



liberty  
community connect

VOLUME 80 - 2022

## Vision

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

## Mission

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





## The Friendly Bench

[besomeoneforsomeone.org](http://besomeoneforsomeone.org)





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**LIBERTY COMMUNITY CONNECT**

31 Martin Street, Nerang Qld 4211 | PO Box 446, Nerang Qld 4211  
T: (07) 5578 1668 | E: [info@libertycommunity.org.au](mailto:info@libertycommunity.org.au) | W: [libertycommunity.org.au](http://libertycommunity.org.au)





## A Word From The President - Vitay Kaitinis

The last six months have been interesting to say the least with pending government funding changes resulting from the Aged Care Royal Commission, the retirement of Jo, our former CEO, and other changes to Liberty's senior management team. During this period we also welcomed back Allan as our new CEO who, along with the management committee, will be taking on the future challenges Liberty is facing in the aged care sector.

The government is yet to finalise the details regarding changes to aged care services however signalled these changes will have significant impact on the service model and how funding for services is paid to providers. It is obvious Liberty will need to make significant changes to remain viable into the future. Liberty however is in an excellent position in meeting these opportunities and challenges due to our solid financial base, the size and flexibility of our organisation, our reputation and the expertise and commitment of our staff and volunteers.

In readiness for the changes, work has already commenced in reviewing Liberty's structure, the current and future needs of the financial system, a review of financial and management reporting, the development of staff and management committee skills, together with investigating staff recruitment options. Discussions have also commenced regarding future investment options to continue the ongoing improvement of our services to our clients to enhance their independence and health and wellbeing.

The government has indicated changes to the existing aged care system will not be implemented until July 2023 however we cannot wait. Liberty is committed to being ready to transition with these changes. The review of our current business model now will enable us to be in a position to take advantage of opportunities as they occur and to ensure we continue to provide high quality services to support our community live vibrant and independent lives.

We are excited about the changes and new developments and how these will help to meet the needs of our community.





## Greetings from the CEO

### - Allan Reeve

Thanks for taking the time to read through our Magazine.

The intent of our publication is to share useful information and authentic stories in the hope you will read something of value and be inspired to connect more deeply to the community or join us in doing so. Community is everything to us!

We want to be a valuable asset to our community, create as many opportunities as we can for you to live well, and to live long in your community. Being part of something greater than ourselves is more important than most of us realise. There are numerous studies conducted across the globe that point to the key indicators of living a long life. It may surprise you but the top two indicators for a long life are both related to an emphasis on social connection and belonging. These are stronger indicators than a healthy diet and exercise.

A lot is going on in our neck of the woods and in spite of COVID-19 restrictions, significant impacts of storms, and many other challenges we continue to offer a wide variety of services to keep people loving life in their own homes and maintaining social connection through our community centre at Nerang. Please give us a call if you find yourself in need of a helping hand, are alone, or simply bored and unsure of how to get yourself up and out. We are here and ready to help.

There continues to be a lot of change occurring in the aged care industry. The impacts to funding and support services have begun filtering through to providers and clients.

As the year progresses you will hear more and more information regarding these changes. You may receive communication from the federal government to explain any impacts that may personally affect you. If you are interested in reading more about these changes head over to

<https://www.health.gov.au/initiatives-and-programs/aged-care-reforms/how-aged-care-will-change-for-you>.

Liberty is simply getting on with the job of helping people. We are navigating through the changes and we will focus on the needs of the people in our community.

The Government is doing all they can to manage the expectations of the community receiving aged care. Our job is to do what we promise and to do it well. We promise to listen, adapt, and remain people-focused. Regardless of changes, we simply want to make sure the people we help remain at the centre of why we do what we do.

The Aged Care Quality and Safety Commission conduct regular onsite audits of all accredited aged care providers to measure performance against the Aged Care Quality Standards. The Commission will shortly be visiting Liberty to ensure we are meeting our obligations. For further information and to find out how you can be involved please read the following four pages

In closing, I want to acknowledge the beautiful staff at Liberty for their commitment and care during some of the most challenging times we have ever experienced. Thank you for keeping our people safe and for joyfully doing your job each day.

