



liberty
community connect

Vision

For people on the Gold Coast to live happily in their home and community for the fullness of their life.

Mission

Deliver flexible and practical services leading to better outcomes for clients.
Create long-lasting community and personal connections to combat loneliness and isolation.

Values

Treat others with respect by valuing their choices and rights.
Show integrity, by being accountable, owning our mistakes, and learning. People are our potential, not the problem.
Build a better community by being leaders of change.



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A Message From The President

Vitay Kaitinis

Prior to the 2022/23 financial year, the Committee and the Senior Leadership Team discussed and re-evaluated Liberty's current priorities. It was agreed that our existing priorities had to be reviewed to ensure Liberty would be able to meet ongoing proposed legislative changes as well as ensuring ongoing financial viability so that quality service and client expectations could be provided well into the future. As part of this review, the Committee participated in a facilitated workshop to discuss and review the alignment of priorities with Liberty's future direction, with the outcomes of the workshop contributing to the setting of priorities for 2023/24.

One of the major projects implemented was a review of Liberty's financial information system and processes to ensure the required level of transparency was available to assess the sustainability of our programs and budgeting. This review led to a complete overhaul of existing financial management processes with the implementation of a new budget model to enable a greater level of analysis and timely reporting. This model has increased the financial transparency of existing programs and provided improved governance.

To support the new budget model a new client management system is now in place which has improved Liberty's ability to manage client information and coordination. The system has also enhanced Liberty's internal scheduling and compliance requirements.

A new program initiative has also been developed to improve services of those clients being assisted in the community. This program is to commence in the later part of 2023 with the provision of landscape and basic home maintenance services to clients needing assistance to maintain their homes.

Several reviews were also completed during the year including a quality review, work health and safety audit, risk management and clinical care audit. The outcomes of the various reviews informed the further development of Liberty's continuous improvement plan to ensure clearer future outcomes for both Liberty and clients.

During the year Liberty introduced formal client and staff forums to seek and provide information on Liberty's strategic direction. The information from these forums will be used to develop new programs and work processes.

The Albert Sweitzer Relief Fund was a new initiative introduced during the year, funded through a bequest from the estate of Albert Sweitzer. Clients of Liberty, who are experiencing financial hardship, can apply to the Fund for financial assistance for goods or services and the Committee will consider the application within the Fund's criteria.

It was also with regret the Committee of Management accepted Allan Reeve's resignation. As CEO, Allan brought a strong vision to Liberty's strategic direction and future sustainability while maintaining a clear and prioritised focus on assisting people in the community. Allan has relocated to Tasmania however, as part of the transition process, he will work with the Liberty team as Principal Project Manager on priority projects for the first part of 2023/2024.

Finally, on behalf of the Committee of Management, I would like to acknowledge the untiring work of our staff and volunteers who have been at the forefront of providing quality services to our clients. With ongoing changes in the sector, increased expectations within the community and administration changes at Liberty, staff and volunteers have experienced considerable ongoing pressures. However, staff and volunteers have met these challenges in a professional manner and not only enhanced their own reputations but also that of Liberty as an organisation.

Vitay

A Message from the Acting CEO

Greetings friends of Liberty. This is the first time I have contributed a personal message in the Magazine so let me, firstly, introduce myself to you and then share why I am bringing you the 'Message from the Acting CEO'. I have worked in administration and bookkeeping in the legal industry for most of my working life and I also enjoyed contributing to my community on a voluntary basis with organisations which myself and my family were involved in.



Ruth Clark

My interest in working in aged care was initially sparked as I watched my two Great Aunties age gracefully into their 90's and how the challenges a decline in health and changes in living arrangements impacted them. In 2015 I started in a part time administration role here at Liberty and since that time I have been fortunate to be offered numerous opportunities in administration, business operations, and leadership. I love coming to work each day, working alongside a great bunch of people and, hopefully, facilitating better outcomes for our clients and community.

For those of you who have been readers of our Magazine for many years, there have been consistent messages from our President and prior CEO's about change – in the aged and disability sector, in our community, with technology, in life, and at Liberty. As mentioned by President Vitay, Allan Reeve was our CEO up until June 2023 when he relocated to Tasmania to be closer to his family, but his commitment to Liberty and his desire to promote a vibrant and connected community inclusive of people of all ages, abilities and backgrounds remains. Allan is an incredible person, mentor and leader and is full of innovative ideas so we have put him to work remotely in the role of Principal Project Manager. His knowledge and dedication in this new role is strengthening Liberty's ability to support people on the Gold Coast to live happily in their home and community for the fullness of their life. The appointment of the new CEO will be announced in the coming months but, for the time being, I am humbled to be in the role of Acting CEO and am grateful for the support of Melissa Flaherty, in the role of Acting General Manager, and of the whole Liberty team.



