



liberty

community connect



VOLUME 76- 2021

Mission

To make a positive difference, promoting community connection and independence, by providing quality care and flexible services

Vision

For people to be empowered to live a life of their choice

Values

We respect the choice and rights of all people; We act with integrity and accountability in all that we do; We are proudly focused on the well-being of our community





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LIBERTY COMMUNITY CONNECT

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Angela Jones ~ Operations manager

Welcome to the 76th edition of the Liberty magazine. As one of the latest additions to the Liberty family, I thought I'd give Jo a break and take this opportunity to introduce myself as the operations manager. In my role at Liberty I'm mostly responsible for keeping the wheels turning and putting all our good ideas into action.

A bit about me - I have lived on the Gold Coast for 20 years, having originally come from Sydney with my young family. My professional background is varied across key roles in customer service, finance and operations management. Recent years have been spent working in the community service sector for a youth charity, an assistive technology supplier and the National Disability Insurance Agency (NDIA). I'm very excited to now be here at Liberty helping to empower people to live a life of their choice ~ I'm extremely thankful for the warm welcome I've received so far.

In the news - The most exciting thing to share with you from our sector right now is the recent release of the Royal Commission report into aged care, which is set to see a raft of improvements to aged services over the next few years. Here at Liberty, we are all very much looking forward to the increased funding and other changes aimed at assisting ageing people to stay in their homes, with access to quality support services for as long as they choose to. We are already preparing for increased service demand and looking at innovative ways to provide individual support and engage more people in our group programs ~ I look forward to meeting more and more of our Liberty community members as time goes on and if you see me in the centre please come say "Hi".



Vitay Kaitinis ~ President

Now the major covid restrictions are hopefully starting to ease it's time to get back to doing what we do best - moving Liberty forward. Over the next few months, the management committee's priorities include the annual review of the Strategic Plan, finalising the 2021/2022 budget and, participating in a workshop to review the roles and responsibilities of the management committee within the context of Liberty operations. This will include discussions surrounding reporting requirements on the progress of priorities as identified in the Strategic Plan, financial reporting and financial delegations governance, future development and learning needs for management committee members, and the strategic planning process.

On a sadder note, I wish to announce our committee secretary, Kym Kyle, has resigned. Kym has been a committed, hardworking, and respected member of the committee and, on behalf of the committee, I wish her well in her future endeavors and thank her for her valuable contribution.

Following on from Kym's resignation, we would like to welcome Danielle Lim. Danielle is currently working as the principal at DSL Law who specialise in retirement living and aged care. With Danielle's experience and knowledge in the sector I am sure she will be valuable to both the management committee and Liberty.



Jim - attends the Elderly and Community Access Group

Jim's True Blue Aussie Story

At the age of 10, Jim began his career driving trucks around Australia. His first job was working with his mate's uncle who owned an ice truck. There were four blokes working together on this truck delivering blocks of ice that were 18 inches long and 8 inches deep. "My job was to drive the truck between each delivery."

At 14 years old, Jim's mate asked him to help deliver general freight from Sydney to Melbourne to relieve his ill father who owned a 'Denise' semi trailer truck.

Soon after Jim and his mate purchased a 'Blitz' truck.

Together they delivered cut pit props all over Newcastle, which were used in the underground mines.

Jim says, "I had more mates than family" and he relayed a memory of an exciting time in his life, around the age of 16 - Jim received his truck licence. This however very quickly nearly changed. The local Sergeant 'nicked' him about his young age, but fortunately let him keep driving instead of taking his licence away.

By the age of 19 Jim moved his way up from driving a single trailer truck to driving road trains. Jim's longest drive was Portland,

Victoria to Mt Isa, Queensland, and onto Borroloola, Northern Territory which took five - six days. His favourite stops were Mt Isa, Elliot and Pine Creek, Northern Territory.

Jim continued to drive trucks for many years and did not retire until he was in his 70s. His last job was working with earth moving equipment.

It's men like Jim whose dedication and obvious passion for not only their job, but for Australia, that keeps this country moving, just like the bumper stick reminds us ...

