



liberty

community connect

Vision
Supporting
People to
Live a Life
of their Choice

Mission

To make a positive difference, promoting client independence, by providing quality care and flexible services that respect the individual

Values

We recognise the dignity of each individual, demonstrate integrity in all that we do, and are proudly people focused

EDITION 71 - 2020

All photos featured in this Magazine were taken pre COVID-19

What's Inside?



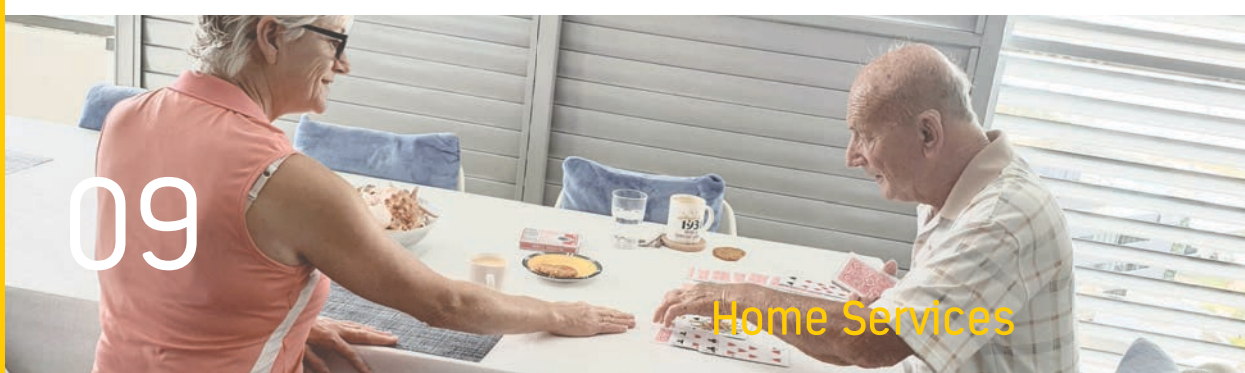
05

Living Well, Loving Life



08

Community Access Program



09

Home Services



10

Home Care Packages



12

Community Development

- 03 Greetings from Management: Jo - General Manager
- 04 - Greetings from the Committee: Vitay - President
 - National Volunteers Week
- 05 What Have We Been Doing?
- 06 Leisure & Lifestyle - Elderly Program
- 07 Leisure & Lifestyle - Centre Based Program
- 08 Leisure & Lifestyle - Community Access Program
- 09 Home Services
- 10 Home Care Packages
- 11 National Disability Insurance Scheme
- 12 Community Development
- 13 - It's Okay to Have Home Care
 - Kay's Date Loaf
- 14 Word Search
- 15 Spot the Difference
- 16 Colour Therapy
- 17 Colour Therapy
- 18 - Our Thanks
 - Important Contacts
- 19 - Liberty's Service Delivery - Policy 8.2
 - Feedback
- 20 About Liberty - How Can You Help?

LIBERTY COMMUNITY CONNECT

31 Martin Street, Nerang Qld 4211 | PO Box 446, Nerang Qld 4211

T: (07) 5578 1668 | E: info@libertycommunity.org.au | W: libertycommunity.org.au



GREETINGS FROM MANAGEMENT

- GENERAL MANAGER, JO TODORUK

Well hello everyone and welcome to our Liberty Magazine! I trust and hope that as one of our 'readers' you are keeping safe and healthy through these challenging times.

Wasn't it amazing how quickly we went from 'slow to go'! WOW ~ that was a marathon which, fortunately for us here at Liberty, we were somewhat ready for! We often say here that it is to our advantage that we are an organisation that is neither too big nor too small; we are flexible to change ~ and quickly as/if necessary! Additionally in providing services under the National Disability Insurance Scheme (NDIS), Home Care Packages and Community Home Support Programme we have our fingers in various pies ~ all of our eggs are not in one basket which gives us various options.

We were extremely fortunate, and grateful, that the Department of Health (DoH) gave us one hundred percent flexibility in supporting our clients, making sure they were well looked after through this unprecedented event! Very quickly DoH also put out very comprehensive 'COVID' training for aged care, ensuring staff were knowledgeable and appropriately skilled from infection control, social distancing, when to wear personal protective equipment (PPE) through to the correct practices to follow when doing laundry! But wait ... there's more! To receive additional support beyond what an Aged Care Assessment had approved we were even permitted to temporarily provide additional essential services to help our folk through these challenging times. Assessment by My Aged Care will be sorted out later. This support by the government has been massive to ensure that we made it through this pandemic.

It is pretty safe to say that effective 25 March our world significantly changed. The government ceased our group social programs which left us with over 100 folk from those programs alone who were quickly going to become socially isolated. Then the announcement came advising everyone aged 70+ to self isolate. This potentially left 600 more of our folk who were about to have to 'stay home'!