A new walker for Bob thanks to the Albert Sweitzer Relief Fund

Change is inevitable and my experience at Liberty over the years is that we embrace change and grow with it. One thing that doesn't change however, is our commitment to supporting and achieving better outcomes for our clients. The introduction of the Albert Sweitzer Relief Fund, mentioned in the President's Message, has seen several clients benefit with funds to assist them to obtain aids and equipment necessary for them to remain safe and independent and services to keep them socially connected to their community. These outcomes would not have been possible without the bequest from Albert Sweitzer and I applaud this fantastic initiative by the Committee.

The low unemployment rate over the last couple of years has created a tight labour market across all business industries, and we have found it challenging to employ people who we are confident can provide the level of service that we expect from our staff. This has resulted in Liberty not delivering the consistency of service times and workers we would like, however we are committed to improving this aspect of our business. Our Client Experience Team work tirelessly to make sure staff are available for service delivery, and I extend my sincere thanks to our clients, carers and staff for their patience as we navigate the workforce shortages and can sufficiently increase our staff numbers and expertise.

We are working hard to increase capacity in individual support services, including domestic and lawn services, however we do have immediate capacity to accept new clients into our Community Connection programs and to manage home care packages. Please phone us on 5578 1668 for more information on our group social programs, information on package management and/or eligibility and obtaining a home care package.

We are always looking for new ways to support our clients and community and welcome ideas – some are successful, some are not, but we are not afraid to give new things a go if there is sufficient interest from our community. If there is a way we can support you, or an activity you are interested in, let us know. Don't be shy – see below for ways you can provide this feedback - or you can do this when you receive our annual Survey in the coming weeks. We will also be inviting clients and/or their representatives to be part of our Consumer Advisory Body. The purpose of this Body is to give consumers a voice and an additional platform to provide us with feedback. Whilst this is primarily directed at people receiving aged care funding, particularly under a home care package, we will be extending the invitation to all clients, so keep an eye out for more information in the coming weeks.

We also encourage growth in our staff and we celebrate when new opportunities present themselves to team members, even if it means this is outside of Liberty. We are sad to farewell staff, but are also excited when new people join the team. Over the last few months we have welcomed several new staff who are passionate about their role and bring enthusiasm and some amazing skills to our team. One of these people is Rachael, who had some big shoes to fill when our cook Yvonne decided it was time to spend more time with her family. Rachael has freshened up the menu in our Community Connections social groups and has been listening to suggestions to create menu options to suit the dietary needs of our clients. She has also started trialing take-home frozen meals and fresh bread for clients to purchase and the feedback is that people are loving it. See Page 20 and 21 for more about what is happening in the kitchen and some great recipes. Our group programs are a great opportunity to meet new people and get involved in activities both in the centre and out-and-about and share conversation over a scrumptious meal, so why not give us a ring and book your free visit to the program and see for yourself.

Our Magazine is full of stories and opportunities, so grab a cuppa, get comfortable, and read on through the Magazine to learn more on how Liberty can support you to live independently in your home and be connected to your community.

Ruth

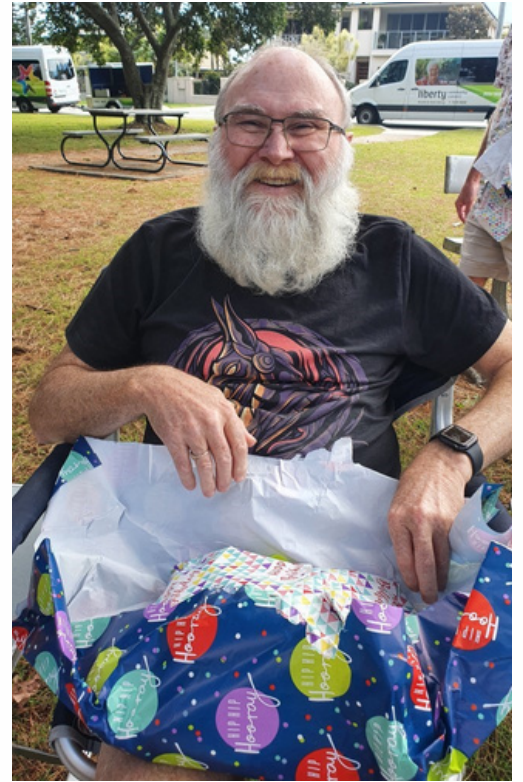
LIBERTY FEEDBACK

As we all know "little things matter" and it's often the small details that make a big difference. So big or small we want to hear from you. What do you love about Liberty? What do you think could be improved? It certainly matters to us if it matters to you, but we won't know unless you let us know. Your feedback is welcome at any time to help us review and improve our services. If you have something you would like to share with us, we encourage you to :

