



liberty
community connect

Vision

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



Volume 86 - 2024

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 Our President

Welcome to another edition of the Liberty Magazine. It is good to see some cooler weather coming through with the change of season. Speaking of change, change is inevitable for most circumstances we face throughout life. Liberty is currently facing and adapting to changes in relation to reforms made by the Royal Commission into Aged Care Quality and Safety.

Although recommendations have been made by both the Aged Care Quality and Safety Royal Commission and the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability, there are still many unknowns as the government navigates how to achieve the best outcomes.

Looking into the future creates a level of uncertainty for the sector, but there is no doubt the government will not only be considering how to achieve budget savings but also increased efficiencies within the sector and demonstrated outcomes for clients. This will create challenges for organisations in a time of increasing administration and operational costs, ever-increasing demand for services and the changing expectations and needs of clients.

To proactively meet these future challenges, the Management Committee has initiated how Liberty will operate going forward. Although the priorities have not changed, it has been agreed that structural changes are needed to place a greater emphasis on fundamental areas of operation and strategy.

These areas include, financial management - seeking out investment opportunities and complimentary partnerships, investigating the

Vitay Kaitinis



development and other forms of revenue, risk management with compliance a priority and the implementation of strategies to attract and build a workforce for the future.

To help the Committee in these areas, the Finance and Risk Sub-Committees have been reviewed and their areas of responsibility expanded. These Sub-Committees will have increased responsibility to proactively identify and analyse issues and make recommendations to the Committee of Management for consideration. This will allow greater time for the Committee of Management to concentrate on the development of future strategy.

The operation of the Sub-Committees and renewed emphasis of the Committee of Management on strategy has been greatly assisted by the inclusion of three new committee members, Paul Simmons, Amanda Ginger and Alan Binnie. Each of these new members individually brings extensive experience in recruitment, business development, auditing and compliance, and the NDIS and we welcome their knowledge and expertise.

These skills and experience will compliment the skills and experience of other members of the Committee and will place Liberty in a strong and sustainable position in the future.

Vitay

We recently acknowledged Vitay's 10th anniversary with Liberty and on behalf of clients, staff and other Committee Members, we would like to thank Vitay for his contribution and support of Liberty and his willingness to share his time and knowledge in his role of President of the Management Committee.

A Word or Two from the CEO

What welcome relief the cooler weather is after the heat and humidity of our long summer months. The change of season made me reflect, yet again, on the inevitability of change. Everyone reacts differently to change – shock, denial, anger, fear, acceptance. We often talk about change here at Liberty – changes in our staff and your support workers, to client service times/days, of government funding models, our approach to service delivery, and our processes, just to name a few, and there is always a risk of change fatigue.



Ruth Clark

Liberty has 517 clients, all with different expectations, goals and lived experiences. Our oldest client is 102 years old and has just transitioned into residential care.

We also have one client who is 100, and 67 clients who are in their 90's. The median age of Liberty's clients is 82 and our youngest client is 42. This makes most of our clients the 'Post War' Generation. If you are part of this generation here are just a few of the historical events you may have lived through:

- Don Bradman scoring 6,966 runs for Australia in international test cricket matches with an average of 99.94 runs per contest (1928 – 1948)
- Coronation of King George VI (1936), Queen Elizabeth II (1952), and King Charles III (2022)
- World War II, Korean War, Vietnam War and other military confrontations and commitments
- Sydney Harbour Bridge opening in 1932 and the Opera House opening in 1973
- Sale of sliced bread (1950's)
- Moving from pounds to dollars (1966)
- First landing on the moon (1969)
- Conversion from imperial to the metric system (1970)
- Broadcasting of black and white television (1956) and colour television (1974)
- Launching of the first personal computer (1977)
- Reconciliation initiated between Aboriginal and Torres Strait Island peoples of Australia and the rest of the population (1991)
- Advance Australia Fair adopted, replacing God Save the Queen as Australia's National Anthem (1984)
- Same-sex marriage equality in Australia (2017)
- Australia motor vehicle ownership increasing from 1 in 10 households in the 1950's to 1.8 per household in the present day
- Australia's population increasing from 5.9 million in 1925 to over 26 million in 2024.

And what about inventions – the ballpoint pen (1938), microwave oven (1946), automatic washing machines (1950), and the list goes on. So much change, so much innovation and advancement – some good, some bad, some ugly, and some life changing. I am amazed and commend our older Australians for the resilience to the changes encountered throughout life.