Our staff from our 'leisure and lifestyle' mob are very adaptable and within a week they were out beating the pavement, in the homes of our clients, providing services and support above and beyond what our 'home and community' staff do. Adapting from picking our leisure and lifestyle/community social group clients up to get together, we created 'Boredom Buster Boxes' filled with activities to provide both physical and mental stimulation ~ e.g. books, games, quizzes, colour therapy pages/pens, DVDs, exercise routines, recipes, jigsaw puzzles etc. All of our staff coming to clients' homes now bring one of these boxes of goodies with them. We have a huge variety of resources in our centre so the staff rotate their selection as they come into the centre every three weeks. Additionally, due to our concern for social isolation/loneliness of our clients we have been able to add on additional time for a cuppa and chat or to play a board game etc. We have been either preparing and delivering meals or doing some cooking in the home along with our folk. Having a cuppa and chat while that wonderful aroma of home cooking/baking tantalises the senses! Ensuring everyone stays safe we have been doing the shopping and delivering scripts; a few 'above and beyond' home maintenance tasks such as gurneying dangerous driveways etc. To say the least ... we have been busy.

If anyone is concerned about potential risk in receiving home care services I encourage you to refer to the article on Page 13 ~ It's Okay to Have Home Care ~ or go to the [health.gov.au](https://www.health.gov.au) website or phone the National Coronavirus Helpline on 1800 020 080 and ask some questions.

Alternatively, as always, please give one of our amazing staff a call ~ 5578 1668 ~ and we will do everything we can to help you out.

Your Health and Your Happiness is Our Priority
Keep well and keep happy,

Jo and the team at
Liberty Community Connect



GREETINGS FROM THE COMMITTEE

- PRESIDENT, VITAY KAITINIS

Who would have thought what was to come when celebrating the end of 2019 and welcoming in 2020.

COVID-19 had arrived and as further information began to be received the full extent of the effect became clearer and clearer with immediate changes to our way of life. Things which we took for granted were suddenly not possible with far reaching consequences to our communities.

Has the virus been the full stop society and individuals have needed to reassess the direction we are all heading?

What is clear is everyone has needed to adapt to survive on both an individual and organisational level. Through this adversity opportunities have been created both for individuals and organisations, but only if they are prepared to adapt and put in place strategic change.

One of the great advantages of an organisation such as Liberty is the ability to react quickly and adapt to the changing environment. The current circumstances which have been presented have highlighted Liberty's capability in these areas.

Liberty has been able to react quickly to ensure services have continued to be provided to those in the community most in need. It has also demonstrated that Liberty has clear and strong objectives and a commitment to provide high quality services in difficult and continually changing circumstances.

The success achieved to date has only been possible due to Liberty's highly committed, skilled, adaptable and extremely hardworking workforce whose prime focus has been our clients.

On behalf of Liberty's Management Committee I would like to thank Liberty's senior management, staff and volunteers for what has been achieved to date in an extremely difficult environment.

National Volunteer Week

Changing Communities. Changing Lives.

Our Volunteers here at Liberty continue to be an integral part of our organisation, even throughout our separation due to COVID-19. Our volunteers help us to change the lives of our clients in so many different ways - serving or cooking up delicious morning teas and lunches and helping to clean up afterwards; supporting clients in our programs; running our Deja Vu store and keeping it stocked with plenty of bargains; taking photos to capture a fun day out; assisting with our administration and marketing tasks; picking up clients for their special day out; teaching us how to use computers; and keeping our gardens, vehicles and centre immaculate. And, of course, last but not least the incredible team of volunteers that make up our management committee.

National Volunteer Week is an opportunity to show our appreciation and to celebrate our amazing team of volunteers and their dedication in changing communities and changing lives. Our gratitude for the contribution our volunteers make is endless.

To our volunteers, thank you for everything you do, for all the yesterday's, today's and tomorrow's too!

Livin' Well Lovin' Life



**THIS IS WHAT
WE HAVE BEEN
DOING DURING
COVID-19**



We would gladly accept
any donations toward our
Boredom Buster Boxes
~ please give Renee
a ring on 5578 1668
if you can help out.



Leisure & Lifestyle - Elderly

"I have made so many connections with the clients, I absolutely love seeing them smile"
- Blake

Making Friends with the Young

For a brief period our clients had an inside window into the thoughts and ever changing ideas of Generation Y. Lifestyle Support Worker, Blake, who is junior to some of our clients by 66 years, successfully bridged the generation gap. His contribution to the elderly group has been a great opportunity to see generations merge and learn the differences between each other's life adventures.