"Without trucks Australia stops"



Irene - attends the Elderly Group

Our Elderly Group provides services for people 65+ years and 50+ years for Aboriginal or Torres Strait Islander people.

Australia Day Celebrations

Australia Day Celebration Week was truly a great time. This kicked off with the iconic Aussie game of thong throwing. How hard could it be to chuck a thong into a bucket? This unique Aussie sport is not as easy as one would expect but was embraced by each and every client with enthusiasm, fun and laughter. All winners loved their Aussie prizes - with the fridge magnets the prize everyone wanted to win.

An Australian poem by Neil Macarthur called 'The Spirit' was read to each group. This is a very powerful poem and was very well received by the group.

Heather (Liberty client) shared a book written about her relatives who came out to Australia as convicts and made a wonderful life for themselves. Wednesday's group were treated to a display of volunteer Helen's collection of rare artifacts and stories from

her travels around Australia. These contributions from our Liberty friends were very interesting and promoted much conversation and questions.

Staff, volunteers and clients all learned new slang and trivia about Australia. It was a great week. Kathleen, Heather and Elaine (Liberty clients) all won prizes for the best dressed Australian outfit. Well done ladies.

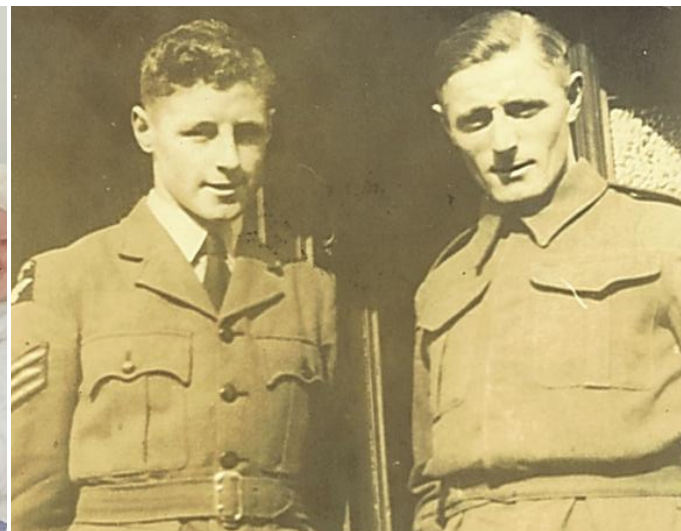


Craft 2 Create

Liberty Community Connect runs regular four week craft workshops. Classes are held on a Friday and include a light morning tea and interactive lessons in creativity.

The cost is \$10.00 for the four week period to cover basic materials (subject to change depending on activity).

For more information please contact Karina on 5578 1668



Ken Walker's Story

Ken is one of our long time clients who is originally from New Zealand. His favourite place to visit in New Zealand is Rotorua as it offers a wide variety of landscapes and scenery, and is a great holiday destination. He enjoyed visiting the surrounding countryside in Rotorua and remembers the constant smell of sulfur- this smell is what makes Rotorua famous. Ken mentioned he has fond memories of ballroom dancing with the local people.

"At age 17, I served as an air cadet. At 18 I joined the Air force, and at 20 I was posted, with crew, into an operational bomber squadron." With many men being deployed to the front line, women were drafted into essential war production jobs.

Through shared stories with Liberty friends it was discovered that another Liberty client, Dorothy, worked for a factory in England, County of Lancaster, where she made parts for the Lancaster bombers – the plane Ken flew. Dorothy says, "I made them and he flew them!"

Ken's experiences during his time with the Air Force has made a lifelong impact, and Ken has shared some of his photos of his service years. Liberty appreciates Ken's willingness to lead us in Anzac and Remembrance Day commemorations each year to remember and recognise all people who have served in the armed forces.