Cheers,  
*Allan Reeve*





## **Important notification for clients receiving services under a home care package or Commonwealth Home Support Programme**

Home Service Name: Liberty Community Connect  
Commission ID: 700444

03 March 2022

Dear Consumer and/or Consumer Representative

You have received this letter because the Aged Care Quality and Safety Commission (Commission) is planning to visit the home service provider who is responsible for delivering aged care services to you. The purpose of the visit is to assess whether the quality of care and services being provided to you and other consumers meets the Aged Care Quality Standards.

The Commission is a separate entity from My Aged Care. The Commission **does not determine your level of care, funding or government benefits**, and none of these will be affected by any action you choose to take in response to this letter.

The Commission is interested in hearing from you (or your representative) should you wish to provide any feedback on the quality of care and services provided to you by your home service provider.

This process is completely optional, and you can choose to do any of the following:

1. Call the Commission on **1800 951 822** and press option 2 to provide feedback over the phone or request to speak with a quality assessor from the Commission.
2. Contact your home service provider and request a meeting (by telephone) with a quality assessor from the Commission.
3. Complete the Commission's consumer experience online survey. You access the survey via the Internet at: [lonergan.team/homeservice](https://lonergan.team/homeservice). You will need the Commission ID at the top of this page to access the survey. Lonergan, an independent research company, is conducting the survey on our behalf.
4. Do nothing and choose not to provide feedback on the quality of care provided to you, on this occasion. Please feel free to choose this option if you wish.





The Commission will also contact a number of consumers directly, and you may receive a phone call or email from a Commission quality assessor to schedule an interview with you. Your participation in this interview is also entirely optional. However, it will help us to understand your experience, the quality of care and services you are receiving and your home service provider's performance.

If you do provide feedback, the Commission will respect the privacy of your information and will not share details with your home service provider unless you specifically agree to this, or where we are concerned about your safety, health or well-being. If that is the case, we will do our best to let you know this first.

To assist with the assessment, the Commission may collect and use your personal information, including sensitive information that is directly related to, or reasonably necessary for reviewing the aged care services provided to you. The Notice of Collection fact sheet enclosed with this letter provides you with further information on how the Commission may collect, use and disclose personal information, for the purpose of its legislative functions.

For information on the Commission's privacy policy, Notice of Collection and practices, please refer to the Commission's website [agedcarequality.gov.au](http://agedcarequality.gov.au) or contact the Commission via telephone on **1800 951 822** and press option 2.

If you need interpreter assistance, please call the **Translating and Interpreting Service (TIS)** on **131 450** and ask for the Aged Care Quality and Safety Commission.

Yours sincerely

Stacey Ind  
A/g Operations Manager – HS  
Melbourne Office  
Aged Care Quality and Safety Commission  
Ph: 1800 951 822  
Web: [agedcarequality.gov.au](http://agedcarequality.gov.au)





# Notice of collection

## What are our functions and activities?

Our functions and activities include, among other things:

- protecting and enhancing the safety, health, well-being and quality of life of aged care consumers
- regulating aged care services and ensuring provider compliance with aged care responsibilities
- promoting the provision of quality care and services aged care services
- receiving and assessing notices about reportable incidents under the Serious Incident Response Scheme
- dealing with complaints about aged care service providers and service providers of a Commonwealth funded aged care service.

## Why are you receiving this notice of collection?

In the course of our work we collect and use personal information, including sensitive information that is directly related to, or reasonably necessary for, one or more of our functions or activities under the *Aged Care Quality and Safety Commission Act 2018* (the Quality and Safety Commission Act) and the *Aged Care Act 1997* (the Aged Care Act).

We are authorised to collect, use, and disclose certain personal information in accordance with the Quality and Safety Commission Act, the Aged Care Act, and the *Privacy Act 1988*. You have received this notice as we are collecting, or have collected, your personal information for one or more of these purposes.