Focus points of questions were all about Blake's colourful tattoos. So many clients have not ever had the opportunity to ask anyone about the cost of tattoos, the pain involved and the time it took to get them all done. One client in particular was impressed by Blake's tattoos, reminding her of a fond memory she had of her late husband. She would always joke with him that she was going to get an eagle tattoo and surprise everyone! It was a lovely joke they used to share and every time she saw Blake the memory put a smile on her face. Sadly, Blake has now returned to Inverell to be closer to his family, and he will be missed by both clients and staff.

Limited places are available in our elderly group social program. To hear what activities will be on offer when our groups recommence phone Renee on 5578 1668.

Valentine's Day saw us celebrating all things love, starting with romantic comedies with a different movie chosen by each group. Favourite love songs put us in the rhythm and mood for some gentle exercises, movement, and stretches, and not many of us could resist a selfie against the 'Great Wall of Love'.

Our group cooking lessons with our much loved Cook, Yvonne, were a smashing success. Adorned in aprons and gloves, Yvonne's personalised guidance resulted in delicious homemade bacon and egg pies for lunch with tiramisu for dessert ... Finger licking good!

Everyone gets their game faces on when a round or two of Finska is on offer and there is always some good healthy competition, but it's wall to wall laughter when the hoola hoops and beach balls come out - fun and exercise all in one big ball!

Leisure & Lifestyle - Centre Based



How quickly time flies! A third of the year has already come and gone, but what a year so far. The mercury rose to unbelievable temperatures - hard to believe, especially now when you are reading this and it is a wee bit chilly!

In the first three months of 2020 our centre based group had some great times getting together with the community access groups, catching up with old friends and making new ones. The groups shared morning tea together before heading off to the movies at Nerang Cinemas. Both the Tuesday and Wednesday groups enjoyed the sessions with everyone happy with their choice of movie watched.

"Make Your Own Pizza Day" was a huge success and a wide selection of toppings certainly saw some interesting combinations being made. The aroma of home cooking wafting through the centre prompted a rather in-depth conversation about food and the things everyone used to eat in days gone by, and how household meals have changed. Taste buds were watering by the time the pizzas were ready and were devoured, with only crumbs remaining. Bon Appetito!



Our new volunteer, Sandi, is a whiz at jewellery making and shared how to make memory bracelets with the groups. Creative juices flowed and new skills were developed, with people commenting they found it relaxing and extremely satisfying to make something themselves and that they wanted to continue to do this activity at home.

There is never a dull moment had when the board games are on offer. They bring out the competitive streak in everyone, and is a great opportunity to learn how to play a new game. With plenty of help on offer, it never takes long for anyone to pick up some new skills and join in the fun.

It has been a real mixed bag of activities so far this year, and we look forward to all our friends returning for another round of games, craft, quizzes, great conversations, outings, fun and adventures.



Our group activities will recommence as soon as government restrictions allow.
Phone Renee now to book your spot so you don't miss out ~ 5578 1668

Leisure & Lifestyle - Community Access

Our group activities are in recess until further notice, however we are still offering individual social opportunities. Please contact Melissa or Rowena if you would like a boredom buster visit from one of our Lifestyle Support Workers. For more information phone 5578 1668

Fish and chips were on the menu when our community access and elderly groups joined together for a picnic to take advantage of some warm autumn days. Hooked & Cooked, a Kiwi café/takeaway at Coomera, provided excellent food and service to complement great company, and a Kiwi ice cream for dessert was the cherry on top!

Although cut short when government restrictions required us to cease our programs, Pirate Week was proving to be a big hit. Activities included treasure hunts, Sword and Ring Toss and pirate versions of Coconut Shy and word games with plenty of prizes to be won. Costumes were hilarious with clients, staff and volunteers going the extra 'furlong', in particular Geoff and Chris, who had sewn the costume himself. Top effort mateys!

Our Community Access group creates opportunities for clients to get out and about to various parks and venues and experience what the Gold Coast has on offer. But it's not just about the destination, it's also about the journey. We often take the scenic route to see the diversity and changes in the area we live in ~ a drive around Pacific Pines and Maudsland to see the diversity between the farms and bush area and the expansive development; the cane fields around Pimpama to the banks of Calypso Bay and the adjacent marina. These drives are often interesting eye openers as we look in awe at some magnificent dream homes to admire through to a property where many movie set props are stored at possibly Queensland's biggest private junk yard overseen by a prolific hoarder.



And if you think the Community Access group miss out on the creature comforts and fun that our centre base groups enjoy you are mistaken. Transport, morning tea and lunch (unless visiting a paid venue) are all included and who said you can't have a Gameathon in the park? Here at Liberty we always come prepared with a variety of activities to get involved in. Fancy joining us in a game of Triominos or Rummikub around the picnic table under the shade of a tree? There's even Bingo to be played and do 'Uno' who the winner will be?



When we have the opportunity to join together again we will be venturing out to Kropp Park, Rose Valley Road and Murlong Park, just to name a few, to cure ourselves of cabin fever. Phone Renee on 5578 1668 to find out more about how you can join in and enjoy the great company, laughter and games.