Back row (left to right) Jack (Bomb Almer), Jock (Mid-upper Gunner), Cyril (Flight Engineer), Joe (Rear-gunner) Front Row (left to right) Norman (Wireless Operator), Ken Walker (Fighter Pilot) Joe (Rear-gunner)

Ken and Dorothy - attends the Elderly Group

Left to right, Ken Walker receiving his wing from group office W.E Kennedy (Commanding Officer)

Waitangi Day at Liberty

To commemorate Waitangi Day, the clients joined in armchair travel to New Zealand. This was a fantastic week filled with singing, watching travel videos, learning about traditional culture, tasting some delicious food and playing traditional New Zealand games.

We were privileged to be entertained by some wonderful Liberty staff from New Zealand as they sang a few Maori waiatas (songs) and taught the actions so we could join in.

The groups also enjoyed learning an action song, 'E Rere Taku Poi', and performing it together. We made some traditional pois out of newspaper, wool, cellophane and plastics bags and we shared some quirky and interesting facts about New Zealand that were little known to many.

The armchair trip wouldn't have been complete without watching the famous haka being performed live at one of the rugby games.

For lunch we ate roast lamb, kumara (traditional sweet potato), and indulged in delicious hokey pokey ice-cream which is a popular treat for New Zealanders.



(Left to right) Trish and Sharleen - Liberty staff



Back row (left to right) Geoff, Steve, Candice. Front row (left to right) Daniel, Sara, Jim and Irene - attend the Community Access Group.

Out N' About

During January and February the Community Access Group enjoyed outings to a variety of coastal and inland locations around the Gold Coast including some new and exciting venues and parks. The parks we visited were Crocker Park - a nice location for a for a game of Bocce - Coleman Park, Bill Thompson Park, Flooded Gum Park and O'Connell Park.

The group also had the opportunity to try some new activities such as quoits, croquet and chair soccer. The new quoits game has five posts instead of the usual one, which made the game more interesting and challenging. Some of our regular activities, such as velcro target and quizzes (always a winner with the clients), were also enjoyed. Games are a great way to provide an opportunity for everyone to increase their movement, fine motor skills, hand eye coordination and mental stimulation as well as have some fun with friends.

Australia Day was celebrated with thong throwing, Aussie trivia, quizzes and, of course, sausages on the barbecue. New Zealand week included yummy jaffa muffins and barbecued lamb chops which was a treat and well liked. We tested out the Kiwis with some quizzes about their home country and also loved hearing some wonderful stories from childhood memories in New Zealand.

A highlight over the last couple of months has been the two lucky groups who had the opportunity to have a ride with CYCLING WITHOUT AGE. The clients rode in a e-trishaw piloted by trained volunteers along the shared pathways of the beautiful Paradise Point Parklands. Rides are available for anyone on Tuesday, Wednesday and Fridays at Paradise Point Parklands. We asked a client how long it had been since she had been on a bike. She was giggling like an excited youngster going for a ride when she replied, "60 years". This was a very special day for her and many other clients.

"I love comin' out with you. I always have a great time"

~ Garry



"I love playing the games and at 87 I am still very competitive and always ask each week what game are we playing in today's outing."

~ Doris



"I never feel like I am at work, because my job is so much fun!"

~ Roxy





Janelle - attends the Centre Based Group

Liberty's Centre Based Programs are designed to support all levels of abilities.

Having Fun In The Centre

January was a buzz here in the centre for Country Music Week. We all dressed up in our cow boy/girl hats, denims and our boot scootin' footwear. All the groups tried their hand, or should I say their feet, at some line dancing. It is often said that laughter is the best medicine and we definitely got our daily dose. We toe tapped along to some country music hits, and requests from the clients - agreeing it was a fun way to sneak some exercise into the day. It was then time to put our feet up and relax as we took our minds on a journey, visualising the stories behind some Aussie Bush Poetry.

We couldn't let Australia Day go by without some good old fashioned thong throwing - who knew throwing thongs could be so much fun. We had prizes for best dressed and thong throwing skills. Our brains were then tested with Aussie trivia and some true blue Aussie slang.

In February we enjoyed some healthy but very tasty treats. Our clients made some fresh fruit juices and fruit smoothies and were treated to an array of ingredients to make their own fruit cocktails. We were all hands on with preparation and we came up with some extremely interesting combinations. Overall the watermelon juice was a fan favourite. This ignited many trips down memory lane, discussing our worst and best ever cocktail flavours. We all certainly have a wide variety of tastes among us.