Life can also be unpredictable and everyone, young or old, should consider planning for their future health care. This process is called Advance Care Planning and allows all of us to make some decisions now about the health care we would like, or would not like, to receive if we were to become seriously ill and unable to communicate our choices about the treatment we receive. I encourage you to contact Advance Care Planning on 1300 208 582, go to advancecareplanning.org.au to find out more, or phone Liberty to assist you. This can be a confronting and emotional process, but it can also bring peace and comfort knowing that our loved ones are aware of what decisions we would like made when we are unable to do so.

As your life and support needs change, Liberty is humbled and honoured to be able to assist people to live happily in their home and community. I acknowledge how changes at Liberty can impact clients so if you have any feedback or concerns regarding services please let us know – see Page 6 for ways you can do this.

Until next time,

Ruth

International Woman's Day

Tammy, one of Liberty's long time Support Workers (Support at Home) was recently nominated for Meaghan Scanlon's, Women's Week Awards. Not only did Tammy get to attend a morning team hosted by Meaghan Scanlon, MP, she was also successful in receiving an award for her contribution to the community.

Tammy is well deserving of this award and we congratulate her on this wonderful honour.



Listening to What You Say

Over the past months, Liberty has been reaching out to its clients and carers seeking people interested in joining Liberty's Consumer Bodies. The purpose of these advisory bodies is to provide Liberty's governing body with feedback about the care and services we deliver to help us improve what we do and how we do it. Client representative positions have now been filled on these Bodies and we are looking forward to hearing the conversations ahead.

Liberty also seeks feedback through Client Surveys. The feedback from our 2023 Annual Survey shows that most people are happy with the quality of support we provide and would recommend us to their family and friends. There are occasions when we have not met client expectations and, if you included your name in the survey, we will have contacted you to discuss your concerns. If you completed the survey anonymously however, and have concerns, we were unable to contact you but invite you to phone Melissa or Ruth on 5578 1668 to discuss further. We also now offer the opportunity for new clients to complete a survey to share their experience after the onboarding process and first service.

We know the 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. Feedback is welcome at any time to help us review and improve and this process will not impact your services. If you have something you would like to share with us, we encourage you to :

- Phone us on 5578 1668
- 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: _____

Home Care Packages

How can a home care package help you?

A home care package is an individualised coordinated approach to care and services to assist people to live safely and independently in their home and community. People with ageing related care needs will benefit from the broader range of goods and services available under a home care package compared to what can be offered under other government funded aged care services.

How to get a home care package?

Assessment for aged care services has historically been done by two separate teams depending on a person's support needs. To simplify and improve the experience for people seeking aged care services, a Single Assessment System will be introduced in July 2024. The new system will make it easier to navigate aged care services and adapt to changing support needs quickly.

To apply for an assessment phone My Aged Care on 1800 200 422 or go online and search My Aged Care. The assessment may be in person or over the phone and we encourage you to prepare you for it by writing down what you need assistance with to maintain your independence as well as any questions you may have.

Approval -v- Assignment?

Receiving a home care package is a two step process.

Approval

You will receive confirmation that you have been approved for a home care package. You can start making enquiries with home care package providers but funding will not yet be available.

Assignment

You have now been assigned your home care package. You will need to enter into an agreement with a provider within 56 days of the date of the letter and you can then start accessing government funded services.

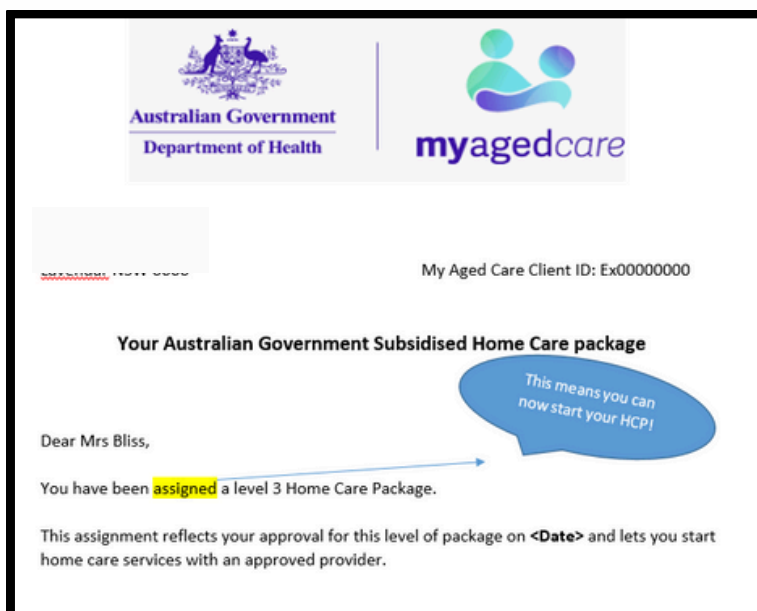
Do I have to pay anything?