Home Services



Current government recommendations are for people over 70 years of age and/or who are vulnerable should remain at home, but Liberty is here to help in a variety of ways during this time. We are very pleased that in addition to our usual services, we have been able to adjust our model of care to allow for some new temporary services to meet client needs.

Shopping Support – Since we can no longer support you going to a shopping centre, we are happy to go for you.

Pharmacy – We can collect your scripts.

Social visits - A boredom buster visit complete with puzzles, books, colour therapy and games.

Domestic – It is important to keep your home disinfected. Infection control keeps both you and our staff safe while in your home.

Groceries – Food boxes delivered to your door (Fresh Express).

Meal preparation – Our staff can cook with you, or for you, if you are not able to do this yourself.

Maintenance – Lawn mowing and yard tidies.

In addition to the above services, we were able to provide meals prepared at our centre and delivered to our client's door and carrying out of essential handyman tasks. These services were created due to high client demand and offered temporarily. Alternative options are still available ~ please phone Melissa or Rowena to discuss your needs.

As everyone is now well and truly aware, the COVID-19 situation evolved very rapidly right around the world, so it's up to all of us to keep up with developments, do what we can to slow the spread of the virus and keep people safe in our own communities. The struggle to contain the coronavirus is our number one priority as people and as an organisation, together, let's make the right choices.

In crisis, as we know the impossible becomes possible and we are so very proud of our team here at Liberty for the continuity of care they are providing to all our community members. We are witnessing many acts of courage, compassion, and community that provide inspiration and underline the power of people. We can see all around a resolute desire to not only survive but to thrive. Let us continue to join the chorus of collaboration and celebration of the best of humanity in the face of adversity.

Our family at Liberty would like to reassure you that we have been providing services all over the Gold Coast community for 30 years. We are here for the long haul and as much as is foreseeable in this unprecedented time, and we pray that within a few months we will be back on the road to some kind of normality. We receive updates regularly from the Department of Health and if any of these updates are going to affect your services Liberty will be in touch with you immediately. For now though, we are business as usual ... kind of.

Remember – social distancing and washing hands will save lives!

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



HOME MAINTENANCE

Lawn mowing, yard tidies and gutter cleaning are the value added component of what Liberty can subsidise for our clients. Give us a call if you are interested in any of these services.

What if I need urgent assistance that cannot be provided by my current carer?

Older Australians can access short term home support services (such as meals or personal care) in an emergency without having had an aged care assessment. Assessments can also be conducted using telehealth rather than face-to-face where appropriate. Phone us on 5578 1668 to enquire about these measures.

Home Care Packages

Phone Rowena or
Melissa to enquire
about Liberty's
home care
package services
Ph 5578 1668



*Everyone has the right to expect safe
and high quality care*

During these uncertain times, the flexibility of home care packages has been key. We are grateful our external providers, such as allied health providers, contractors and suppliers, are maintaining service delivery with additional COVID-19 practices; with infection control and physical/social distancing being demonstrated.

It is paramount we continue to engage our clients and not lose sight of individual goals, needs and requirements. This pandemic has put restrictions on how we do things, but in response we are embracing creativity. We are here, and will continue to be, regardless of the challenges we face.

Stay well, but most of all, stay happy.

*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



*"Masami provides me with top of
the grade help once a fortnight.
She is intelligent and nothing is
difficult for her."*

Patricia B

*"I really appreciate all the
thought that the organisation
put into our mens' days. I'll stop
breathing before I stop coming
to Liberty."*

John C

*"We have Vieng clean up every
second Thursday and we are so
happy with how carefully she
works and how clean
the house is kept! She is very
responsible and does her job
efficiently and is a very helpful
worker. We are
grateful to have her!"*

Margaret G





If you are unable to go shopping, pick up scripts or need a social visit please contact the office on 5578 1668



Featuring Stephen and our Lifestyle Support Worker Lenny, demonstrating social distancing

"I enjoy my time with Lenny and Beverley, they are just great."

Prior to COVID-19 Stephen's choice of location was Pacific Fair, his local shopping centre. Steve is able to maintain his independence and is empowered to do the things he loves doing - visiting his favourite store, drinking his favourite coffee, organising his financial affairs and purchasing the goods of his choice. Having company provides Steve with the confidence to achieve these goals.

With restrictions in place around visiting shopping centres, Steve instead continues his social engagement in his home, with alternate options available such as taking a stroll in his local area.

"Steve is very appreciative of all that Liberty do for him and looks forward to seeing Lenny or Beverley."

*Please phone Rowena
on 5578 1668 to discuss your NDIS needs*



"I love the parks, the group and the food."

Cindy T

"I look forward to Pru's visits every week. You are willing to think outside the box and try and find solutions."