The clients have been busy testing out our newest activity - 'Plunk it'. Imagine a 1.5 metre cylinder filled with balls held up by coloured sticks. You are assigned a colour and the objective is to get as many of your team's coloured sticks out while not letting the balls drop. Sounds easy, right?

Clients came up with loads of strategic moves, deep concentration and a steady hand as they pulled their sticks out. With eagle eyes, one by one, the sticks were coming out with success, but then the fun began, the balls ultimately beginning to fall. One false move and a roar of laughter as the balls came flooding out. We discovered this new game is the ultimate test of strategy and hand eye coordination which results in a much welcomed belly laugh as we cheer each other on!

If you or someone you may know is interested in coming along to any of our Leisure and Lifestyle Programs please contact Chris or Karina on 5578 1668.

There is truly something for everyone at Liberty, we hope to see you soon.



Something For The Ladies and Gents

Men listen up, this one is for you - Liberty runs a Men's Day out every six weeks in the Gold Coast community. We do everything from fishing to having a beer and a barbecue. Whatever is on the agenda, our blokes really enjoy their time together. If you are able to get around safely and independently why not join the men for our next day out.

Now ladies, it's your turn. Liberty will be re-starting our Ladies Day Out, which will run every six weeks. We will be out in the community, doing what ladies love to do, from having picnics to sight seeing, to much more. If you are able to get around safely please join us on our ladies day out.

Please phone reception on 5578 1668 if you are interested in Ladies or Men's Day Out.



Jean - receives home services pictured with Marcia a support worker

Living Independently

Commonwealth Home Support Programme (CHSP) is considered a base level of support and care, in comparison to a home care package, for people 65+ and 50+ for Aboriginal or Torres Strait Islander people. If you have a carer who needs to attend everyday activities support is available through CHSP for someone to stay with you while your carer is away. Call Melissa or Rowena at Liberty to discuss, or better still call in and meet the crew.

Liberty provides the following home services to support clients through the CHSP funding:

- In Home Respite - allowing carers a well deserved break
- Home Maintenance – lawn and garden maintenance
- Personal Care – hygiene assistance/personal grooming
- Social Support – assistance with shopping, and banking, one on one activities which can include, but are not limited to, visiting the library, a picnic or participating in a hobby
- Domestic Assistance – house cleaning
- Podiatry - provided in our centre at Nerang every six weeks



Marie - receives Home Support

Marie and Tye's Story

Marie is an inspirational Liberty client who has been receiving services with us for over ten years. She currently receives weekly social support and finds the support staff "lovely and helpful".

Marie receives support through Liberty under our CHSP funding. We assist her with weekly shopping and running errands. She also loves having the occasional coffee and a chat with some of our support staff and talking about her early life and travels.

During her early years, Marie travelled around the world and met some amazing people, some were very high profile. She was once a strong swimmer and diver and

worked as a swimming coach, sharing her passion for the sport.

We value the energy that Marie brings to Liberty and enjoy hearing her stories, especially about her dachshund, Tye, who is very spirited and is always happy to see our support staff. His ears perk up when he hears the word 'walk'. They often visit their old neck of the woods, especially to the Greencross vet at Nerang where Tye gets doggy sat while Marie runs her errands.

We thank Marie for her ongoing support of Liberty and look forward to continuing to support her in the future.



Tye - Marie's fur baby

Please call My Aged Care for an assessment to seek approval for CHSP funding on 1800 200 422 (free call)



Candice - receives support through the NDIS to attend Leisure and Lifestyle Community Access Group

A Little Bit About Candice

Candice has been a client at Liberty for over five years and attends both the centre based and community access groups. She heard about Liberty when she was attending TAFE when someone suggested she try Liberty's social groups, and Candice has been enjoying herself ever since.

Funding received through the NDIS supports Candice's attendances in the Liberty programs as well as helping her to access visual aids through Vision Australia so she can fulfil her goals of socialising with others and living her life to the fullest.