- Send us an email (ruth@libertycommunity.org.au), or
- Fill in the feedback form and return to us at the centre or post it to PO Box 446, Nerang Qld 4211

Name: _____ Phone : _____

Suggestions / Complaints / Feedback: _____



Meet Marie

Marie was born into a large family in the New Zealand town of Levin. She began her career as a Kitchen Hand in a local hotel and eventually made it to Chef, where she worked for over ten years.

Marie began her Australian adventure in the year 2000, when a friend asked her to move to New South Wales to help care for her elderly mother. Later, when her own sister-in-law needed Marie's help, she didn't hesitate to move to Queensland to help care for her through her final years.



In 2021, Marie made her way to Nerang, where she enjoyed being part of a local church and bingo group, however, Marie thought something was missing - people and connection with her community. Marie's carer, Sam, encouraged her to join Liberty's Social Group after he had attended our Connect 2 Tech program.



Marie started out attending our centre social group, just one day a week as she was a little shy, however she quickly made friends and is now a regular to our week day social groups, Friday night outings, Ladies Day and Saturday social groups also. You will often see Marie lending a helping hand to those around her.

Marie says she is thrilled to have found Liberty.

"If you are thinking about coming, do it, it's the best thing I've have ever done."

Our Community Connection programs encourage health and wellbeing through positive relationships and maintaining social connections. We want you to feel a sense of belonging through the friendships you have made. This can have a positive effect on your mental health and emotional wellbeing. Livin' Well and your overall health are important to us at Liberty. Making long lasting connections can help combat loneliness and isolation and assist people to live a full and happy life.

Get your First Visit Free Voucher on Page 18 and if you would like to know more or how to get connected contact us on 5578 1668.

Community Connections Program

At Liberty, we recognise the need to be connected. Our group social programs are designed to help you maintain independence, encourage movement, laugh and make friendships within your community. Liberty offers a variety of group social programs to suit your needs and to access the community. We currently have availability in our :

- centre based programs running during the week Monday – Thursday
- out and about groups accessing local parks and other venues Monday – Friday, and
- various small groups (e.g. Mens Day Out, Ladies Day Out, Craft, Friday Nights, Saturdays)

Morning tea and lunch are included in full day activities, and transport to and from activities is available in some areas.

Our centre based programs offers home cooked meals, made right here by Chef Rachael, along with a wide variety of activities to improve health and wellbeing and, most importantly, will have you laughing and being amongst friends.

Our out and about groups head out to a variety of parks and venues. After a little morning tea it's then time to take in our wonderful surroundings, often with a walk, or just finding a seat in the sunshine to watch the world go by, or playing a game or two. We then settle in to a barbecue or picnic lunch - just the recipe for meaningful social experiences.



Botanical Bazaar and Tallai Golf Club

We are always looking for ways we can connect you with activities which are happening in the community. In August, our Saturday Social group attended an amazing event, called Botanical Bazaar, held at Country Paradise Parklands in Nerang. The event was hosted by Rotary Gold Coast, who generously donated two free tickets to help our group to attend. Much fun was had by all.

There was a lot to browse, from botanical art, health and beauty products, to homewares across a huge variety of green exhibitors. We visited workshops and educational talks by experts and celebrity gardeners. It was then time to relax, listen to the live music from our local talents, and it was a great way to connect with our local community. Our day ended with a delicious meal and great views at Tallai Golf Club, with time to plan what our Saturday Social group may get up to next month.

If you are interested in joining our Saturday Social Group please contact Jane or Karina on 5578 1668.



Commonwealth Home Support Programme

The Commonwealth Home Support Program (CHSP) is a government subsidised program that provides entry level in-home care and community connection services for older Australians to live independently and safely at home. Services provided through CHSP are partially funded by government subsidies and grants, and consumers are expected to contribute to the cost of services they receive. CHSP is not income or asset tested.

Liberty has made a huge difference by giving me comfort and balance in my life.

