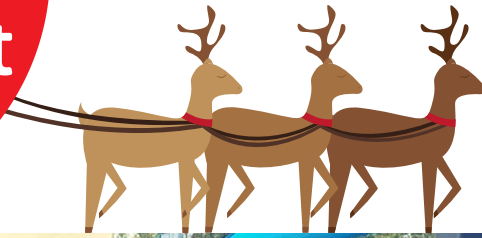
"I have made great friendships with all the volunteers - they are friendly, very understanding and are always caring."

Sarah

"I look forward to coming along. I like getting out and about and doing things. I didn't get out when I use to live in my old place. In my new place I'm doing things. I have made new friends, they always give me cuddles."

Karen

Community Development



Acknowledging others for the work that they do is really important, not only the person but for ourselves. Throughout 2019 we acknowledged **volunteers**, **staff** and the **organisation** for the hard work that we all put in to making Liberty a home away from home. Every month there is the opportunity for you to nominate volunteers on the MYGC website, which gives them a chance to win \$1000. If you would like to nominate a volunteer, you can do this by going on to the website <http://www.mygc.com.au/coastal-dental-care-gives-back-to-volunteers/> or let me know and I can assist you with this process. Nominations for the Volunteer Queensland Awards and the Volunteering Services Australia 2020 Gold Coast Volunteer Awards open in December and I encourage you to please let me know who you would like to nominate, along with a bit of a story we can share in a nomination. Also opening soon are the Volunteering Services Australia Community Organisation of the Year Award and the Gold Coast Business Excellence Awards 2020.

Successful grants this year include \$35,000 towards a new bus received from the **Gambling Community Benefit Fund**, and \$1000 towards Carer's Pamper Day received from Councillor Peter Young through the **Division 5 Donation Program**. We are waiting to hear about whether Liberty has been successful with a grant application for \$10,000 through the **Angie Bell, Federal Member for Moncrieff**, Round 5 Strengthen Local Communities / Stronger Communities Programme. I will also submit an application in Round 27 for the Nerang RSL Community Fund Donation November 2019 and look into Perpetual 2020 Impact Philanthropy Program.

A huge thank you goes out to **Books & Gifts Direct** and **Amcal Gooding Drive** for generously donating so many wonderful books, toys and giftware for our Christmas raffle. The Christmas raffle will be drawn on the 10 December and winners will be notified by phone.

Our games mornings are proving to be great fun for shoppers, and will recommence in January. This takes place on the first and third Tuesday of the month from 9:00 am - 11:00 am at **Runaway Bay Shopping Centre** in the Community Hub (opposite Woolworths). Our first games morning for 2020 will be Tuesday, 7 January.

Nerang Aquatic Centre



"Come on in, the water is beautiful!"

The summer heat is upon us and the NERANG AQUATIC CENTRE is the coolest place to be.

We have a variety of fun activities for everybody, young and old. For families, friends or to get fit.

GIVE ME 5!

A fantastic introductory offer is our 5 for \$ 25 which is available to EVERYBODY!

Come for a swim, aqua aerobics class, come for personal swim coaching, whatever your aquatic interest, five sessions will only cost \$5 each!

See you at the pool!

Community Connections

Deja Vu



Hi to all,

Well here we are with another year ending and a new one beginning. The shop is brimming with bargains, with new stock arriving daily thanks to the many people who donate goods. Thanks also to those who support Déjà Vu by visiting our shop.

The clothing racks are a source of great interest, where you will find many brand names and styles, and I enjoy finding the special outfit for you.

Entertainment is also taken care of with lots of new books, DVDs, CDs and jigsaws. Sweets, chocolates, chips and Twisties are also available.

If you are new to the centre, please visit our little shop and I will help you find that special "little something" that you must have. Just remember, cash only purchases.

Cheers,
Sharyn from the shop

Scissors N' Sass



'I aim to Tease'

It's not supposed to be a hairy Christmas and a hippy New Year, so if you're worried about having a longer beard than Santa Claus then make sure you book in before 19 December. If you don't make it in before Christmas, I will reopen on 6 January.

The New Year may only happen in January but a new you can happen any time, so whether it's a trim, a colour or a whole new look I've got you covered. Not only will I have you looking perfect but I can give you some tips on how to keep you looking that way between visits. There is also a range of products for both men and women to help with your style.

Remember what's said in the salon stays in the salon so all your festive season party secrets are safe with me.

Lorraine, from the salon



Christmas Word Search

Candles
Candy
Cane
Cards
Celebrate
Chimney
Christmas
Elves
Frosty
Gift
Giving
Greetings
Holiday
Jolly
Joy
Merry
Mistletoe
Noel
North Pole
Reindeer



Rudolph
Santa
Season
Sleigh
Stocking
Tree
Wreath

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

Unique Vibrant Caring Supportive Reliable Innovative



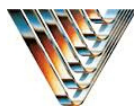
All the best Peter

Sadly we say goodbye to one of Liberty's long time employees, Peter. For over 21 years Peter has been serving the clients of Liberty in many roles, but mostly as our Bus Driver/Maintenance Person.

All the best for your retirement.



*Our
Thanks*



VILLAGE ROADSHOW LIMITED



Australian Government
Department of Health

The
Department
of Health



trudi teren
PHOTOGRAPHY

Red Mo
HAIRCUTTERS



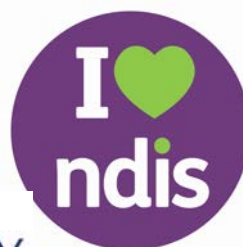
**Runaway Bay
Centre**



4CRB
89.3FM



PROSPERITY
PLANNING PARTNERS



Queensland Government
Community Benefit Fund Unit



Meaghan Scanlon^{MP}
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:
3.11
Gifts
from Clients

Liberty will ensure that the client's best interests are maintained and that we will aim to prevent any real or perceived abuse or inappropriate behaviour.

Procedures

3.11.1

- It is not the intention of Liberty to deny the person/family the pleasure of offering a staff member a small gift of appreciation.

3.11.2

- Accordingly, gifts offered by clients shall be subject to an open and accountable procedure that maintains the client's best interests.

3.11.3

- Staff receiving gifts to the value of \$25 or more must report this to their supervisor where it will be registered in the Gift Register.

3.11.4

- Clients who wish to make a larger gift are to be encouraged to make a donation to Liberty in lieu.

L I B E R T Y F E E D B A C K

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, to managing a diverse range of services through home care package funding, including clinical care, 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



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)