With limited vision, Candice only sees a small amount of colour. Although being declared legally blind when she was young, Candice explains that her 'vision' is captured through her other senses.

Candice has completed literacy, numeracy and computing courses through TAFE and was recently invited to speak to a group of people from Education Queensland. She shared her story and experiences of learning at TAFE with an audience of 1,000 people.

When asked about what she enjoys most about the Liberty program, Candice said the fun the group has together and how they all get along well, going for walks and playing the Velcro target game in the park. She loves all the staff and volunteers saying they do a great job and really care about the clients.

In her spare time Candice enjoys listening to music, especially the radio because of the mixture of songs. She has just discovered the wonders of YouTube and being able to find all her

favourite genre of music, especially songs from the 90s and her favourite artist, Ronan Keating. Another of Candice's favourite pastimes is playing with her two Shu Tzu/Maltese cross dogs, Mo and Lulu, who run to greet her when she returns home after a day out.



Please [click here](#) to check out information regarding the NDIS

Home Care Package Funds

Staying informed on what support is available to you is important to help you living independent in your own home. Following is some small snippets of information currently circulating about home care package funding.

Recent research has identified that the confidence of older Australians is significantly low when it comes to using their Home Care Packages. The study revealed that older people who have access to essential health and wellbeing services through the Australian Government's Home Care Package program find it largely confusing and unclear, which is compromising the willingness to draw on the available supports. Whilst the study acknowledges there would always be some level of unspent funds, this figure is drastically too high and indicates a significant need to focus on building consumer confidence. "Alongside the need to drastically increase the number of Home Care Packages, the Australian Government needs to ensure that navigation and communication with consumers during the application and allocation process is as streamlined and as user-friendly as possible" (Dr Catherine Joyce, Inside Ageing).

Here at Liberty we work hard to break down the confusion by providing relevant and clear information. By making sure you are informed and understand the supports available will help you maximise your Home Care Package. If you have any doubts or questions please call Rowena or Melissa on 5578 1668 so that we can discuss with you directly. Following is some options you can spend your home care package funds on.

If you are interested in reading the research please check out the information on inside Ageing's website <https://insideageing.com.au>



- Personal services - assistance with personal activities such as, showering, toileting, dressing and undressing
- Meal preparation - assistance with preparing meals
- Continence management - purchase of continence aids and appliances
- Mobility and dexterity - provision of walking aids, mobility scooters, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance using these aids
- Aids and equipment - particularly those which assist a person to perform daily living tasks
- Transport and social assistance - assistance with shopping, visiting health practitioners and attending social activities
- Assistive technology - such as devices that assist mobility, communication and personal safety
- Nursing, allied health and therapy services - this may include speech therapy, podiatry, occupational or physiotherapy services and other clinical services such as hearing and vision services



Colin - Liberty client who utilises his home care package funds to attend the Elderly Group Program.