- Phyllis



You may be eligible for services if you have:

- noticed a change in what you can do or remember
- need assistance to live independently in your home and remain socially connected to your community
- been diagnosed with a medical condition or experiencing reduced mobility
- experienced a change in family care arrangements
- experienced a recent fall or hospital admission

Your care needs will determine whether your services can be accessed through CHSP or a Home Care Package (see page 15). There is an assessment process and it will begin with you calling My Aged Care. We are here in the office five days a week and are more than happy to offer our expert advice on navigating the My Aged Care system. Please pass our number on to anyone you can think of that may just benefit from some help at home. Phone us on 5578 1668

Eligibility

People aged 65 years and over (50 or over for Aboriginal or Torres Strait Islander peoples or younger depending on risk) who need a little help to live independently at home.

How to Apply

Complete an initial assessment on the My Aged Care website or call 1800 200 422. My Aged Care will discuss your current abilities and care needs. Once approved, the Assessor will develop a personal support plan along with the relevant referral codes. (Let us know here at Liberty if you need some help or guidance with this process)



Scan QR Code to start your My Aged Care Journey

Next Step

Find and engage a Providers, such as Liberty.

Read on with how Liberty can support you in your home with CHSP services

CHSP is designed as an entry level service and encourages people to continue doing the tasks they can do to maintain independence for as long as possible. Assistance with housekeeping is often the first area people need support with and light housekeeping duties are available under CHSP. These services are limited to the person receiving support and the areas they use. The duties included in light housekeeping are those that help maintain an orderly living space and clean environment so there is peace of mind that daily tasks are completed. Heavy cleaning tasks, which require moving heavy furniture, washing windows, cleaning carpets, or scrubbing floors do not form part of CHSP services.



Liberty are exceptional. They go above and beyond and show initiative with tasks around my home. The work ethic is always enthusiastic

- Michael (Support at Home client)

Domestic Assistance

Liberty's Domestic homecare services include (but are not exclusive to) light domestic household tasks such as:

- Washing, folding and ironing clothes
- Vacuuming and mopping
- Cleaning and changing linen
- Cleaning - bathrooms, kitchens, laundries
- Dusting
- Organising and cleaning out fridges and pantries
- Meal Preparation

Personal Care

Personal Care is about assisting people manage personal tasks such as:

- Showering
- Assistance with dressing/undressing
- Meal Time Assistance
- Grooming

This type of care assists if you, or someone you know, is having physical difficulties or needs some additional assistance with these types of activities and can be personalised to the support needs.

Flexible Respite

Caring for someone can be a valuable and rewarding experience. It can also be stressful and may leave you feeling emotionally or physically tired. As a carer, you should try to take regular breaks from your caring role. Such breaks, known as respite, allows some well deserved 'me' time and may help relieve stress for both the person providing care and the person receiving care. Liberty can assist you by caring for your loved one in your home so you can get out and about.

Social Support

- Liberty's Social Support Services include:
- Visits to your home
- Helping you with shopping and other related activities
- Supporting you to medical appointments.
- Helping you to access support groups and recreational activities
- Small group outings eg fitness classes or movie mornings

Our friendly home visits, outings and other helpful activities are designed to support people remain living independently at home. If it is group activities you are looking for, see pages 8 and 9.

Supporting our Support Workers

Our Support Workers are a dedicated team and work hard day to achieve great outcomes for the people they support. If a Support Worker visits you, here are some tips to make your home safe for them so they can provide the best service possible:

- Make sure your home number is visible from the street
- Have smoke detectors installed and working
- Have safety switches installed and make sure they are working
- Keep hallways, stairs and other access areas clear of clutter
- Ensure adequate ventilation
- Keep pets calm and contained during the visit
- Make sure all cleaning products are in their original containers
- Do not smoke, or allow others to smoke, during the visit
- Do not drink or use illicit drugs during the visit
- Tell the Support Worker if there is anyone else in your house
- Have your bed positioned so that your Support Worker can work around both sides
- Check that all equipment used for home care is right for the task and is well maintained.

Liberty and our staff appreciate your cooperation

If you are interested in coming along to one of our group programs, you can book a meet and greet for FREE! Contact Jane or Karina for more information on 5578 1668

Friday After Dark

Do you feel like a night out? We are offering a social night once a month on a Friday. This night offers dinner, live music, and friends. Transport is available to and from most locations - just give us a ring to enquire

Craft 2 Create

Friday is the day to get creative. From 9:30am to 11:30am we will be busy using recycled and other materials to create useful decor, trinkets and craft - all done over a chat and a cuppa

Special Events:

- Melbourne Cup Theme Week - starting Monday 6 November 2023
- Christmas Party Week with an Hawaiian Theme - starting 11 December 2023
- Christmas Light Tour - we are taking expressions of interest for this popular event, which we expect to be in the week of 18 December 2023
- Country Music Week - Friday, 19 January to 2024 - Thursday, 25 January 2024

Saturday Social

Our clients are loving our Saturday Social program.