Danny

"I like when Trish and Pru take me out for coffee, it's like catching up with a friend."

Peter M



Community Development

Liberty's Call Centre

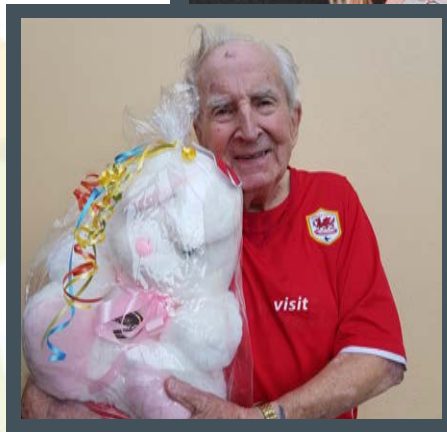
These are interesting times for the team at Liberty Community Connect. Not only are we well into a time of real change for our community, we are extremely proud of what we have been able to achieve with our COVID-19 temporary Call Centre. In just 5 days we called over 700 clients and families and put in over 430 additional services at no extra cost to the client, thanks to the government funding we receive. The services we have been able to schedule are making all the difference for the clients. They can remain in their homes, not feel so alone and receive essential services, ie. shopping, picking up scripts and social calls or visits. Liberty is open for business, we have just "tweaked" it a little to suit the times.

Fundraising, Grants and Marketing

The Trivia Fundraiser has been postponed, with the new date to be confirmed. We have received many fabulous prizes for this event which can only be won on the night, so you will not want to miss it. Further details will be out to you soon.

We are waiting on the outcome of a \$1,000 grant for Seniors Month and, if successful, we will be "Celebrating Seniors with Song." We will also be applying for a grant for \$35,000 through the ETC Community Support Fund for funding for bus modifications.

An invitation has been received to attend "Helping Hands 2020 and Beyond," an event at Nerang RSL and I have established some new connections so we will see more 'pop ups' at Chempro in Nerang, Pacific Fair, Amcal Pharmacy in Merrimac and an exciting new Games Morning commencing soon at the Nerang Pool.



Raffles

Our recent Easter Raffle raised \$498.00. Winners included a mixture of clients, staff and friends of Liberty, with the second prizewinner, Dolph, pictured above.

Volunteers

A BIG THANK YOU to all of the volunteers who join me in our marketing activities. We have had many successful mornings, plenty of stories shared with us and some beautiful words as well. At our games morning in March four seniors came over to sing and chat with Maryanne and I and they said:

"What beautiful ladies we were and what a wonderful service is Liberty."

We also received compliments for our Home Services Team including,

*"Your staff are so accommodating and wonderful. Thank you for the service you provide."
- Stan and Heidi*



Volunteer nominations have been confirmed and two volunteers have been nominated for the wonderful work that they do here at Liberty. These awards will be announced in December 2020 as well as an Organisation Award with Volunteering Gold Coast and LASA Organisation of the Year also submitted and waiting a decision.

Community Library

By popular demand a new Community Library will be built by the Nerang Men's Shed and will be housed here at Liberty for clients, staff, volunteers and visitors to enjoy. The Community Library at Nerang Pool will recommence when the pool reopens so don't forget to check it out - one of our volunteers makes sure it is well stocked.

Did you know the Liberty Magazine is available in hard copy, on the Liberty website or via email?

If you would like an electronic copy phone us on 5578 1668 with your email address.

No matter how you receive it you can sit back, relax and enjoy the Liberty tales that we all love putting together for you.

The information on this page is an excerpt from the Australian Government, Department of Health Coronavirus (COVID-19) Information Sheet – It's Okay to Have Home Care.

IT'S OKAY TO HAVE HOME CARE

Managing the COVID-19 pandemic, at Liberty Community Connect we are strictly following the advice as received by the Australian Government. Your health is our priority. This includes protecting our clients from coronavirus (COVID-19).

All necessary measures are taken to ensure you stay safe when our support workers visit your home. This includes following advice from Australia's Chief Medical Officer about when to use protective equipment. Most of the time personal protective equipment such as masks, gloves, aprons or gowns, and protective eyewear is not required. Personal protective equipment must be worn if:

- you have been diagnosed with COVID-19
- you are suspected of having COVID-19, or
- you are displaying symptoms of COVID-19.

If our support workers are displaying symptoms of COVID-19 they are not allowed to work.

Protecting Yourself against Coronavirus

Good hygiene and taking care when interacting with other people are the best defences for you and your family against coronavirus. This includes:

- covering your coughs and sneezes with your elbow or a tissue;
- disposing of used tissues immediately into a rubbish bin and washing your hands;
- washing your hands often with soap and water, including before and after eating and after going to the toilet, and when you have been out to shops or other places;
- using alcohol-based hand sanitisers (60% alcohol), where available;
- cleaning and disinfecting frequently used surfaces and objects;
- staying at home and avoiding physical contact with others, except when you need assistance or care;
- avoiding non-essential travel;
- having our support workers or the chemist deliver your medicines;
- having our support workers do your grocery shopping for you or have your local grocer deliver to your home; and
- staying 1.5 metres away — two arms' length — from other people, when you can.