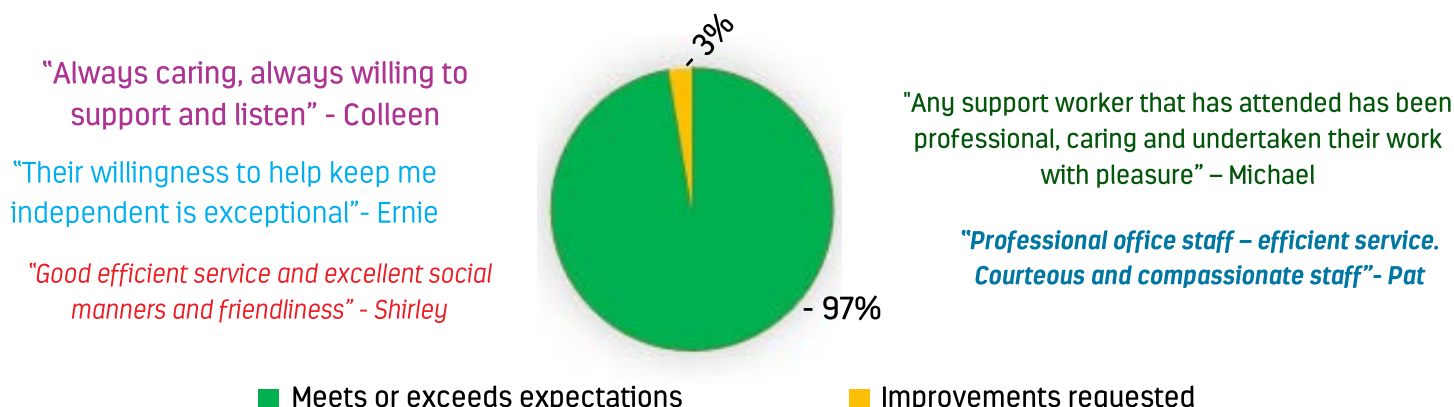
What the Clients Said About Us

In April we conducted our Annual Client Satisfaction survey and we're very pleased that 47% of the clients responded and provided us with valuable feedback on what we do well and how we can further improve our supports and service delivery.

97% of respondents rated us as meeting their expectations or better in terms of our services and quality of support - with 37% of respondents rating us as Exceptional

The full report is available on our website, or you can contact us on 5578 1668 to request a copy via email or post.

Overall Client Satisfaction



And we listened to our clients seeking improvement as we look for ways to:

- be as responsive as possible to their changing support needs
- work with staff and clients to minimise changes to our support schedules,
- provide more physical activity in our group social programs

Fundraising



Raffle

Our recent Easter raffle raised \$1,373.90. Norma, our third prize winner pictured to the side, was among a mixture of staff and clients who received a basket full of Easter eggs and other goodies. Thank you to clients, staff and local businesses, including Coles Nerang Fair, My Centre Nerang, Dan Murphy's and Bunnings, who donated items to our raffle, including a handmade quilt and fluffy rabbit.

Grants

We were very excited to receive delivery of our new vehicle made possible through grants from Gambling Community Benefit Fund, Stronger Communities Program and fundraising from our Trivia event in 2019. This vehicle will help transport our Leisure and Lifestyle clients to get out and about and socially connected to the community.

New equipment has also arrived thanks to grants received from the City of Gold Coast Hardship Grant and Recovery Grants. We look forward to using the exercise equipment in our group programs to increase strength, fitness, dexterity and mobility, and the new ipad and tablet will assist in increasing technology skills in our Connect 2 Tech program to keep clients connected to friends and family. Boredom Buster Boxes filled with materials are available for any crafty friend of Liberty to create handmade items for our Gift Shop. Please contact Liberty on 5578 1668 if you are interested in being involved in any of these opportunities.



Deja Vu

Hi to all. I trust everyone is enjoying the new streamlined version of the shop. This change makes it open and more accessible for all to move around. There is a range of giftware that has been created and supplied to stock the shelves. A big thank you goes to those who created, donated and participated in supporting Liberty through the Boredom Buster Boxes Program ~ this initiative offers friends of Liberty necessary materials to create hand made items which can be sold in Deja Vu. If you have a hidden talent in crocheting, knitting, or card making to create hand made items please phone Karina for further details on 5578 1668.

If you are in the market for a new outfit, we have three racks of clothing to choose from, the sizes range from eight to twenty-four and the stock is being continuously updated. The book selection is also proving popular and we have a good variety of novels and authors to choose from.

Well that's all from me for now. I look forward to finding you that special bargain.