We are visiting exciting locations in our great south east.

So far, we have had a variety of day trips including Murwillumbah, Mt Tamborine, Jacobs Well and even caught the ferry over to Coochiemudlo Island.

Ladies Day Out

Runs the first Thursday of every month.

Have some morning tea in centre before heading out on the bus for a day trip to an amazing location on the Gold Coast.

Mens Day Out

What's good for the ladies, is just as good for the men. Thursdays, once a month, it's the blokes turn to head out on the bus and see what is on offer on the Gold Coast.

Call Liberty for more information about our services
Phone 5578 1668

Friday - Open Days

Liberty will be hosting information sessions to discuss what services are available to you, or someone you know, to live happily at home and in the community for the fullness of life and/or how to navigate through the My Aged Care system. Drop in a see one of our friendly staff, we are here to help. Light refreshments will be provided. Please pass on this information onto friends, neighbours and families who may need assistance.

Home Care Packages

Home care packages provide funding for services, goods and equipment to keep people living at home for longer. Liberty can manage your home care package for you and coordinate your services. We:

- will help navigate options and coordinate services
- treat our clients with respect and understanding, listen to individual needs and cater support to best suit your preferences
- will help people achieve goals and outcomes getting the most out of your home care package

Phone Rowena on 5578 1668 for more information

Introducing Ageless Grace

Ageless Grace is coming soon. This is a simple, playful exercise designed to suit most ages and abilities. The sessions are specifically taught in a chair to music, which works the entire core of the body in a way that cannot be done standing. We welcome anyone to participate and benefit from the simple tools for lifelong comfort and ease.

Public Holidays - For Your Diary

There are several public holidays coming up on the calendar. Make sure you pop these in your diary as services will not be available. If you are on a home care package, please contact Rowena on 5578 1668 to discuss your support needs on the Public Holidays.

Community Connections will be in recess over the Christmas period BUT Support at Home will continue to operate, excluding only the Public Holidays. Please don't forget to let us know well in advance if you are going away, have family staying or do not require your service. This will assist us greatly when we are organising the roster. We should also mention that your Support Worker may be taking leave over the festive season but, rest assured, we will do our best to have another one of our fantastic members of our team visit instead.

Services will be disrupted on the following public holidays:

- Friday, 22 December 2023 - Client Free Day for Community Connections only
- Monday, 25 December 2023 - Christmas Day - no Liberty services
- Tuesday, 26 December 2023 - Boxing Day - no Liberty services
- Wednesday, 27 December - Client Free Day for Community Connections only
- Thursday, 28 December - Client Free Day for Community Connections only
- Friday, 29 December - Client Free Day for Community Connections only
- Monday, 1 January 2024 - New Years Day - no Liberty services
- Friday, 26 January 2024 - Australia Day - no Liberty services

Podiatry

Liberty currently has a small portion of funding to provide Podiatry services in the comfort of your own home to people receiving aged care funding under Commonwealth Home Support Programme. All you will need to access this service is an Allied Health referral code through My Aged Care. If you are unsure whether you have a referral code for Allied Health, please speak to us and we can find out or help you get one. Podiatry is also available to people receiving home care package funding.

Please contact Melissa if you are interested but, be quick as availability is limited.



Active at Home

Liberty offers Active at Home - a 'home-based' exercise program designed specifically for people who want to regain their strength and confidence to keep active and independent.

The program improves a base level of strength, balance, and flexibility so that older adults can enjoy increased capacity to help with everyday activities.

This program is delivered in your home by one of our trained Support Workers. If you would like more information, please call the office.

Phone : 5578 1668.

Lawn, Garden and Maintenance

Liberty's home maintenance program is well into its ninth year of operation. Our contractors Spic and Span and Craig Debreceny continue to provide an optimal lawn and garden service to our current clients all over the Gold Coast.

In saying that, we do have some exciting news to share with our community. Liberty has been successful in purchasing our very own Toyota ute and trailer and future clients will have their maintenance services delivered by yours truly. The added component of this new venture is that we will be offering some light maintenance tasks including, but not limited to, light bulb changes, repair of fallen down palings, potting and/or repotting plants.

