

June 2008

A message from our General Manager

Hi I am Michelle Costanzo-Curd, the General Manager for Flexible Support Services Australia.

I have seen some wonderful work being attended to within this area from staff and management. I thank you so much for your important feedback on how our services are being conducted, as this just continues to allow us to provide excellent services to you. Remember, all feedback is welcome and even if you have ideas that you would like to see implemented into the organisation or to service provision, we would be more than happy to hear from you.

As you may be aware, our organisation is going through an accreditation process in July, and we are looking forward to this, as expertise in the area of service provision, and organisational processes are checked against specific Government standards. This is wonderful for the industry as it encourages continual improvement in all areas of business, which directly relates to you.

Please know that management are always available to you if you wish to discuss any area of service provision. Until next time, take care and keep safe

Michelle

From the desk of Our Manager of Flexible Support Services

Hello and welcome to Flexible Support Services Aust Ltd (FSSAL) first newsletter.

This newsletter is designed to keep you in touch with our organisation, tell you any new initiatives that have come forward by our government departments, acknowledgements and introductions. We hope to be able to provide you with a worthwhile newsletter that gives you a good read.

For those of you who don't know me: My name is Kim Hook and I am the manager of FSSAL. We are an organisation that holds funding from both Home and Community Care (HACC) and Dept of Veterans Affairs (DVA). Our HACC funding covers Logan West only and we provide services such as: Domestic Assistance, Personal Care, In Home Respite, Social Support. Supported Shopping Centre Based Respite. Whilst our DVA funding covers all suburbs from Tweed Heads to Toowoomba up to Tewantin the services that we provide are Domestic Assistance. Personal Care, In Home Respite, Home & Garden Maintenance. We are also a referral agency that can assist you with options regarding your home care and respite. At anytime that you would like to contact us to discuss the services that you are currently receiving or would like to receive please don't hesitate to call us at the office on 07 38004577. Until next issue

Take Care. Kim



The first few months of 2008 have proven to be a busy year for us. We have welcomed many new staff to our ever hardworking team providing a quality service to our consumers.

If at anytime you have a concern or you require additional services, information or advice, or have a suggestion that could help make life a little easier for you, please don't hesitate to call. Thank you to all who completed our survey, the response was over whelming and we gained a lot of helpful information from them. With this information we can continue improving our services to you.

Charlotte Patrick

Coordinator
In-Home Services

From the desk of Day Respite

This program has undergone a lot of staff changes in the past 12 months but we now have our full quota of wonderful staff on board and this has enabled us to start special theme days. This month we have held a Masquerade Ball and a Royal ball both of which have been enjoyed by not only our consumers and staff but by visiting centre's also. These have only been the start of many more to come and we welcome any suggestions that you our consumers may also have.

I'd Like to give special thanks to the hard work and dedication from our wonderful staff for a brilliant outcome of the Masquerade and Royal Balls

This month our consumers will enjoy outings to Colleges Crossing, Trinder Park Rest Home and Springfield Lakes. They will also enjoy concerts by Shirley Hocking, Sam Hunter, Elizabeth Garnett, Joy Carmody, Crazy Bear and Kara-Mia along with a demonstration of Belly Dancing which is enjoyed by all.

The consumers at the centre have also been busy creating craft items such as making cards, masks for the ball, leatherwork, wooden models, folk art to name just a few, whilst other consumers have played board and table games including one group that love to play "500".

Robyn Ward

Coordinator

HACC Aged Care Day Respite.

Fund Raising

Thank you to all who participated in the
Mothers Day and Easter Fundraising.
The response was wonderful

Our Annual Leukemia Fundraiser begins shortly and we're sure you will all participate in the very worthy cause. Lavender Teddy bears, Lapel Pins, Lip Balm, Pot Pourri and soap will be on sale, Please see our friendly staff at the centre if you would like to participate.

From the desk of Saturday Recreation Program

This program is based around recreational activities to enhance the lives of all consumers that attend.

Over the past couple of months we have been venturing out in the community with activities such as Sports, Mini Putt Putt, a trip down memory lane where our consumers got to experience yester year at the Beenleigh Historical Village, along with a BBQ lunch. At the end of this month the Girls are heading off to the Lavender Farm at Boonah, whilst the boys take to a round of Golf and lunch out in the community.

Unfortunately we had our annual Billy Kart Derby cancelled due to poor weather conditions, this was a disappointment to everyone involved as this is a major event that we cherish, ever since building our very own Billy karts. Better luck next year!

Take Care and Kind Regards
Paula Jakavicius - Coordinator

CLEVER REMARKS

A lady was picking through the frozen turkeys at the grocery store but she couldn't find one big enough for her family. She asked a stock boy, "Do these turkeys get any bigger?" The stock boy replied, "No ma'am, they're dead."

My mother is such an alarmist the teenager complained. One cough and she thinks I have bronchitis. A head ache, and she's sure it's a brain tumor. A now, one little lie and she thinks I'm destined for politics.



Useful things

Don't throw away the cork after enjoying a bottle of wine - Use as a fire lighter it'll burn for 5 to 10 mins and will easily get your Barbie going.

Place some aluminum foil under your ironing board cover - provides good heat reflection and makes ironing easier and quicker



We would like to take this opportunity to wish a Happy Birthday to all those celebrating their birthday this month.

Dementia

Are you wondering if your loved one has signs of Dementia. Here is a list of some of the symptoms of Early Stage Dementia:

Memory.—Short term memory loss, Misplaced items, Misidentifies items and Loss of sense of direction.

Cognitive Ability.—May not be able to do simple arithmetic, May not be able to tell the time and May lose the ability to work.

Co-ordination/motor skills.—May have slower reflexes and May not be able to drive safely.

Mood and Behaviour.— mood swings, May become socially isolated, May have a flat affect and May suffer from depression of delusions.

Language.—May be less talkative, Expression may be vague and May have difficulty finding the right word.

Ability to carry out ADLs.—May need assistance with activities of daily living, May not want to bath or shower.

ARE YOU IN NEED OF A BREAK?

The Alzheimer's Association can help— The Alzheimer's Association provide 24 hour Multi-Service Centers which support carer's of frail aged persons through the delivery of a range of flexible service options including :

Overnight Cottage respite
Extended respite
Personal care support
In-home respite
Community access support
Emergency respite

To find out more contact: 3812 2253

I

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 Carer Respite Centre – 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 Neighbourhood Centre – 3808 1684