## How do we collect personal information?

We will collect personal information through a range of different channels including when we communicate with you or your representative by letter, email and through our website. We also collect personal information when you or your representative meet with us face-to-face or deal with us by telephone. We may also collect your personal information from third parties such as other government agencies or a relevant aged care service provider and its staff.

## When could your personal information be disclosed?

We may disclose your personal information to third parties for the purposes of carrying out one or more of our statutory functions or activities. For example, your personal information may be included in a referral to another organisation that monitors health and aged care quality and professional standards, such as the Australian Health Practitioner Regulation Agency, the Department of Health and state coroners; or to the police if it relates to an incident.

We will only use or disclose your personal information for other purposes in accordance with Part 7 of the Quality and Safety Commission Act, Part 6.2 of the Aged Care Act, or where otherwise required or authorised by law.

We will ensure that any request you make for confidentiality is complied with unless doing so will, or is likely to, place the safety, health or well-being of any person at risk.





# Notice of collection

All reasonable steps will be taken to notify relevant individuals before deciding to not comply with a request for confidentiality.

We do not usually disclose personal information to overseas recipients, but will take reasonable steps to notify you if we intend to do so.

## More information

For more information about our privacy practices, including how to access or correct your personal information or make a privacy complaint, see the privacy policy available on our website or contact us by phone.

All information in this publication is correct as of April 2021.



### Phone

1800 951 822



### Web

[agedcarequality.gov.au](http://agedcarequality.gov.au)



### Write

Aged Care Quality and Safety Commission  
GPO Box 9819, In Your Capital City

## LIBERTY FEEDBACK

Liberty welcomes feedback from a variety of Stakeholders to help us improve the services we provide. This includes visits such as the one indicated above by the Aged Care Quality and Safety Commission and our annual client survey.

Your feedback however is welcome at any time. This allows us to continually review our service delivery and adapt where necessary so we can provide high quality services to the Gold Coast community.

**As we all know "little things matter" and it's often the small details that make a big difference. So big or small we want to hear from you. What do you love about Liberty? What do you think could be improved? It certainly matters to us if it matters to you, but we won't know unless you let us know.**

We encourage you to send us an email ([allan@libertycommunity.org.au](mailto:allan@libertycommunity.org.au)), give us a call on 5578 1668 or 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: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# Public Holidays

*Leisure & Lifestyle or Home Services will be unavailable on the following dates*

*Friday, 15 April (Good Friday)*

*Monday, 18 April (Easter Monday)*

*Monday, 25 April (Anzac Day)*

*Monday, 2 May (Labour Day)*

*To assist in planning for the Easter roster, we ask you to phone our team as soon as possible on 5578 1668 to let us know if you are going away or don't require a service over the Easter period.*

*If your home service falls on a public holiday we will be in contact with you to discuss alternate arrangements.*

*Happy* **EASTER**



## Podiatry update

*Liberty will no longer be providing its six weekly podiatry appointments in the centre.*

*We encourage clients to speak to their doctor to check their eligibility for alternate subsidised podiatry services.*

*We apologise for any inconvenience.*



*HAPPY*  
*Mother's*  
*DAY*

*Liberty would like to wish all the Mothers a very happy Mother's Day*

*Sunday, 8 May 2022*



# Leisure & Lifestyle's New Look

Our Livin' Well programs are designed to help our clients feel confident, active, and socially connected. Our experienced staff and volunteers are bright and enthusiastic, and they aim to bring smiles to all our client's faces.

We recognise that we are all individuals and have different interests and abilities. We enjoy celebrating our differences and are committed to providing diverse activities to allow you to explore possibilities that are important to you. This is why our programs have taken on a new look. We have choices for those who enjoy spending the day at our centre in Nerang or alternatively out and about, accessing the local community - or maybe a combination of both. We aim to create opportunities for our clients to experience freedom, independence, and choice.

Our activities and outings are designed to meet the needs of our clients and encourage independence in a cheerful, caring, and fun environment. We are committed to keeping our clients, volunteers, and staff safe whilst maintaining a flexible and adaptable approach.