Look After Your Health

You should keep up your regular home care and health care. This is just as important as protecting yourself from coronavirus. Have regular contact with your doctor and call them if you are concerned about any of your health conditions. They may be able to provide care over the phone or via tele-conference, and face to face care is still available.

Further Advice

To find out more about COVID-19 please contact the National Coronavirus Helpline on 1800 020 080, go to [health.gov.au](https://www.health.gov.au), or phone My Aged Care on 1800 200 422.

If you have any concerns about your services from Liberty please give us a call on 5578 1668.

Kay's Date Loaf

Ingredients

- 1 handful of chopped pecan nuts
- 1 cup chopped dates
- ½ teaspoon bi-carb soda
- 1 pinch mixed spice
- 1 ¾ cups self raising flour
- 1 cup sugar
- 60 grams margarine
- 1 cup boiling water

Method

Combine all ingredients, except flour, in a bowl. Mix until margarine melts and is well combined. Fold in sifted flour. Bake in a greased tin in a moderate oven for 30 - 40 minutes.

If you would like to share your favourite recipe please call the office on 5578 1668



WORD SEARCH

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

Amaryllis
Anemone
Aster
Astilbe
Begonia
Bluebell
Buttercup
Carnation
Columbine

Cosmos
Crocus
Daffodil
Dahlia
Echinacea
Foxglove
Freesia
Gardenia
Geranium

Hibiscus
Hyacinth
Impatiens
Iris
Jasmine
Jonquil
Lavender
Lily
Lotus

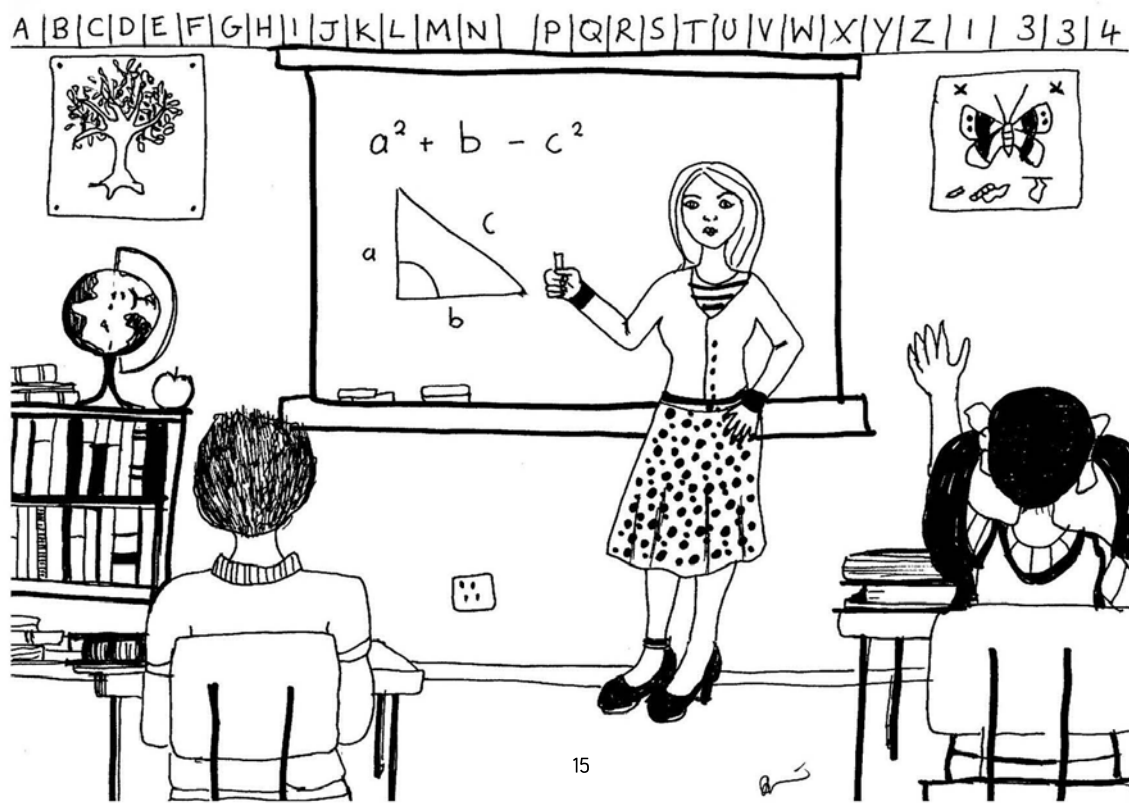
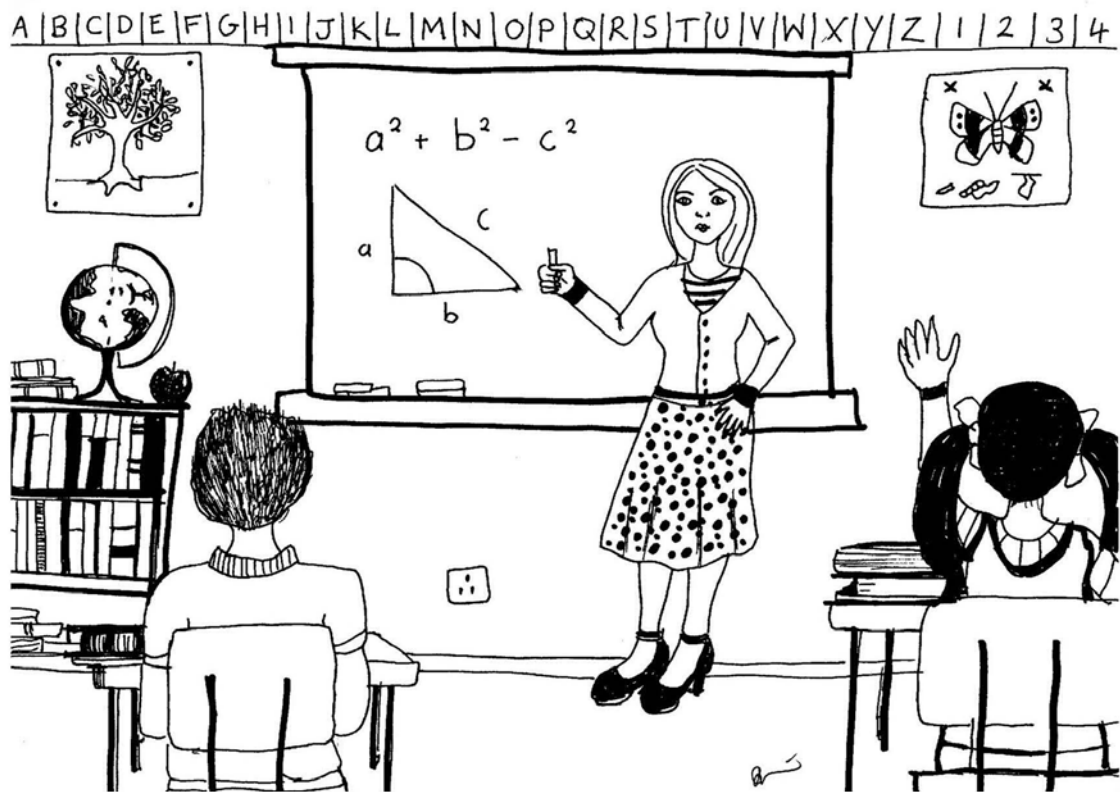
Marigold
Nasturtium
Orchid
Pansy
Petunia
Rose
Snowdrop
Tulip
Violet

