

Carebus

Mobile Information Unit
Locations – February
(weather permitting)

Brisbane North

Thu 1	Redcliffe Library
Tue 6	Caboolture Library
Wed 7	Redcliffe Hospital
Thu 8	Caboolture Hospital
Thu 15	Morayfield Shopping Centre
Fri 16	Centro Albany Creek
Mon 19	Deception Bay Library
Wed 21	Bribie Island Library
Thu 22	Zillmere Library

Sunshine Coast

Tue 6	Noosa Hospital
Wed 7	Nundah Interagency Meeting
Thu 8	Nambour General Hospital
Mon 12	Gympie Library
Tue 13	Maroochy Library
Thu 15	Coolool Library
Mon 19	Berwah Library
Tue 20	Nambour Plaza
Wed 21	Caloundra Hospital
Thu 22	Currimundi Market Place

Phone 1800 059 059
for times & addresses

Happy New Year

Welcome everyone to the second edition of our newsletter.

Christmas is now behind us and we are on our way into 2007.

I'd like to let everyone know that if you are seeking help in the search for community information or services our staff are able to point you in the right direction. We maintain an Australian Government database that lists services across the Sunshine Coast in a range of service types so feel free to contact us and save yourself a bit of searching.

We were able to assist a lot of Carers with respite in the lead up to Christmas and we have secured an additional aged care bed for emergency respite which so far has been well

used. If you are caring for someone who is elderly, keep our number handy (1800 059 059) should any emergency crop up we may be able to assist on very short notice.

You may at times have seen our mobile information unit or "Carebus" out and about in the community. It has a wide variety of community and health information and being mobile is able to go to community places and events. If you know of an ideal community location or event that would benefit from the Carebus attending please give us a call and let us know.

Rob Miles
Manager—Caboolture

Certificate III in Aged Care

Certificate III in Aged Care will be commencing on Monday the 29th of January at Maroochydore office, Sugar Road and will run for 3 or 4 days per week for 4 months

Unfortunately we cannot commence the Aged Care course in Caboolture until July. The Course will also be offered on line.

If you are interested please ring Lexie on 54439703.

Dementia

Are you caring for someone with Dementia or Alzheimer's and are having difficulty with ANYTHING? Carer respite may be able to help.

- Do you know how to take care of yourself?
- What frustrates you?
- Has your partner always taken care of something and now you need to know how to do it? (EG. cooking, banking and budgeting or garden and maintenance work and personal care)

If any of these sound familiar to you please give Natasha a call at Carer Respite. We may be able to help make things a little easier for you.

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Redcliffe Carers Reference Group

The Commonwealth Respite & Carelink Centre – Caboolture is holding a Carer's Reference Group on Thursday, 15th February, 2007. The event will be held from 9.30a.m. to 1200noon at the Redcliffe Leagues Club at Cnr. Klinger and Ashmole Roads, Redcliffe.

The group will consist of Carers who are interested in enjoying the opportunity of meeting other Carers and also sharing information regarding their respite support needs. A delicious, complimentary morning

tea will be provided and a guest speaker from Carer's Qld will be available to chat with the Carers.

Carers residing in the Redcliffe Region who are interested in attending should call Stephanie on

Freecall

1800 059 059*.



Update on The New QUDOS system

As an organisation we face increasing demands for continuous improvement and to demonstrate compliance to a wide range of standards, legal and regulatory requirements – be assured Qudos will make that task easier.

It is widely recognised that to consistently achieve a high level of performance and continuously improve, it is not viable to rely on a few individuals - there must be systems in place. These systems include quality assurance, occupational health and safety, environment, security, and risk.

Furthermore, because our organisation is not only subject to numerous contractual, legal, regulatory, and other requirements but also to provide a quality service to our clients the challenge is to address them all in an effective, efficient and consistent manner. Qudos can help us meet that challenge.



After installation the system will quickly become a user-friendly tool in growing our Quality Management System to better meet our strategic objectives. In particular we will make full use of the Documents, Audits, Issues, Actions, Improvements, Meetings and Human Resources modules. Once the system is up and running training will be provided to all staff. However, we still have a little way to go so don't expect Training dates to be released quite yet.

However I will keep you regularly informed on the progress of the QUDOS system.

Regards
Caz Owens
Quality Assurance Manager

Pauline Gallagher's Central Queensland Visit 6th to 16th November

6/11/06:- My journey started at 6 a.m. with a frantic rush to pack the car, check off as I loaded the car which included the kitchen sink. At 7.30 a.m. I picked up Carol (Caz) Owens, QA Manager and the journey starts, arriving in Hervey Bay at 10.15 a.m.