If you are interested in learning more about our programs, or have a specific interest, please contact Karina on, 5578 1668. Keep an eye on our Facebook page

<https://www.facebook.com/libertycommunityconnect.org> and website for a calendar of activities <https://libertycommunity.org.au/>.



Celia P out in the community based program



Gary T enjoying the company of a local staffy



# A Step Back In Time

In February, we celebrated Valentine's Day with a 'wedding-themed' week. Clients and staff shared their wedding photos and reminisced about the memories of their special day.

Studies have found reminiscence therapy is extremely beneficial, especially to those who are living with memory loss. It can help improve general mood, reduce stress and it also offers new ways to connect and share with others.

**The clients really enjoyed their time sharing memories of their special day**

*Please call Karina on 5578 1668 if you are interested in coming along to either our centre-based or community-based program*



## I Miss You Every Day

**"It was nice to be able to share my photos with everyone. I miss my husband every day and I still say goodnight to him"**  
- Elaine S



## A Different Era

**"Our wedding in 1971 cost \$25 - \$5 (dress fabric), \$5 (suit dry cleaning), \$10 (priest and organist), and \$5 to have the bells rung once. Tony was a low salaried first-year country school teacher and I'd been away in an African war zone for seven months, so had left all my resources behind. There were no bridesmaids as I didn't know anyone where he was living out west and we couldn't afford a reception so we drank soft drinks and ate potato chips under someone's house. We are still happy together 50 years later."**  
- Anne H



## A Day To Remember

Dolph and Mary Anne married in 2016 after meeting seven years earlier in Malaysia when Dolph was traveling the country, and Mary Anne was an acting tour guide. Dolph fell in love with the scenery, the culture, and Mary Anne.



These Chinese wooden dolls (see right) were specially designed for their wedding day by former fashion designer Adrian Ong. He recreated designs that incorporate the traditional 17th century Chinese and Malayan culture.

The bridal gown worn by Mary Anne was also designed by Mr Ong. It took nearly three months to design, make and ship to Australia for the occasion.

"It was the most colourful and unique wedding seen by locals at Paradise Point Uniting Church to date."

– Mary Anne B



## A Mother & Daughter Bond

Vicki on the left wearing her Mother's (above) wedding dress

"My parents, Barbra and Graham married in 1964. Mum designed the wedding dress and kept it in blue cellophane paper for 21 years. I didn't think the dress would fit me, Mum was much taller than me. When I tried it on, it fit like a glove, and with my heels it sat perfectly. Gary and I married in 1985." – Vicki E





Peter, Garry, Kylie, Mary Anne & John enjoying their day out at HOTA

*Our community based program provides opportunities for people who are interested in getting out and about in the community.*

## Client Choice

Client choice is very important here at Liberty. We welcome the input of our clients in deciding what they would like to do and see for future outings and events. The bold and colourful Art Gallery at Home Of The Arts (HOTA) was a 'must see' on our list and was a great way to start off the new year in our community based program. We visited some of the creative exhibitions and got an insider's view on upcoming events so we can start planning our next visit, with movies, shows and markets on the agenda.

Flexibility and meeting client need is also a priority for Liberty. Last month we were able to make changes to our planned activity when one group member indicated they were unable to attend because of a prior commitment at the Q Super Centre. The group saw this as an opportunity and got together and planned a day around the Q Super Centre so no one missed out. The outing was a complete success, with clients enjoying the park, lunch, and shopping at a location that most had not thought of visiting before. Client, Steven, very much enjoyed the outing stating, "I enjoy getting out and being free and experiencing different scenery with my friends".



## First Visit Free

Come along to our Leisure & Lifestyle program at Liberty Community Connect.

We truly have something for everyone here, whether it be going out in the community for the day or spending time here in the centre.

You will enjoy a bite to eat, have a ton of laughs, make new friends and we may be able to pick you up and drop you home.