Wisteria
Yarrow
Zinnia



SPOT THE DIFFERENCE

There are 10 differences between the two pictures



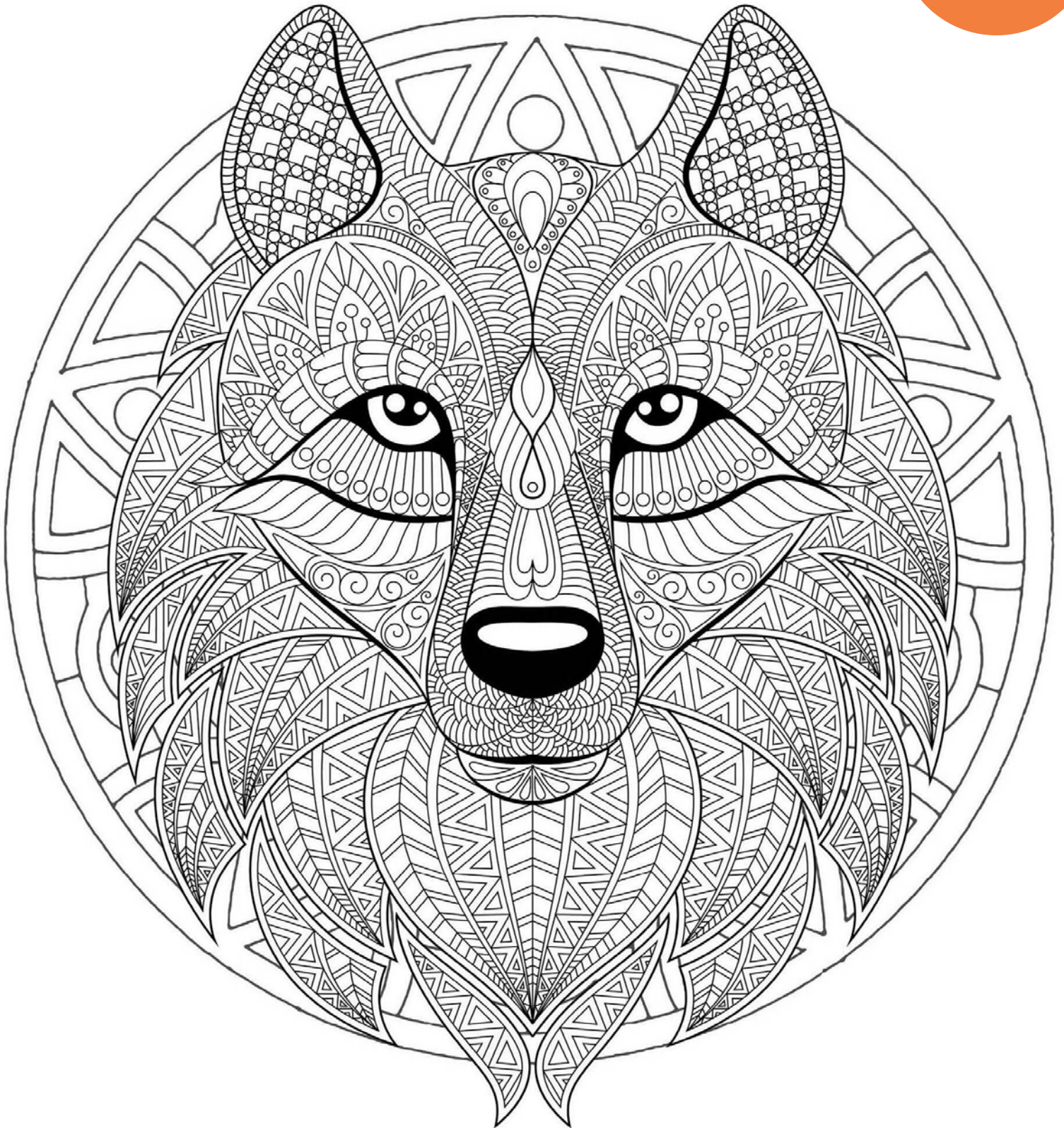
Let's Get Creative

Colour
me in



Let's Get Creative

Colour
me in



Our Thanks



The
Department
of Health



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

Deaf & Other Communication issues -

- 24 hour relay ~ TTY/voice calls ~13 36 77
- Speak & listen ~ 1300 555 767
- SMS relay ~ 0423 677 767

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

National Coronavirus Helpline - 1800 020 080 (www.health.gov.au)

NDIS - 1800 800 110

*Older Persons Advocacy Network (OPAN) - 1800 700 600

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

Translating and Interpreting Service (TIS National) - 13 14 50 and ask to be connected to 13QGOV

Volunteering Gold Coast Transport - 5526 5288

*OLDER PERSONS ADVOCACY NETWORK (OPAN)

OPAN is an independent body delivering advocacy, information and education services to older people. This free service supports older people and their representatives by giving them a voice to address issues related to Commonwealth funded aged care services, including questions and concerns about the implications of COVID-19. OPAN also aim to provide an immediate response to elder abuse and provide additional support for people facing this problem. For further information and/or assistance phone 1800 700 600.



POLICY STATEMENT

LIBERTY will minimise the risk of infectious disease transmission in the workplace and promote personal hygiene and safe work practices. Work practices shall reflect the strategy that all blood and body fluids are potentially infectious.

8.2.1 Personal Hygiene

- Staff shall be aware that hand washing is one of the single most important means of preventing infection.
- Staff shall wash and dry their hands at the following times:
 - at the beginning and end of each shift;
 - before and after preparing food;
 - before and after eating, drinking and smoking;
 - after contact with body fluid (includes toileting, blowing nose, coughing);
 - before and after attending dressings; and
 - before putting on and after removing gloves.
- Staff shall ensure that they maintain intact skin as a natural defence barrier against infection. During working hours cuts and abrasions on the hands and other exposed parts of body are to be covered with a waterproof dressing.
- Direct support staff shall encourage client to follow correct personal hygiene protocols; and
- Support staff shall ensure that if they have an infectious disease, they check the recommended minimum exclusion period from the workplace.

LIBERTY FEEDBACK

Each year Liberty gives the opportunity for our clients to participate in our client annual survey. This year we are doing things a bit differently. One of our friendly staff will contact you personally over the coming months and will assist you to complete this survey over the telephone.

We encourage you to answer as honestly as possible ~ this allows us to review our service delivery and adapt where necessary so we can continue to provide high quality services to the Gold Coast community.

In the meantime, if you have something you would like to share with us, please complete and return the Feedback Form below.

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)