If you have an odd job that has been bothering you please call us, we may just be able to help.

Service capacity is currently available for:

- Lawn Mowing
- Garden Tidies (8 hours annually)
- Light Bulb changes and other small odd jobs

Phone us on 5578 1668 for more information

Liberty remains committed to a fresh approach to this service and will continue to provide excellent service throughout the year and beyond.



Elaine being creative with crafts

Meet Elaine

Elaine was born in the country town of Moree, New South Wales, and moved to the Gold Coast with her husband and three children over fifty years ago. She loves crafts and spending time with her grandchildren.

Elaine received a home care package in late 2021 after an illness, and contacted various service providers looking for an opening. Liberty promptly returned Elaine's call and immediately implemented domestic assistance and social support services to assist Elaine.

"The staff are just wonderful, they know exactly what needs to be done. They are all lovely" says Elaine.

Since Elaine first started with Liberty, she has used her package to purchase a range of equipment to support independence at home, such as an adjustable bed, electric scooter, and a wheelchair. Elaine also joins Liberty's group craft program every Friday and looks forward to joining group outings in the future.

Home Care Packages

There are four levels of home care packages funded by the Australian Government which are designed to meet specific care needs, and to support independently living.

Home Care Packages cover:

- Help with household tasks, cleaning, and gardening
- Aids and equipment - from walkers and scooters to continence aids and supplies
- Transport and social assistance with shopping and visiting health practitioners
- Personal care and hygiene
- Clinical care, allied health and physiotherapy services
- Other approved services to support independent living.



Scan QR Code to get started on your Home Care Package journey

There are some items and services that the package is not able to fund, such as mortgage or rent payments, or home modifications that are not related to care needs - Liberty can help navigate what is, and isn't, included in a package.

At Liberty we are dedicated to helping you live life to the fullest, and will work together with you to understand your individual care needs, and utilise your package to meet them.

If you don't currently have a home care package, you can find an application form on the My Aged Care website or give us a call.

Liberty has capacity to manage your home care package.

If you are looking for a service provider and want to find out more about Liberty and what we offer, have a chat with us today - 5578 1668!

ARE YOU READY FOR SUMMER?

Dr Kar Braganza, Senior Manager from the Bureau of Meteorology has warned Australians to prepare for a summer heat wave this year. He has explained that a possible reason for this is due to a rapid rise in heat in the worlds' oceans. Extreme heat is not a pleasant experience for anyone, but older people are particularly at risk during these periods.

Preparing for the Heat

People aged 65 years and over are at increased risk of heat-related illnesses and need special care in hot weather. Risk factors include living alone, chronic medical problems and certain medications. You should take steps to prevent heat stress on days when the temperature is predicted to rise above 30°C. Below are five tips to help you to stay cool this summer and to minimise heat stress.

- Stay indoors during the hottest part of the day
- Drink plenty of water, even if you are not thirsty
- Opt for light, cold foods instead of cooking in the oven or using the stove
- Keep as cool as possible by using air conditioning or fans, if available, and use moist cool towels to cool the skin
- Arrange to have your air conditioner cleaned regularly to keep it running efficiently and close doors to the rooms that don't need cooling.

Please also ensure our Support Workers are also kept cool when in your home by opening windows and turning on fans or air-conditioners where necessary (see the tips on page 11).

Bushfires, Storms and Flooding

Summer also brings other natural disasters, such as storms, flooding and even bushfires. It is always a good idea to prepare. Just in case, here are some reminders:

- Know where to go for information and warnings – have a battery operated radio on hand
- Know your local area, particularly if there is a history of flooding
- Make an emergency kit with a torch, candles, batteries, fresh water and non-perishable food items
- Make your emergency plan
- Check your home, contents and vehicle insurance is up to date and provides suitable coverage

SECURITY TIPS

Feeling safe and secure in our own home is at the top of our safety list for most of us. Luckily, there are some simple ways to help protect your property from intruders. To reduce your risk of a break in:

- Keep the windows and doors locked at home and in your vehicle at all times
- Always store car and house keys, mobile phones, handbags or wallets out of sight.
- Consider installing security cameras and sensor lights around the house
- Leave some curtains open during the day and don't accumulate mail in your mail box
- Check out the resources provided by Neighbourhood Watch Queensland and subscribe to their Newsletter (see www.nhwq.org)



Scan the QR Code for Useful Information and Checklists provided by Neighbourhood Watch Queensland

Other Helpful weblinks

www.qfes.qld.gov.au/prepare

www.police.qld.gov.au

www.goldcoast.qld.gov.au/Services/Supporting-our-community

NDIS Social and Community Participation

“Life was not meant to be lived alone”

Getting out and about, meeting people, building friendships and participating in fun activities is an important part of living a full and active life. For people with a disability, this requires accessing the right support, and doing the things you love to do.