A home care package is one way for Australians to access affordable care services in their own homes, however you may be asked to pay fees if you can afford it. This is known as an **Income Tested Fee** and is determined through an assessment of income and investments. Full pensioners and people with an income up to \$32,819.80 do not pay this fee but if your income is higher than this there is a fee estimator on the My Aged Care website which will give an indication of the daily fee payable.

Depending on the level of your package and the support you require, you may be asked to pay a **Basic Daily Fee**. This fee is added to the government subsidy to increase the funds available to you for use on goods and services.

I already have a home care package but am not happy with my current provider

You can choose who manages your home care package and transfer this to another provider at any time. Phone Liberty on 5578 1668 to discuss how we can assist you.



How Can Liberty Help

Liberty has capacity to manage your new or existing home care package and would like to help you to remain living independently. We will take the time to understand your health and support needs and your lifestyle and cultural preferences, and explain how home care package funding can help achieve your goals.

Phone Rowena on 07 5578 1668



Scan QR Code to access My Aged Care and get started on your Home Care Package journey

Harnessing Connection for Health and Wellbeing

In November 2023 the World Health Organisation (WHO) positioned social connection as a global public health priority and commenced a three year plan to tackle loneliness. This plan includes the creation of the WHO Commission on Social Connection to identify solutions which will lead to healthier lives, stronger relationships and more resilient communities. WHO's research shows that loneliness is widespread across regions and life stages with studies suggesting 25% of older people experience social isolation.

In their Article, 'It's time to harness the power of connection for our health and well-being', WHO states:

"And the consequences are shocking; lack of social connection has a serious impact on physical and mental health, increasing the risk of cardiovascular disease, stroke, diabetes, dementia, depression, anxiety and suicide. People who lack social connection have a 30% higher risk of early death, comparable to much better recognized risks such as smoking, excessive drinking or obesity."

www.who.int/news-room/commentaries/detail/it-s-time-to-harness-the-power-of-connection-for-our-health-and-well-being

Liberty is committed to being part of the solution and believes that connection is a powerful intervention to loneliness, as Rose-Marie experienced.



Rose-Marie is a long time Community Connections client and loves to go out and enjoy social activities with her Liberty friends. She was born in Woodside, Adelaide, after her parents migrated from Italy. When Rose-Marie was a young child she wanted nothing more than to be a jockey, however her career path lead her away from the track to becoming a Nurse. Soon after, she was married and raised her two beautiful children, one of which she lives with today.

Living with her daughter and twin grandchildren is very busy, however despite having a very active household, Rose-Marie was lonely, felt isolated and missed connection with other adults. That's when she discovered Liberty over five years ago.

Rose-Marie remembers her very first day at Liberty fondly and was thrilled to finally have found some companionship outside of her family unit. She now attends our centre based group social program every week and you can always find Rose-Marie involved somehow, whether it be helping staff or volunteers with tasks or with her friends doing activities. Rose-Marie says that her favourite thing about being a part of Liberty, is that she feels valued and needed.

Phone Kul on 5578 1668 on more information on our Group Social Programs

A Day With Community Connections*

Make new friends and create social connections ~ Be challenged with physical and cognitive activities

- Enjoy a 'home cooked' morning tea and lunch prepared by our on-site Chef

- Hop on the Liberty bus and join in our community outings to parks, local clubs and pubs

- Try our craft group or technology classes

If weekly activities aren't for you, why not try our evening and Saturday social events, Man 2 Man or Ladies' Day Out. Or perhaps there is a group activity we haven't thought of yet - why not let us know your ideas and we will see what we can do

Get your First Visit Free Voucher on Page 20 and if you would like to know more or how to get connected contact us on 5578 1668

**Liberty Transport is available in some areas*

What Our Community Connections Clients Say About Liberty

Friendliness, organised, compassionate, helpful and caring.