~ Sharyn



Scissors N' Sass

Howdy doody everyone, "Scissors N' Sass" is introducing something new for Autumn/Winter to complete your new look. I will be introducing a variety of beauty and hair products that you can purchase, hair slides to add a touch of glamour, lipsticks, shampoo and conditioner. Hair colour mousse is also available, which is a temporary colour change (and washes out) with the added bonus of giving your hair extra body. This hair colour comes in a variety of pastel shades and is a unisex product so men can brighten up their image and start a new trend at Liberty. I look forward to see you soon. Hoo Roo

~ Lorraine



Lattice vanilla slice

DESSERT

Recipe from Kerrie

Ingredients

- 400 g lattice biscuits
- 100 g instant vanilla pudding mix
- 600ml cream

Method

1. Line tray with 1 packet of lattice biscuits, glazed side down
2. Mix cream and vanilla pudding together until thick
3. Spread over biscuits
4. Cover the cream mixture with remaining biscuits
5. Serve with passionate fruit (optional)

W O R D S E A R C H

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

*Appreciation**Beautiful**Breakfast**Candy**Charming**Comfort**Devoted**Flowers**Forgiving**Gifts**Guidance**Hugs**Jewelery**Joy**Kisses**Laughter**Love**Maternal**Mum**Mother**Nurture**Perfume**Protective**Share**Telephone**Tender**The Best**Warm**Wise*

Thank you from us

Liberty Community Connect often receives, donations, grants and funding. We would like to thank those who have contributed to making Liberty that little bit more special. Without you, we would not be where we are today.



Queensland Government

We would like to thank Centre Management at the following shopping centre's for their community spirit and giving Liberty the time to come in with our pop up: Helensvale Plaza, Ashmore City Shopping Centre, Southport Park Shopping Centre, My Centre Nerang, Nerang Mall, Nerang Aquatic Centre and Nerang Fair Chempro Chemist.

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
 Carer Gateway - 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
 Queensland Community Support Scheme (QCSS) 1800 600 300
 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
 Vision Australia - 1300 84 74 66
 Volunteering Gold Coast Transport - 5526 5288

Privacy, Dignity and Confidentiality

~ No: 2.12

POLICY STATEMENT

At all times LIBERTY will recognise and respect our operational responsibilities to privacy, dignity and confidentiality in all aspects of clients/participants, staff ~ employees and volunteers ~ and other applicable stakeholders.

LIBERTYs management and staff are committed to protecting the privacy of personal information it collects, holds and administers in accordance with Commonwealth Privacy Act and the 13 Australian Privacy Principles.

- Privacy ~ the object of LIBERTYs Privacy, Dignity and Confidentiality Policy is to
 - ~ promote the protection of the privacy of individuals
 - ~ recognise that the protection of the privacy of individuals is balanced with the interests of entities in carrying out their functions or activities
 - ~ provide a means for individuals to complain about an alleged interference with their privacy
 - ~ promote responsible and transparent handling of personal information
- LIBERTY ensures that all individuals experience
 - ~ freedom from intrusion and public attention
 - ~ being treated with dignity, honour, respect and worthiness, thereby reflecting their culture and community, and providing a positive influence for their self esteem
 - ~ access to their personal information that is held by LIBERTY
- Confidentiality ~ LIBERTYs confidentiality agreement protects
 - ~ the information contained within the records of LIBERTY Community Connect Inc
 - ~ all personal details obtained through interviews within the Organisation
 - ~ clients/participants and staff, and stakeholders

Please note this a excerpt of Policy 2.12

LIBERTY FEEDBACK

Each year Liberty gives the opportunity for our clients/participants to take part in our annual survey. 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. Your feedback is welcome at any time.

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 (angela@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 ?

Liberty Celebrates our Volunteers

On Thursday, 20th May, Liberty hosted a High Tea for all of our volunteers to acknowledge the commitment and support they provide to Liberty. The afternoon was a huge success with over 22 volunteers attending. All attendees received a gift bag and were presented with a Certificate of Appreciation.

The event was attended by our longest serving volunteer, Helen Griffin. Helen has served at Liberty as a volunteer for 25 years this year. It was wonderful to see all the volunteers from different areas of Liberty mingling and enjoying the afternoon.

We again, thank all our volunteers for their continued service and support. If you or anyone you know would like to volunteer at Liberty, please contact Chris Deeks on 07 5578 1668 or via email at chris@libertycommunity.org.au

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, Facebook 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:

ELECTRONIC TRANSFER

BSB: 633-000

Account No: 133382044

Reference: Your Name



Liberty Community Connect
is a registered Charity
(DGR 900 490 770)