Liberty provides social and community participation that will help make your dreams into a reality. We will take the time to understand you and support you with activities and assistance along the way.

Some examples of how Liberty can help you:

- Going on a fun outings and social activities - the option of either getting out and about on one of our buses or coming into our centre
- Making new friends
- Increasing confidence for social and community participation
- Better physical health, mental health and wellbeing
- Having a Support Worker accompany you shopping, on an outing, to a movie just to name a few.

At Liberty we are all about empowering people, making peoples dreams come true.

NDIS and Domestic Assistance

Having a clean and safe home is an important part of happy, healthy living. Liberty can support in daily living activities, so your home is a safe and pleasant place to be. We will be by your side offering encouragement and assistance, so you can live as independently as possible.

If you require any further information please call 5578 1668.



Cindy, Peter and Daniel enjoying lunch at the park



For more information visit
www.ndis.gov.au or scan the QR
 Code



Karen and Peter enjoy their weekly walk in the sunshine

DEJA VU

If it's something old or something new,
 Our little shop will have something for you.
 We have everything from books, bric-a-brac, to jewellery and shoes,
 Come in and see our range, you have nothing to lose.
 We have men and womens clothing too,
 We might even have an accessory for you.
 Fifty cents is our starting price,
 Come in and find your something nice.
 Next time you visit our centre be sure to come and browse,
 The shop is open, Monday to Friday 11:30-12:00pm or when time allows.

Having a Cleanup?

We are always looking for quality donations. Your trash is certainly someone else's treasure. Our Donation Box located outside the shop. Please speak with our friendly staff if you need help with your donations.



First Visit Free Voucher

Come along to our Community Connections program at Liberty.
 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 us on 5578 1668

LIBERTY COMMUNITY CONNECT
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libertycommunity.org.au



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

Volunteering

Volunteers are the heart and soul of a community, giving selflessly to make a positive impact. Volunteering Australia define volunteering as "time willingly given for the common good and without financial gain." Research by Volunteering Australia indicates that in 2019 Australians volunteered a phenomenal 396 million hours to the community, however volunteers have declined over ten percent during and following Covid-19. Many community organisations, including Liberty, rely on the generosity of volunteers to support its service delivery. If you, or someone you know, has some spare time each week why not volunteer. There are many benefits, so both the volunteer and the community are better off!

Benefits of Volunteering

- Provides a sense of purpose
- Provides a sense of community
- Connects people and creates friendships
- Increases social skills
- Improves self-esteem
- Teaches valuable skills and advances careers
- Provides health benefits
- Brings fun into your life.

Liberty recognises, appreciates and celebrates our volunteers for the vital roles they play in our lives. These dedicated individuals support us with administration tasks and also help provide the wonderful array of out and about and in-centre activities for our clients to enjoy. Our Program Volunteers provide a great service in hosting and supporting people by actively getting involved in activities, assisting in the kitchen, travelling in our buses, and ensuring everything runs smoothly. Our clients love chatting with our volunteers, but let's hear what our volunteers say ...

Volunteering at Liberty

"I applied for the volunteering position and saw the interactions between staff and clients, the fun the clients were having was great to watch, so I chose to stay with Liberty" - Leanne

"I have a lot of memories with the clients, going on the walks with them and listening to their stories, when they come up to me and specifically say 'Hello', and the laughter when they are doing activities in the group. The best thing about volunteering is seeing the smiles on the faces of the clients and their most amazing stories, tales of home life and adventures" - Jan

Liberty has a range of volunteering opportunities available. Being a volunteers helps develop new skills and build on existing experience and knowledge. The most important quality we look for in a volunteer is an alignment with Liberty's values. If you can make people feel valued and are genuine and compassionate then you are qualified. Current opportunities include the following, but if you have a talent and want to volunteer let us know.