I find all support workers at Liberty are so helpful, friendly, always having us laughing, very caring.

(Liberty's 2023 Client Survey)

Team Update

We recently farewelled Karina who had been part of our Liberty Team for over five years in the roles of Home Support Worker, Community Connections Team Member, and more recently Team Leader. Karina was passionate and dedicated about our clients and creating great programs and she will always be remembered fondly, particularly for her amazing dress up outfits and theme weeks.



Kul has now transitioned from our Client Experience Team to take up the role of Team Leader of our Community Connections program.

Kul is actively working with clients, volunteers and staff to achieve successful client outcomes and increasing social interactions, as well as supporting employees and volunteers, and growing Liberty's group services. Kul has previously worked as a support worker in the community and also as a coordinator and team leader and brings extensive knowledge of the aged care sector, customer service, and quality improvements. She is very experienced in supporting clients as well as assessment and administration and brings a lot of value to the team.



Roxanne has worked very closely with Karina over the years and over the last twelve months Karina has mentored Roxanne in the art of programming stimulating and fun activities. Roxanne shares ... "I am highly enthusiastic and look forward to bringing some fresh fun activities to the centre with a focus on social connection and physical activity. I am always looking for community events and new things for our client groups to see and explore around the Gold Coast."



Important Announcement for Existing Community Connections Clients

During the height of the Covid-19 Pandemic, Liberty introduced a process where we would phone our Community Connections clients prior to pick up to check they had no cold or flu symptoms and were healthy and well to come out with the group. With Covid-19 now downgraded to an endemic, these phone calls will no longer routinely occur. This will give our Team more time to prepare for a fun day out.

If you are unwell or unable to come on your scheduled day, please phone 5578 1668 or email connect@libertycommunity.org.au. Letting us know as early as possible will help us to rearrange our services for that day and make sure we don't show up your home and wonder where you are if you are not there.

THE PARTY - You are invited

During the week starting 27 May, we will be dancing and singing along to our favourite hits from the 60's and 70's with our much loved entertainer, Roy.

Some good old party games will follow to channel our inner child. Our centre will be decorated with a birthday party theme and we encourage clients to dress up in party attire to get in the party mood.

Dont miss out - phone 5578 1668 for more information.



If you miss out on 'The Party' there are plenty of other fun activities here at Liberty both in the centre, out in the community, or in one of our small group activities

Ladies Day Out

Runs the first Thursday of every month.

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

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

Saturday Social

Our clients are loving our Saturday Social program. We are visiting exciting locations in our great south east.

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.



Commonwealth Home Support Programme (CHSP)



Ageing well in your own home is a key objective when we are delivering services in your home or facilitating the activities within our Community Connection Programs. All Liberty services are designed to assist you in your journey to ageing well. Here are some outcomes Liberty can help you with under the Commonwealth Home Support Programme (CHSP) aged care funding.

- Creating a safe home environment - accepting home care through the CHSP allows us to support you to live safely in your home. Services include social support, shopping, personal care, domestic assistance, in home respite and lawn, garden and minor maintenance
- Eat well - our Support Workers can take you shopping, or help you with meal preparation in your home, or you could purchase our take home meals, or join our group social program and share a meal with others
- Take a break - if you are a carer, we can assist you to take some time out for you to recharge your batteries by providing in-home respite care
- Connect with others - we can visit you in your home for a cuppa and a chat and maybe a game or two, or you can join in one of our group programs
- Increase your wellbeing - physiotherapy and podiatry (limited capacity) will help reduce your falls risks

How does CHSP work?

CHSP works via a referral code system and you need a referral code for each service you receive. Liberty accepts referral codes for social support individual, personal care, flexible respite, allied health and therapy services, social support - group, home maintenance, and domestic assistance.

How do I access services under CHSP?

Contact My Aged Care on 1800 222 422. A representative will complete an assessment to determine eligibility for the services you are needing.

What if I am eligible?

You will be issued with a referral code/s and a list of service providers that offer the services you are approved for.

Finding a service provider

Once you have your referral code, give us a call at Liberty (5578 1668). We can listen to your support needs and discuss how we can best meet them. Please be aware that we do not always have capacity in all services areas.

What if I am not eligible?

Referral codes are issued for services you need assistance with to keep you living independently. If you have been declined a service ask the My Aged Care team why - it may be because you haven't accurately described your support needs.



Scan QR Code
to start your
My Aged Care
Journey

Health and Wellbeing in the Comfort of Your Home

Liberty is excited to support your health and wellbeing through physiotherapy and podiatry services, or active at home activities, provided to you in the comfort of your own home.



**Contact Melissa if you are
interested in these services.
Be quick as availability is limited
for some services.
Ph : 5578 1668**

Physiotherapy

Did you know that 1 in 4 people aged 65 and over have at least one fall per year, with 6 out of 10 falls occurring in and around the home. Falls are often due to gradual physical changes that affect the way we move, or hazards in and around the home, and can cause hip fractures and other serious injuries*. Health Direct provides the following tips to reduce falls:

- stand up slowly after lying down or sitting to prevent posture related dizziness
- leave hallway lights on at night
- use non-slip mats in wet zones
- install hand rails or a seat in the shower or bath
- place non-skid tape on the edges of stairs or changes in floor levels to make them easier to see
- keep walkways clear of clutter
- keep physically active.

*(www.healthdirect.gov.au/falls)

A Physiotherapist can help reduce falls through targeted balance and strengthening exercises and advice on how to manage pain, and whether a walking aid would assist you.

Podiatry

Falls prevention can also be aided through proper care of feet and a Podiatrist can assist with your foot health and recommendations for safe and properly fitting footwear.

Active at Home

Liberty also has a limited number of trained Support at Home team members who can provide regular active at home activities to improve base level strength balance and flexibility. These activities are designed for people who want to regain their strength and confidence to keep active and independent.

How Liberty Can Help

Liberty has short term funding available under the Commonwealth Home Support Programme to access physiotherapy, podiatry or active at home activities. Our Support at Home team can also help you to feel safe when showering by either being present in your home during that time or assisting you with your personal hygiene routine. To access these services, you will need an **Allied Health** and/or **Personal Care referral code** through My Aged Care. If you are unsure whether you have these codes, please speak to us and we can find out or help you get one. Home care package recipients can also receive a range of allied health and other support services funded through their home care package.

Active, Independent and 99

Lorna was born in 1924 and grew up with her two older siblings in the bustling Melbourne suburb of Yarraville. During WWII, at the young age of 18, Lorna got her first job making stockings for the company, Holeproof. Lorna married the love of her life in 1947 and before long they had two beautiful children. In 1986, Lorna and her husband moved to the Gold Coast to escape the cold Melbourne climate and, after losing her husband, Lorna now lives alone.

Lorna still drives and when renewing her licence last year the Department of Transport Service Officer asked her how long she would like it renewed for. With a cheeky grin, she replied "three years"! You have probably guessed that Lorna likes her independence and she chooses to do most things herself. She enjoys reading when she is at home, but loves to jump in the car and head off to bingo.



On her way home one day, Lorna popped into Liberty's office to discuss her lawn and garden service expectations. During the conversation, Lorna noticed that Liberty offers home cooked meals for sale and decided to try a few. Since then she has been coming back every fortnight to pick up more. "The chicken satay is my favorite", says Lorna and she is looking forward to popping into our pre-loved shop, Deja Vu, on one of her visits.

After listening to Lorna's concerns about her lawn and garden services, Liberty transitioned her services to our Lawn, Garden and Minor Maintenance team. Blake and Terry now visit her home regularly and keep her garden safe and looking good. Lorna says she is now "very happy" with her services.

Lorna will be celebrating her birthday in September and is looking forward blowing out 100 candles. A big happy birthday to you Lorna from the Liberty team and we look forward to hearing about your birthday celebrations.

Fees Payable for CHSP Services

As a Commonwealth Home Support Programme (CHSP) service provider, Liberty receives funding from the Australian Government so we can provide subsidised aged care services. The government expects recipients of CHSP services to pay a contribution to help with the cost of this support.

Liberty's preferred payment method is direct debit. This is a safe, convenient and efficient method of payment. Since 2017 Liberty has partnered with Ezypay to manage its direct debit payments. Ezypay enables Liberty to deduct fees from nominated bank accounts or credit cards while keeping payment details encrypted and secure.

The billing cycle for CHSP services is fourteen days and Liberty only charges for services which occurred. Depending on how early a service took place in the billing cycle, there is a delay of between 8 - 23 days before funds are requested to be debited from your account. This gives Liberty time to review services to ensure billing is as accurate as possible. Deductions are on a regular fortnightly cycle and a schedule of when payments occur is available to assist in identifying what service dates they relate to.

