

Carebus

Mobile Information Unit

Locations – July

(weather permitting)

Brisbane North

Tue 3	Bracken Ridge Library
Thu 5	Stafford City Shopping Centre
Sun 8	NADOC Centenary Park Caboolture
Tue 10	Caboolture Library
Thu 12	Caboolture Hospital
Mon 16	Burpengary Library
Tue 17	Narangba Library
Wed 18	Chermside Library
Thu 19	Redcliffe Library
Mon 23	Bribie Island Library
Wed 25	Redcliffe Hospital
Thu 26	Woodford Library

Sunshine Coast

Thu 5	Centro North Shore
Sun 8	NADOC Cotton Tree Park
Mon 9	Nambour Library
Wed 11	Chancellor Park Market Place
Thu 12	Caloundra Hospital
Tue 17	Disability Action Week Maroochy Showground
Wed 18	Noosa Hospital
Thu 19	Nambour Gen Hospital
Fri 20	Blue Care Day Respite Dicky Beach
Mon 23	Noosa Civic Centre
Tue 24	Nambour Central Shopping Centre
Thu 26	Currimundi Shopping Centre
Tue 31	Noosa Library

Phone 1800 059 059
for times & addresses

Noticeboard

If you do not wish to receive further issues of our newsletter please let us know by contacting the office on 1800 059 059

We are always looking for articles for our newsletter. If you have anything you would like to include please call Jennifer on 5498 3315 or email: cabinfo@crsc.com.au

Latest Happenings at Caboolture

What a couple of months it has been since the last newsletter. There have been many staff changes in the offices. With the introduction of new staff we welcome **Lynda, Elliot and Erwin** and the movement of Michael and Natasha to Centre Coordinator positions. These changes have been brought about because of new funding to support the Mental Health Respite Program.

Carer respite centre is currently in consultation with mental health service providers in the area. Discussions are progressing around the best ways to support the carers of people with mental health. Watch this space for more information as the process continues.

Dementia carers – Caboolture Carer support group are having an information session on

financial planning for carers of people who may have dementia. If you want to know more about Centrelink payments and services you should contact Natasha on 1800 059 059.

Carers have attended several information sessions like Looking after Yourself, Looking for Permanent Care, Dementia and Behaviours and many more. The latest session of Tai Chi was a wonderful day. Carers attending the Tai Chi session at Bethany carers retreat, although it was a little to cold and windy to have outside as planned. Carers expressed the best thing of the day was meeting new people a lovely lunch and a friendly atmosphere. Thank you to Bethany for a lovely venue and thank you to Julie for the Tai Chi instructions.

National Aboriginal & Islander Day of Celebration

National Aboriginal and Islander day of Celebration (NAIDOC)

A series of community events will take place across Caboolture and the Sunshine coast to celebrate NAIDOC week from Sunday the 8th of July to Saturday the 14th.

This years theme is "50 years Looking

Forward looking Blak"

Events include simultaneous festivals held on Sunday the 8th at Cotton Tree park in Maroochydore and Centenary Park in Caboolture.

For further information on events contact your local community centre.

Kilcoy Carer Group

The Commonwealth Respite and Carelink Centre held a Kilcoy Carers Reference Group Meeting on Thursday, 24th May. Community care providers and Carers from the Kilcoy region met together at Aloaka Lodge, 52 Taylor Street, Kilcoy to share information and discuss a wide range of respite care issues.

The group enjoyed the opportunity of meeting other Carers and also learning about available community services and various supports. A few of the main points raised were:

The need for Carers to have access to information about education and lifestyle programs (e.g. coping strategies re: challenging behav-

our; managing stress; health and wellbeing).

The need for more Carer services that are responsive to emergency and unpredictable situations.

A complimentary morning tea was enjoyed by all attendees and Carers were given a free Carer Information Pack containing a Carer Support Kit and relaxation CD or cassette. CCRC-Cab would like to thank all the attending service providers for helping to make this an informative and memorable meeting for our Carers.



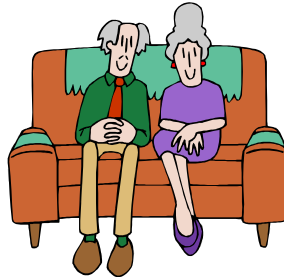
'Greymates'

The 'Greymates' program aims to achieve improvements in the quality of life of people that feel isolated and/or lonely in their own homes.