The day began with a most welcomed coffee and chat with the staff. We planned and explained the Audit process including an explanation of the new QA Management QDOS.

The day passed very quickly and the outcome was very positive. Caz and I went to the Urangan Motel where we debriefed, relaxed and enjoyed dinner.

7/11/06 - 7 a.m. up and off to Bundaberg arriving at 8.45 a.m.

Today I am meeting with the Centre Managers from Rockhampton, Bundaberg and Hervey Bay. This meeting is held four times a year. We talked about planning, QA, Budget and many more interesting topics. We also use this forum for personal development and supervision.

By 5 p.m. we were meeting out and we strolled back to the Parklane Motel where we shared refreshments and talked about the day's activities. Caz and I shared dinner at the motel and had an early night.

8/11/06 - Today we conducted the audit in CRC Bundaberg. The process we use is one of an informal nature, talking about Centre process, documents, etc. During this time a meeting for service providers was hosted by CRC finishing with a shared lunch.

It gave Caz and I an opportunity to acquaint or re-acquaint with local providers.

9/11/06 - The day started with an Audit at Carelink.

It was also an opportunity to catch up with the Carers Group which is always entertaining. Patrick in particular is a great story teller and keeps the Group feeling positive. Carers expressed how they look forward to getting together. The Group is self motivated, enthusiastic and at times uncontrollable or so they tell me. They told me I was not allowed back without a lease for a new office as they have outgrown this one. I said we will try. I left feeling revitalised and was reminded of why I love my job so much.

Caz left by train for home and I continued on to Rockhampton. By this stage I had travelled 600 km and know the benefit of face-to-face contact which makes the journey worthwhile. Arriving at Rockhampton I spent the night at Regency on Albert and after unpacking and a good meal it was goodnight!

10/11/06 - Rockhampton – My day started with Amanda picking me up from the motel. I met with all the staff; talked about the Audit and followed it through. The staff had lots of questions and I found the day enlightening, educational and informative.

Congratulations to Amanda who is now engaged to James the miner. I had the privilege of meeting James over lunch which was organised by the staff. It was such a pleasure to be included on this special occasion. Rocky loves food as I do!

Home to my room followed by dinner on the bed – feet up, T.V. on.

11/11/06 - Up at 6 a.m. and on the road travelling to Emerald. The country side is very hot and dry. On goes the aircon and the radio giving me an opportunity to sing away.

358 Km to Emerald so I settled in for the drive.

I decided to have a comfort stop at Duaringa truck stop – an education to say the least. Next part of the journey takes me through Dingo, Bluff and the famous mining town of Blackwater, then on to Comet arriving at Emerald safe and sound. By now I have travelled 975 km.

After an interesting drive through town I eventually found the Maraboon Motor Inn. After unpacking the car and settling in for three days, I decided to have a drive to look at the town, buy some food and check out the shops. By the way, I found two very nice shoe shops. Unfortunately they were closed. After driving back to my motel I decided to go for a walk. It was hot to say the least. Hot and dry. Down the road I walked with backpack and water and had a very enjoyable stroll.

12/11/06 - Had a restless night which is usual the first night in a strange bed. I decided to go for a drive to buy a paper. Arriving back to my room I decided to catch up on reports, reading and Audit preparation.

13/11/06 - Arrived at Emerald office 8.45 a.m. to a welcomed cuppa. The day then started with the introduction to the Audit process followed by the actual process. The day was hot and uncomfortable at times. I decided to move the car into shade if I can find some after burning my hands on the steering wheel. I discovered that the temperature in the car exceeded 55 deg. C - so, down with the windows.

To cool things down slightly I braved the hot car and moved it to a shaded area outside the post office. I decided to leave the window down slightly to hopefully make my journey home a little more comfortable. In the middle of all this drama, Di and I managed to have lunch in the aircon. The issue related to the lone worker is isolation. We can easily forget they are there but they do such a terrific job. I have a high respect for Di and the work that is very different with rural/remote Carer issues. They constantly have to be lateral thinkers, thinking outside the box. This is a challenge. Tomorrow I travel to Longreach to meet with Lucy who is also a one man show. Off I go hi-ho to the motel. See you in the morning!

14/11/06 - Up at 6 a.m. rise 'n shine. