

## *Flexible Support Services Australia Ltd*

July 2009

[www.flexisupport.org.au](http://www.flexisupport.org.au)

3 Wineglass Drive Hillcrest

Ph: 3800 4577



### *From the desk of Our Senior Manager Of Flexible Support Services and Ability Care Ltd*

Welcome to another fun filled and busy year with Flexible Support Services Australia. I say fun filled because each time I am at the Respite Centre I see smiling faces and hear lots of laughter and fun. It is lovely to see people enjoying each other's company. The Day Respite Centre programs are designed around each consumer's interests with a focus on fun. Should you have any suggestions for program ideas please feel free to discuss these with the Rec staff or at the consumer meetings and focus groups.

As many of you are aware we have had some building happening at the side of the Recreational room. This building will allow for additional space within the Recreational room, 2 offices and a meeting room. We are all very excited with this additional space.

Throughout the next few months I will be undertaking an internal audit of Flexible Support Services Policies and Procedures to ensure we are compliant with HACC requirements and Legislation. As a result of this there may be some changes in forms etc. Please keep an eye out for any additional information or forms that may need to be completed and returned. I thank you in advance as I know additional forms just make for extra work for you however it is a necessary part of our accountability and service delivery.

Should you have questions or concerns in relation to your service please feel free to make an appointment with myself or our Program Manager (Charlotte) or give us a call

Until next time take care.

Jacqui Grant



### *From the desk of our Program Manager*

Many consumers have commented that they enjoy the Flexible Supports News Letter. The feedback has been very favorable and I welcome suggestions from you on the content or things you would like included.

The VHC and Hacc Annual surveys were posted to veterans sometime ago and it was very pleasing to receive such positive feedback from our consumers. Several VHC consumers asked about additional assistance. It is the veterans Home Care Team at DVA not Flexible that determine how much assistance you receive. DVA approves most of the services on a fortnightly basis, rather than a weekly service. If you feel you are in need of additional services, please contact DVA/VHC on 1800 550 450.

We have number vacancies in our Day Respite Centre for anyone who would like to have a day out, meeting new friends and visiting exciting places throughout the grater Logan areas. Julie's and Kay's morning tea's are not for the diet conscious and their lunch menus are not for the feint hearted, our wonderful and happy team of recreation officers, Maria and John, are sure to keep you smiling and our bus drivers will collect you and take you home after your busy day. Please give us a call if you would like any further information and we will be happy to assist you with your questions.

We would like to take this opportunity to welcome Mayvis Moses to Flexible Support as the Centre Base Coordinator. Mayvis comes to us with a wealth of experience in the aged Care Sector and has some innovative and exciting ideas to enhance the program even more. Please do not hesitate to contact Mavis by phone on 3800 4577 or while you are at the Centre, she will welcome your feedback and any suggestions you may have.

VHC also has a new face and a cheerful voice on the phone – We welcome Tracey Brack as the VHC Coordinator. Tracey's position became available due to a restructure within the Hacc and VHC In-Home programs. Again please do not hesitate to call Tracey on 3800 4577 if you have any queries regarding your service.

I would like to take this opportunity to thank our dedicated volunteers who assist tirelessly in the kitchen, with transport, administration and Day respite. I am sure you agree, their assistance is invaluable and their happy faces are a welcome addition to our services.

Take care Charlotte



Hi All, and welcome back to all our clients, family and friends for 2009. The first few months of 2009 have proven to be very busy ones for those of us here in the Aged Care In Home services. We have welcomed aboard many new clients and have put many more services into place within our community. This has all been possible because of our hardworking team of Domestic Assistants and Support Workers, who continue to do their utmost to provide the very best in service. Many of you may have met or spoken to Tracey the latest addition to our team as the VHC Coordinator. I mentioned in a previous newsletter I also have a very busy roll as a mum of 4 boys and as you can imagine working full time was at times very difficult and which prompted me to reduce my hours to part time in the Hacc In-Home program on Tuesday, Wednesday and Fridays.

Once again I extend to you all my best wishes, and if there is anything I can help you with please do not hesitate to call on 3800 4577.