To make a booking please phone Karina on 5578 1668

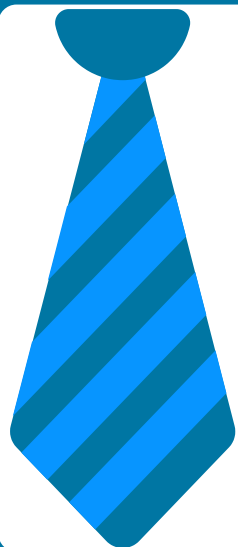
*\*Subject to availability and limited to one free visit per person*

Valid to  
31 DECEMBER 2022

LIBERTY COMMUNITY CONNECT  
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## Men's Day Out

Liberty runs a regular Men's Day Out in and around the Gold Coast community. We do everything from fishing to having 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.

Please contact 5578 1668 for more information.

## Connect 2 Tech

Struggling with your computer? Having issues with your phone? Let us help you.

We have a team of technology experts that can help you with all of your needs and teach you how to navigate around a computer, your smart phone and other personal devices. We have sessions on cyber security, smart phones and how to use the internet. We tailor all lessons to meet your individual needs and requirements. Each course is five weeks in length at a cost of \$10 per lesson.



These sessions are very popular and bookings are essential. Phone 5578 1668 for more information.



## Craft 2 Create

Feeling crafty? Join one of our craft workshops. Classes include a light morning tea and interactive lessons in creativity.

These classes allow you to express and explore your creative flare whilst connecting with other like-minded individuals. Activities range from painting, to bead work and many other exciting projects in between. No matter your level of creativity, this group will inspire you to create.

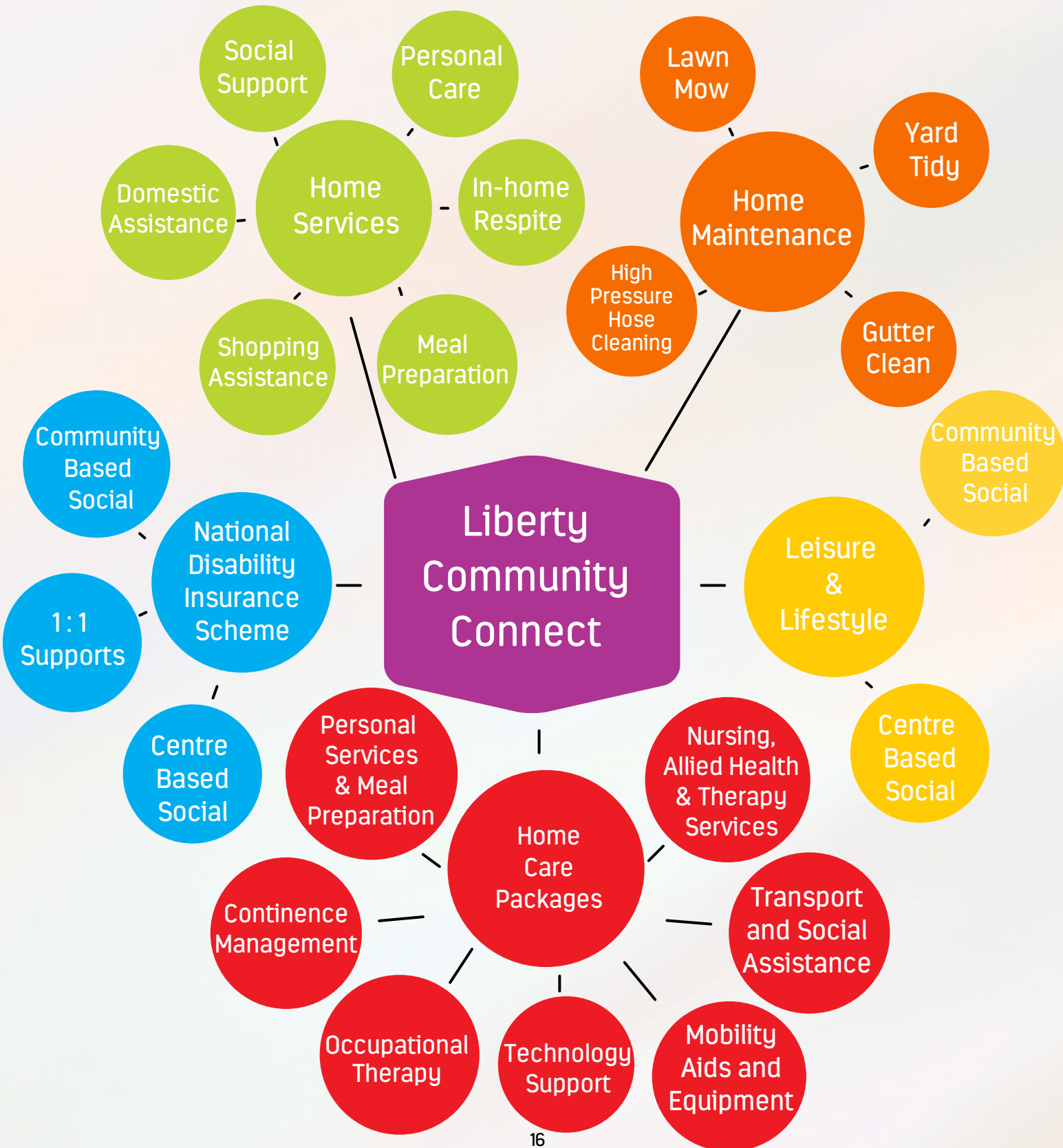
Please contact Karina on 5578 1668 for more information.