Volunteers will be linked with someone in their own local area and will be willing to make regular home social visits.

As a Volunteer with the 'Greymates' program you will need to be willing to:

- * care about others
- * support local people in need
- * share your time – approx 1 – 2 hrs per week
- * make new friends



Other areas that will assist with the home social visits will be if you are:

- * a good listener
- * a good communicator
- * able to share your skills and life experiences
- * culturally sensitive

Volunteers are an integral part of our 'Not for Profit Organisation'

For further information please contact Genevieve on (07) 5498 3315

Volunteers' Week



14th-20th May marked Volunteers' Week.

To celebrate the wonderful work our Volunteers have done during the past 12 months we provided a 'Special Morning Tea' at our Caboolture Office on Wednesday, 16th May 2007.

We combined this morning tea with a 'Presentation Day' for our newly trained Volunteers. The Caboolture Office Staff were also on hand to help celebrate our dedicated volunteers

Pauline Gallagher, Regional Human Resource Manager

reminded us of the variety of work Volunteers are willing to contribute, which is so valuable, particularly to organizations that are 'Not for Profit'.

**For information regarding Volunteering contact:
Genevieve -Volunteers' Officer
Ph: 07 5498 3315**

A big Thank You to Volunteer John for doing such a wonderful job supporting the Caboolture Carebus team and resource office while keeping up with the constant demands of the Sunshine Coast Carebus. We wish him continuing good health and also thank his lovely wife Jan for contributing to his lovely calm nature and keeping him onboard the Carebus journey

CAREBUS NEWS

The Sunshine Coast bus has been very busy attending events and glimpses have been seen on television! The table set up at Caring for Carers at Millwell Road, and the trolley was set up at the Older Learners' Expo at Kawana Community Centre.

Pomona and District Community House invited us to the Biggest Morning Tea on 24/5/07 and for the Mental Health Day on 25/5/07, both events were well attended. 83 enquiries were made during the mental health forum. Special thanks to our volunteer John and Direct Respite Services lady, Deb for their attention given to the persons making enquiries.

On 20/5/07 the Sunshine Coast bus attended "Staying Strong and Proud" at Quota Park and Brisbane North bus attended Corbould Park Volunteers Race Day.

Our Brisbane North bus was again invited to St Michael's College Annual Fair on 26/5/07 and many enquiries were received from people attending.

Sunshine Coast and Brisbane North buses were spotted following each other on their way to the events at Nambour on 1/6/07.

Quest College invited us to their Carers Day and we had 51 enquiries and hand-outs. Also on this day Sunshine Community Services Inc asked us to attend their students promotional week for carers.

By attending carers days our main aim to get information to carers is being met, and hopefully they are becoming more aware that they are not alone, there is help and services available for them to access.



Carers Social Support Group

More than 25 Carers gathered at the Redcliffe Leagues Club on Tuesday, 1st May, 2007 for the first meeting of the *Redcliffe Carers Social Support Group*. The support group has been started as a result of Carer feedback given to the Commonwealth Respite and Carelink Centre – the meetings are designed to provide social interaction and friendship for Carers.

We have heard from some Carers that it can be quite a nerve-racking experience to turn up to a group where you know no-one. Carers commented that it was a relief, when they arrived, to be warmly welcomed into a safe environment where they were introduced to other Carers who understood what they were going through.

All Carers received a free Carer Information Pack. The packs contained a range of information from looking after yourself to information and services available to Carers. The packs included a Carer Support Kit, useful contact numbers, a relaxation CD or cassette, specialist tea sample bags and confectionary.



The social group has been created so that both current and past Carers have the opportunity to interact and meet other Carers and more importantly have some 'time out'. To assist the Carers in being able to attend the group the Commonwealth Respite and Carelink Centre arranged transport and respite so that the Carers could enjoy themselves knowing that the person for whom they cared was in good hands.

Many Carers commented that being part of the group helped them to meet like-minded people who were in the same boat as themselves. Some of the past Carers had walked down the same road that a number of the new Carers were now only just starting – past Carers

were happy to pass-on what they had learned. A number of Carers commented that the most enjoyable part of attending was being able to share information, experiences and feelings with other Carers who understood just how demanding and all encompassing the caring role can often be.