Till next time - Kristine

*From the desk of Hacc Saturday Recreation Program*

What a fine start to the year we've had. Well Saturday's have been busy visiting various locations such as Runaway Bay on the Gold Coast, Gould Adams Aquatic Centre at Kingston, a special trip to Suttons Beach at Redcliffe with Beach Cricket and their famous "Fish n Chips", scenic drive to Wiven Hoe Dam, Visiting the Alpaca Farm

A friendly game of Ten Pin Bowling is always another popular event where our consumers let go and try to expand their skills and talents. Centre based days have been used exploring our neighboring suburbs with a "Bus Rally" event. Consumers are set mystic clues where they learn the art of orientation and navigation. Mystery bus trips to places of interest have engrossed the imaginations of our consumers with intrigue, and allowed them to discover new Environments throughout their community

Till Next Time, Enjoy and Take Care!

Regards

Paula

***FOOD FOR THOUGHT***

Old friends pass away, new friends appear.  
It is just like the days. An old day passes, a  
new day arrives. The important thing is to  
make it meaningful: a meaningful friend --  
or a meaningful day.

Dalai Lama (b.1935)  
*Time*, 11 April 1988



The extension to our Centre at 3 Wineglass Drive is finally complete. We are very grateful to Home and Community Care (Hacc) for providing the funding for this project, which has given Flexible Support the opportunity to grow, but more importantly continue to enhance the programs to our consumers.

The opening day on the 10<sup>th</sup> of July was a huge success with the area Hacc Area Manager having the privilege of officially opening the extension. Thank you also to our Board Members, General Manager, Senior Manager, dignitaries from DVA and Veterans Home Care, the architect and builder, family members, consumers, staff, volunteers and musician, who all helped make this a memorable and special day.

Have you always wanted to try new activities and didn't to meet new friends and experience and see new and

know where to start? Want exciting places?

***We now have to the opportunity to provide additional services and variety to members of the community, we provide entertainment and bus trips, we have a card and dart club, cooking and craft activities, mystery tours, sight seeing tours, quality entertainers, BBQ's and picnic lunches.***

***Our on-sight chef presents delectable morning tea's and lunches and our caring and supportive staff are there to assist you with all your needs.***



### With apologies to our German friends

The European Commission has just announced an agreement whereby English will be the official language of the EU rather than German, which was the other possibility. As part of the negotiations, her Majesty's Government conceded that English spelling had some room for improvement and has accepted a 5 year phase in plan that would be known a "Euro English"

In the first year, the "S" will replace the soft "C" . Certainly this will make the sivil servants jump with joy. The hard "C" will be dropped in favour of the 'K". This should klear up any confusion and keyboards can have 1 less letter.

There will growing puplik enthusiasm in the second year, when the troublesome 'PH" will be replaced with the letter "F". This will make words like "fotograf" 20% shorter.

In the third year, puplik akseptanse of the new spelling can be expected to reach the stage where more komplikatad changes are possible. Governments will enkorage the removal of double letters, which have always ben a deterrent to akuate speling. Also, al wil agre that the horrible mes of the silent "e" s in the language si disgrasful, and they should go away.

By the 4<sup>th</sup> yer, people will be reseptiv to steps such as replasing "th" with "z" and "w" with "v".

During ze fifz yer, ze unesesary "o" can be dropd from vords containing "ou" and similar changes vud of kors be aplid to ozer combinations of leters.

After zis fiftz yer, ve vil hav a reli sensibl riten styl. Zer vil be no mor trubls or difikultis and evrivun vil find it ezi tu understand ech ozer.