# How Liberty Can Help You

Who is Liberty and what do they do? Liberty has a team of approximately 65 staff and volunteers who provide a diverse range of services in either your home, at our centre, or in the community.

We focus on creating opportunities for our clients to socialise and proactively engage in the community and/or receive support in their home.

We personalise support ranging from basic needs under the Commonwealth Home Support Programme, through to managing a diverse range of services under home care packages and support under the National Disability Insurance Scheme (NDIS).





*"I am over the moon and thankful for the opportunity to go out on a girl's day out. Angie and Barbara hosted a great day. We really enjoyed our lunch, ice-cream, and browsing the shops."*

*- Val G*



*"I enjoy the company I get at Liberty and the various outings. The staff and volunteers are very friendly and helpful"*

*~ Steve H*

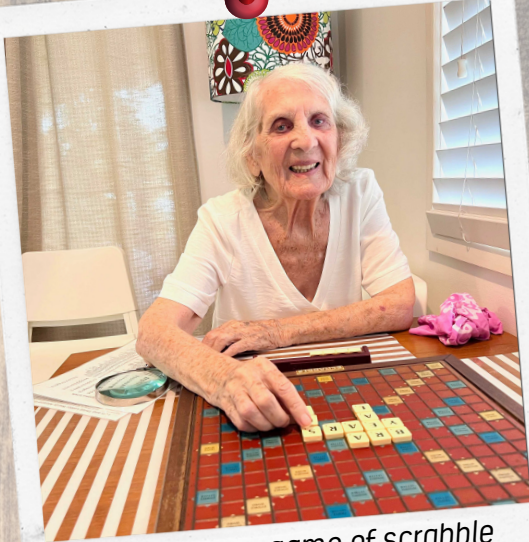


*"I love going out and I have a lot of fun. Everyone is friendly and I enjoy meeting new friends"*

*~ Marie*







Amy enjoying a game of scrabble with her support worker



Clive playing a song on his guitar during a social visit



Vieng and Margaret having a laugh together



Lesley and Margaret having brekky



Norma and Tilly relaxing whilst their support worker helps clean their home



Jean and Louise working together to clean Jean's home



# Home Services and Covid-19

Here at Liberty, we have worked tirelessly to respond to the ever-changing COVID-19 pandemic to minimise the risk to our clients, volunteers, and staff.