The group meets bi-monthly and the regular meetings will be facilitated by Carers Qld. The group is designed with the Carers needs in mind – a participants group where the Carers are very active in how the group works. Carers will be encouraged to start considering what activities they would like to do when they attend the meetings – whether it is wandering around the museum, an excursion to a local winery, attending an educational session, a visit from a music therapist or maybe a performance by a belly-dancer!

A delicious, complimentary morning tea was provided by the Commonwealth Respite and Carelink centre. Carers relaxed, shared a laugh with new friends and enjoyed freshly baked muffins, assorted pastries and slices accompanied by tea/coffee/orange juice. All Carers had the chance to win the fantastic lucky door prize – a fine-porcelain china mug and gift voucher for coffee and gourmet cake.

The next group meeting will be held on Tuesday, 3rd July, 2007 – 9.30a.m. to 11.30a.m. at the Redcliffe Leagues Club, Cnr Klinger and Ashmole Roads, Redcliffe.

Carers residing in the Redcliffe region who are interested in joining or gaining further information should call Stephanie on Freecall 1800 059 059* (* Freecall number except from mobile telephones)

Young Carers 'At Risk' Project

The Young Carers 'At Risk' Project Mackay has organized a Retreat to be held at the PCYC Centre for Youth and Community Development – Camp Bornhoffen. The camp will take place between Sunday 24th June and Wednesday 27th June with 35 Young Carers travelling from all over Queensland to attend.

The Young Carers arriving from rural Queensland will fly to Brisbane on Sunday night, where they will meet up with the rest of the group and travel to the camp in the Gold Coast Hinterland.

On Monday everyone will participate in icebreaker games and group activities until lunchtime, spending

the rest of the day taking part in a creeking journey which should be lots of fun.

Tuesday will be taken up joining in a high ropes course which is expected to exhaust everyone (especially the more mature of us!). The final day is Wednesday, where a day out to Dreamworld is very much looked forward to by all.



Do you need help to stay at home?

Listed below are the services that may be available to you.

Domestic Assistance

Home carers provide help with domestic duties such as cleaning, laundry, ironing, shopping, cooking, paying accounts, etc.

Home Maintenance

Assistance with the maintenance and repair of a person's house and yard to keep it in a safe and habitable condition.

Meals and Other Food Services

Provision of home delivered meals and in some cases meals delivered to day respite centres. Other food services include assistance with meal preparation.

Aids and Equipment

Loaning, hiring or purchasing of medical aids and equipment to assist a person to cope with a disabling condition and/or to maintain their independence.

Personal Care

Assistance with daily living tasks, such as eating, bathing, toileting, dressing, grooming, getting in and out of bed.

Transport

Transport assistance through HACC funded services and the Taxi Subsidy Scheme.

Allied Health care

Health care services provided by allied health professionals. Includes Podiatry, occupational therapy, physiotherapy, speech pathology, social work and advice from a dietitian or nutritionist.

Contact the Commonwealth Respite and Carelink Centre on to find out about local providers in your area:

Information..... 1800 052 222

Respite..... 1800 059 059

In the pursuit of continuous improvement.....

Consider if you have ever worked somewhere where nothing goes wrong? Where nothing EVER goes wrong? Of course not. Everyone knows it just doesn't happen - yet some people would have you believe it happens in **their** organisation or business.

Certification bodies know it doesn't happen - and they don't expect it to. An auditor would rather see that you have systems for detecting problems and doing something about them - rather than pretending they don't occur.

Denying the possible existence of any problems also denies an important **opportunity for improvement**. Identification, detection, recording and taking action to eliminate problems is a very important element of any successful quality system. It helps to ensure that problems do not become endemic - recurring every time a process takes place.

A means of highlighting issues should be made available to 'everyone' in the organisation. A typical

method is a simple form that people can use to note a brief summary of the problem, the date it was detected and who it was detected by. In the **Qudos System 3**, we use the term '**Action Form**' .

Ultimately, it doesn't matter what the document is called or how the information is gathered - as long as it happens and is acted upon, the organisation will be stronger and wiser for it.

The quality system should be a genuine part of how we as a professional organisation manages its processes, and a part of everyone's day-to-day working life. Otherwise how else can we continue to improve as an organisation and continue to strive to provide quality services to the many carers in the community?

Reference: QUDOS quality management system Quality Manager Guide Chapter 10

Contact Details

Commonwealth Respite & Carelink Centre

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