If a payment fails both you and Liberty will be charged a dishonor fee so if you know beforehand that there may not be sufficient funds to cover your fees, please call the office to make alternative arrangements. We can send you an email reminder the day prior to assist, or if you are experiencing a period of financial hardship please contact one of our Managers to discuss your circumstances. If you notice there is an error with your billing please phone Julia or our Client Experience Team and they will be able to assist you with your enquiry and arrange a refund if Liberty has made an error. Phone 5578 1668 for more information on direct debit or fees.



Liberty's Home Grown Garden and Maintenance Team

In an effort to meet the ever increasing need in the community for lawn maintenance Liberty successfully launched its new gardening and minor maintenance team in November 2023. We are very proud to introduce Blake and Terry who have been doing an absolutely outstanding job. Here's what our clients have been saying:

***"Terry and Blake are an asset to Liberty.
They are so respectful and have done a
wonderful job"***

***"Blake and Terry are doing a marvelous
job with my yard. I am so thankful for their
efforts".***

***"I am so happy to be receiving assistance
from Liberty, the team were very polite and
did a wonderful job".***

Liberty provides lawn mowing and garden tidies to help keep the outside of your home accessible, safe and looking good. We may also be able to assist with a few minor maintenance jobs around the home. Phone our Client Experience Team on 5578 1668 to enquire about Blake and Terry's capacity for these services or, alternatively through one of our sub-contractors.



Gold Coast Seniors Health and Lifestyle Expo

THURSDAY, 20 JUNE 2024 | 9 AM TO 1PM

Southport Community Centre, Lawson Street, Southport

This event provides an opportunity to find out information about services available to the baby boomers and senior members of our community. Pop along to learn about in-home care, retirement and Over 50's resort style living options, residential aged care, seniors' travel and insurance advice, financial planning, legal and investment advice, pre-planned funeral options and much, much more.

While you are there get yourself a free hearing and eyesight check, get answers to your questions from Services Australia, Centrelink, and the City of Gold Coast Council, check out the latest in vision and mobility aids, and drop by the Liberty stand and say hi.

Enjoy free entry and a free sausage sizzle.

Can't make this Expo? Don't worry additional Expos will be held on:

*22 August at
Twin Towns Services Club
Wharf Street, Tweed Heads*

*17 October at
Broadbeach Cultural Precinct (Albert Waterways)
Hooker Boulevard, Broadbeach Waters*

Bargain Hunting at Deja Vu

Liberty has a second hand shop, lovingly known as Deja Vu, here at 31 Martin Street, Nerang. Come on in and hunt for a bargain and maybe even find yourself a gem!! From clothing and jewellery, shoes, handbags and other accessories, books, greeting cards and various homeware items.

Prices start from 50 cents

Our little shop is continuously recycling preloved items and we welcome your donations that are ready for a new home. Stock is regularly turned over, in conjunction with local charity op shops, keeping our stock fresh and appealing.

Deja Vu is normally opened during our Community Connections Program - phone us to find out what time you check out the bargains.

Having a Cleanup?

We are always looking for quality donations. Your trash is certainly someone else's treasure. Our Donation Box is located outside the shop.

Please speak with our friendly staff if you need help with your donations.





ndis

Social and Community Participation

At Liberty we are all about empowering and helping people to live the life they want.

Liberty helps participants to make their social and community participation goals a reality. We will take the time to understand what you want and support you with activities and assistance along the way. Some examples of how Liberty can help include:

- Going on fun outings and social activities with our Community Connections group programs. There are two options available - either hop on one of our buses or come into our centre activities in Nerang
- One-on-one outings with a Support Worker to accompany you shopping, on an outing, to a movie or in other ways to help you to interact with your community

Our services will contribute to building new friendships, increased confidence and better physical health, mental health and wellbeing.

The National Disability Insurance Scheme provides funding to eligible people for supports and services to help achieve individual needs and goals. Our NDIS participants are a vibrant and fun bunch of people and Liberty is proud to support them. We are currently undergoing our NDIS Re-Certification Audit and Liberty remains committed to providing excellent and safe services and is open to feedback and ideas from both the Auditors and Participants to keep our service delivery approach fresh, fun and relevant.