## ***SERVICE PROVIDERS IN YOUR AREA***

Blue Care Southside – 3722 1740

Beaudesert Blue Care – 5541 2280

Beenleigh Blue Care – 3287 2041

OZ Care – 3246 277

Commonwealth Carelink– 1800 059 059

Carers Qld information & Support Line – 1800 242 636

Lands Transport – 3808 1318 and 3422 7908

Logan Central Day Respite Centre – 3290 0081

Logan Central Community Health - 3290 8900

Logan Central Meals on Wheels – 3808 2312

Logan West Meals on Wheels – 3800 9329

Logan Hospital – 3299 8899

Logan Multicultural – 3808 4463

Veterans Home Care – 1300 550 450

Spiritus Nursing Service – 3808 9369

Jimboomba Community Care - 5547 9707

Kingston East Neighborhood Centre – 3808 1684

Qld Aged & Disability Advocacy – 1800 818 338

Multilink – 3808 4463

Commonwealth Carer Respite 1800 059 059

It can be very difficult to navigate your way around modern phone systems. To assist you when you call please find the extensions below

0 Marion - Receptionist

**Option 1**

**Flexible Support**

1. Charlotte - Program Manager
2. Kristine – Hacc Coordinator
3. Mayvis – Centre Base Coordinator
4. Paula – Saturday Rec Coordinator
5. Tracey – DVA Coordinator
6. Tayz – Administration

Jacqui Grant – Senior Manager – 0488 751 529

Michelle Costanzo-Curd – General Manager

0437 328 013

0 Catherine - Receptionist

**Option 2**

**Ability Care**

1. Ana - Program Manager
2. Larissa - Day Services Coordinator
3. Dianne – Respite Coordinator



- ◆ Greenbank RSL
- ◆ Brumby's Bakery
- ◆ Booran Park Community Centre
- ◆ Glens Richardson - Mobile Mechanic
- ◆ Phillippa George – Hairdresser
- ◆ John Bligh - Handy Man
- ◆ Alls Rosy - Florists
- ◆ Motorama Toyota
- ◆ Geoff Curtis - Builder - Watarra Homes
- ◆ Linear 56 Design - Architect
- ◆ Carpet One
- ◆ PC Uniforms
- ◆ Home & Community Care
- ◆ R.T. Edwards
- ◆ Russell Olive – Handy Man
- ◆ John Vella - Entertainer
- ◆ Super Amart
- ◆ Steve Sorenson Mechanical
- ◆ Logan City Council
- ◆ Lee Evans - Plasterer

***Whats On***

**THE Logan City Chess Club**

is always looking for new players. Beginner to expert,  
each Friday from 7pm.

Dennis Rd SPRINGWOOD, QLD, 4127

**Logan Women's Health and Wellbeing Centre Weekly Activities**

The Logan Women's Health and Wellbeing Centre has many activities running weekly from yoga, crafts, massages, doctor appointments, self-esteem workshops, choir and much more. Contact the centre for more information on these activities on

3808 9233

**24<sup>th</sup> July Butterbox Theatre, Kingston Butter Factory**

If you like your thrillers with a twist, and plenty of laughs thrown in don't miss Perfect Murder! Bookings essential  
**Contact:** Logan City Theatre Company on 3208 6252

**1<sup>st</sup> August Lions Club Garage Sale**

**Where:** Lion's Den (behind the Caltex Service Station), 280a Kingston Rd

**Time:** 8.30 am - 1 pm

All proceeds raised go back to the community.  
Donations welcome.



## **Companion card provides lion's share of discounts**

For most of us, going to a show, football match or a movie is a fun way to relax and unwind. The new Companion Card ensures that people with a disability can now participate in such activities without incurring additional costs for a companion to accompany them.

The card enables children or adults who require lifelong personal care assistance to have their carer accompany them to events, cinemas, sporting events and many other activities at no cost for the carer," explains Robyn Plowman, social worker with Montrose Access, an organisation that supports children and young adults with physically disabling conditions.

The Companion Card has been backed by many businesses and organisations around the state, including the AFL and Brisbane Lions, which have had a similar program in place for supporters for some

If you would like further information, 13 13 04  
(Monday to Friday, 8.00 am – 6.00 pm)

### ***Trivia***

July 10<sup>th</sup> 1908 the invalid and old aged pensions act received the royal assent.

It provided for a means tested Aged Pension of up to 26 pound per year.

From the first of July 1909 the department of treasury paid senior Australians the first of a fortnightly payment of a maximum of one pound or 20 shillings. At the end of its first year of operation, there were around 65,500 aged pensioners.