- Program Volunteers
- Gardeners
- Drivers
- Nail Technician/Hairdresser
- Transport Assistance
- Venue Auditor
- Vehicle Cleaning
- Kitchen Hand



If you, or someone you know is interested in volunteering with Liberty phone Jane on 5578 1668

WORD SEARCH



- BAKE
- KITCHEN
- LIBERTY
- PLAIN
- FLOUR
- OLIVE
- OIL
- OVEN
- REST
- SALT
- SUGAR
- WARM
- WATER
- YEAST

Sourdough Bread

Ingredients

- 500 grams plain flour
- 1 teaspoon salt
- 1/2 teaspoon sugar
- 300 ml warm water
- 25 ml olive oil
- 7 grams yeast

Method

1. Add water, oil yeast and sugar to a jug. Let sit until yeast bubbles.
2. Add flour and salt to the mixing bowl.
3. Add water mix to flour.
4. Combine together and knead until the texture is smooth (around 5 minutes).
5. Leave in the bowl and cover with cling wrap until dough has doubled in size.
6. Once doubled, knock dough back and shape as desired.
7. Bake at 160 degrees fan forced for 30 minutes until brown.
8. Allow to cool before slicing.



Meet Rachael

Introducing Chef Rachael, who has recently joined us from the restaurant sector. Rachael has had extensive experience in the food industry, including a Manager on a cruise boat. Rachael has been working tirelessly to make our menus delicious, nutritious and exciting for our clients. She has also been working on our new service offering of take home frozen meals and freshly baked bread which are now available for purchase. We look forward to seeing what amazing food Rachael cooks up next.

If you are interested in purchasing a home cooked take home meal or fresh bread, please call our office for more information on 5578 1668.



Ingredients

- 1 cup white rice
- 500 grams lean rump steak, thinly sliced
- 1 tablespoon olive oil
- 1 brown onion, cut into thin wedges
- 200 grams mushrooms, sliced
- 2 garlic cloves, crushed
- 1 1/2 teaspoon paprika
- 3/4 cup beef stock
- 1 tablespoon dijon mustard
- 2 tablespoons tomato paste
- 1 pinch ground black pepper
- 1 tablespoon cornflour
- 1/2 cup sour cream
- 1 bunch parsley, coarsely chopped
- 1 bunch steamed green beans



BEEF STROGONOFF

- by Chef Rachael

Beef Stroganoff is a Russian classic, a beef stew that is quick and easy and oh so tasty!

Method

1. Cook the rice as directed.
2. Meanwhile, heat half the oil in a large frying pan over a high heat. Cook meat in two batches, tossing quickly until browned. Remove from pan and set aside.
3. Reduce heat to medium - low and add remaining oil to pan. Cook onions for 5 minutes, stirring occasionally until soft. Add mushrooms and garlic. Cook, stirring occasionally for a further 5 minutes or until soft. Add paprika and stir for 1 minute.
4. Add stock, mustard, tomato paste, pepper and beef (with any juices). Simmer for 3 minutes, stirring occasionally.
5. Place cornflour in a small bowl. Gradually stir in half the sour cream. Add to pan and stir just until thickened.
6. Serve stroganoff with rice, remaining sour cream, sprinkled with fresh parsley.

A R T T H E R A P Y



Be Connected

An Australia wide initiative empowering all Australians to thrive in a digital world. Offering online learning resources as well as a network of community partners – the Be Connected Network – who offer in-person support so you can develop your digital skills and confidence. Find a local place for friendly help and advice, or join the Network to help others.

Phone 1300 795 897 or go to the website www.beconnected.esafety.gov.au

On Demand Gold Coast

In 2022 on demand transport launched in two areas of the northern Gold Coast
- Pacific Pines and Nerang/Highland Park.

If you need to get around these areas you can catch an on demand service to connect to the wider public transport network and essential services such as shopping, healthcare and employment.

This is a flexible, shared service that is pre-booked for your convenience.

Call the contact centre anytime on 13 12 30

Waste Management

The Gold Coast City Council are offering an assisted waste management service to those who are unable to put out their waste bins in a safe manner. If you think this might be you, please phone the Gold Coast City Council Waste Management Service on 5582 9399 or email wasteadmin@goldcoast.qld.gov.au for more information.

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)

National Disability Insurance Scheme (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) - 13 25 00

Transcord 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

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). 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 homes and to be a part of their community ensuring a better life for all.

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.

Working At Liberty

People choose to work or volunteer in community services 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.

Liberty has a range of paid and volunteering opportunities available. If you are interested in becoming part of our team phone Liberty on 5578 1668 or go to www.libertycommunity.org.au

Would you like to make a difference and empower people to actively participate and live a life of their choice ?

Our Thanks Go To

Liberty Community Connect often receives support, 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.



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)