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



Sally taking to the mic



*Steven, Peter, Merle and Candice
enjoying a day out*



Cindy, Peter and Daniel enjoying the outdoors

WORD SEARCH

Find and circle the words

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

- ACCOMPLISH
- CLEANING
- CONNECTIONS
- EMPOWER
- FRIENDSHIPS
- FUN
- GARDENING
- LIBERTY
- PURPOSE
- SATISFACTION
- SUPPORT
- THEMES
- VIBRANCY



Fresh Baked Bread

- Chef prepared
- Baked fresh daily
- Order in advance ready to take home on your next visit



\$4

Take Home Meals

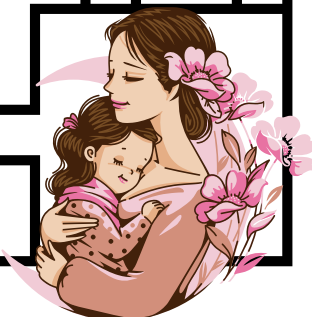
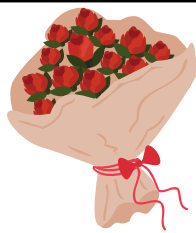
- Chef prepared
- Ever changing variety
- Take home daily
- Convenient
- See staff for availability

Drop into 31 Martin Street, Nerang to see what is on offer each week

\$5



Help get the flowers to the Mother



Liberty hopes all Mothers, Grandmothers, Great-Grandmothers, and others, including mothers of fur-babies, had a very happy Mother's Day,

RACHAEL'S MEATLOAF

Ingredients

- 500 grams beef mince
- 1 onion, diced
- 1 carrot, grated
- 2 celery sticks, diced
- 2 eggs
- 1 teaspoon garlic, minced
- 1 bunch parsley, chopped
- 1/2 cup breadcrumbs
- Salt and pepper to taste



Method

- Combine all ingredients together
- Press into a casserole dish
- Cover with foil
- Bake at 160 degrees for 2 hours
- Remove foil and cook until top is browned
- Rest the meatloaf for 10 minutes before slicing
- Serve with mash, veggies and gravy!

If you don't want to go to all the effort, you can buy ready made meals, prepared by Rachael, from Liberty, 31 Martin Street, Nerang

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
31 Martin Street, Nerang Qld 4211
T: (07) 5578 1668 | E: info@libertycommunity.org.au
libertycommunity.org.au



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

Tea with the Governor General



Kerrie has been volunteering with Liberty for over five years. Through her volunteering, Kerrie had the opportunity to attend a function hosted by Her Excellency, the Honourable Dr Jeannette Young, AC PS, to celebrate International Volunteer Day.

It was quite a formal experience, shares Kerrie - On the ringing of a bell, we had to stand and face the podium. Governor General Young gave a speech and thanked all the volunteers, and then went around the room chatting to individuals. I was one of the lucky ones who she made time for and Governor General Young, noticed my blue volunteering shirt with the Liberty Logo and asked me what we do at Liberty. I shared that we were based in Nerang and told her about the the programs and services we offer our clients. In return, she offered to have some Liberty clients come to Government for morning tea.

Kerrie had a chance to have a bit of a look around Government House. In one room there was a long table, which would seat about twelve people, but it was only set for two people with a bell in the middle, Kerrie assumed this may be where the Governor General and her husband share a meal.



Beautifully presented hors d'oeuvres were offered and Kerrie had a cup of tea served in magnificent gold rimmed cups and saucers. The tea was a blend made especially for our Queensland Governor General. Kerrie expressed the day was a surreal experience and one she will not forget in a hurry.

Do You Know Anyone With a Little Spare Time?

Liberty has a range of volunteering opportunities available. Being a volunteer 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 alternative 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 Kul on 5578 1668

"I love the difference it makes to a client to have someone listen to them, accept them, joke with them and to see them laughing and enjoying their day. I have become very fond of quite a few of our clients and it feels like we are a part of their family".

Kerrie

Art Therapy



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:
 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 Disability Insurance Scheme (NDIS) - 1800 800 110
 Older Persons Advocacy Network (OPAN) - 1800 700 600
 Seniors One Stop Information Line (no question too big or small) - 1300 135 500
 State Emergency Service - SES (flood & storm assistance, fallen trees, roof damage) - 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

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

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.

Gold Coast buses service two areas of the Gold Coast:

- Pacific Pines and Nerang/Highland Park.

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.

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.

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

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

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)