COVID-19 has dramatically changed the way in which we live, however, Liberty has a duty of care to continue to deliver services even if you find yourself in any of the following circumstances:

- In lockdown
- Quarantine or isolation
- Tested positive
- Unvaccinated or choose not to disclose

Our home and community staff will be donning all the required Personal Protective Equipment (PPE) when visiting to deliver services. Such PPE includes:

- Face mask (face shield if a client is symptomatic)
- Goggles
- Apron
- Gloves

The Queensland Government dictates our response to the Pandemic and we forward the information to our staff and clients. However, if you require more information or clarification, please visit: [www.health.gov.au](http://www.health.gov.au)



Happy 100th Birthday Yvonne,  
from the Liberty family

## Home Maintenance

Liberty offers a subsidised lawn mowing service that aims to support people over 65 who have been assessed by My Aged Care (MAC) as eligible to assist them to stay safely in their own homes for as long as possible.

Liberty remains committed to providing an innovative approach to this service and we will continue to provide excellent service throughout the year and into the future.

Other services available include:

- Annual yard tidies (please call our office to discuss price)
- High pressure hose cleaning of unsafe and slippery walkways (please call our office to discuss price)

Our lawn mowing service has a minimum cost of \$20.00 for a small yard, with approximately 13 mows delivered annually.

To organise a booking or find out more please phone Melissa or Vicki on 5578 1668







(Left to right) Steve I, Bob B, Dawn T, Russel C, Fred V, Celia P & Roxanne at a Gold Coast park

## Creating Opportunity

The National Disability Insurance Scheme (NDIS) has marked a major milestone with the scheme now transforming the lives of more than 500,000 Australians living with a significant and/or permanent disability.

Liberty is fortunate to be able to create opportunities for all people with different abilities. One of our current clients, Julie (photo to the right) has transitioned from attending group activities to receiving one on one support. Being able to have a support worker solely focus their attention on Julie has enabled her to further develop her speech and communication skills. There is more motivation and purpose with her activities and she is thriving with her new schedule.

There are so many great stories like Julie. If you, or anyone you know, needs support we encourage you to contact us.

For more information regarding NDIS, or to share your story, please contact Rowena, on 5578 1668.

*One on one social support  
has enabled Julie to develop  
her speech and  
communication skills*

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



Julie getting into the Christmas spirit



# Home Care Package Updates



*Simone and Joe enjoying the day out at the beach*



There has been some exciting news for those people in wait for a home care package.

In addition to the 33,000 new home care packages released in 2021, the Federal Government has announced the release another 80,000 packages by 2023. This release will increase the supply of home care packages to be more in line with the increasing popularity of home care in Australia.

In the last six months we have seen momentum pickup, with numerous inquiries from people that have or would like to receive a home care package. If you, or your loved one, is in wait for a package or are considering home care as an option, assessments are now taking place sooner than the delays experienced in the past.

For more information and to request an assessment for a home care package please contact My Aged Care on 1800 200 422. Once assessed you will go on a waitlist, with those people requiring higher support needs being allocated a home care package as a high priority.

The ability to stay in your own home for as long as you can is the ultimate goal. Having access to quality services helps you to live the best life possible. Live the life you love, love the life you live.

For any information on home care packages, please call Rowena or Melissa on 5578 1668.





## Deja Vu

Autumn is one of our favourite seasons here at Liberty and we are very much enjoying a break from the summer heat. We have recently had some amazing donations at the shop, just perfect for the season. We have dresses, pants, bags, gifts, and accessories, and some items are even designer. Come in and have a browse and we will help you find something special.

We also have a variety of chips, chocolates, and sweets for those who feel like a little treat.

We are always looking for new items, so if you have any items that you no longer love, feel free to bring them in and we may be able to find the items a good home with someone else.

Looking forward to seeing you soon.

The team at Deja Vu



## IMPORTANT ANNOUNCEMENT Scissors N' Sass

Hello everyone!

Can you believe I have been your hairdresser at Liberty for eight years. I have had a fantastic time getting to know each and everyone one of you! With that being said, I have made the hard decision to leave Liberty and enjoy the things I love most. I just want to say a big thank you for all your support and the friendships that we have formed over the years. I truly love what I do.

Horoo,  
Lorraine

Liberty has been very fortunate to have had a partnership with Lorraine for the past eight years. She has been committed to making our clients look and feel their best and making us all laugh. We are very sad to see Lorraine leave, but wish her the very best for a future of good health and happiness. Liberty is looking to find a new Hairdresser to continue offering this important service. We will keep you updated over the coming weeks but if you need assistance in the meantime in getting to an alternate hairdresser let us know and we will see if we can help.





# Beef and Mushroom Casserole

## WINTER MEAL

*Recipe from Nerallee C*

### Ingredients

- 1.5 kg casserole beef, diced
- 250 grams mushrooms, sliced
- 60 grams butter
- 1 tablespoon vegetable oil
- 2 medium onions, sliced
- 30 grams extra butter
- 3 tablespoons flour
- 2 beef stock cubes
- 2 diced carrots
- 1 cup dry red wine
- 2 cups water
- 2 tablespoons tomato paste
- 1 dollop of sour cream

### Method

1. Heat butter and oil in a pan.
2. Brown meat well and add the sliced onions, carrots and mushrooms and cook until brown. Remove from pan and set aside.
3. Melt 60 grams of butter to the pan with flour stir until brown and turn off heat.
4. Add, wine, water, crumbed stock cubes tomato paste, salt and pepper. Return to high heat, bring to boil and stir well.
5. Add meat, onions, carrots and mushrooms back to pan, simmer on low until thick.

Serve with a dollop of sour cream

# A R T T H E R A P Y





# W O R D S E A R C H

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

Basket  
 Blessings  
 Bonnet  
 Bouquet  
 Bunny  
 Chicks  
 Children

Chocolates  
 Church  
 Daffodils  
 Ducks  
 Dye  
 Easter  
 Eggs

Flowers  
 Grass  
 Gratitude  
 Hope  
 Hunt  
 Jellybeans  
 Joy

Life  
 Parade  
 Rabbit  
 Spring  
 Sunday



## Creating A More Sustainable Future

Angie Bell MP, Federal Member for Moncrieff, nominated Liberty for the Powering Communities Grant, for which we were successful. Angie recently attended Liberty to present a cheque for the grant. These funds have enabled Liberty to install 10 kw solar panels on our building.

Liberty is now contributing to producing cleaner energy and having smaller energy bills.

We would like to formally thank and express our appreciation to Angie Bell, MP, for this nomination.



## 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](http://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



# VALUING CLIENTS/PARTICIPANTS and RESPONDING to THEIR INDIVIDUAL SUPPORT NEEDS, GOALS and ASPIRATIONS

## EXCERPT OF POLICY NO: 8.1

### POLICY STATEMENT

LIBERTY provides services that assist clients/participants to meet their individual needs, goals and aspirations, and respects their human rights, promotes social inclusion and participation, offers choice, focusing on wellness and reablement in a transparent way that is commensurate with the resources that are available to us.

### SCOPE

This Policy relates to all clients/participants using our service, their authorised person, guardian or advocate, committee members, management, staff ~ employees and volunteers, and contractors of LIBERTY.

### PURPOSE

LIBERTY approaches service delivery using the philosophy outlined in the LIBERTY Wellbeing Experience. This defines a clear understanding of our aspirations as a service provider. It is an expectation that all staff understand, promote and demonstrate this philosophy when seeking to meet the aspirations, needs and goals of our clients/participants.

The LIBERTY Wellbeing Experience is defined as:





# Our Thanks Go To

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.



The  
Department  
of Health



## 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 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 At Liberty

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 Chris on 5578 1668

We welcome your enquiry to find out more about us.

For more information please give us a call on 5578 1668, go to our website at [www.libertycommunity.org.au](http://www.libertycommunity.org.au), Facebook or drop in and see us at 31 Martin Street, Nerang.

It is through the generosity and the power of community that Liberty can continue the great work it does. If you would like to assist in enhancing the quality of life for people with a disability, people who are older, their carers and their families please donate by cheque or EFT

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)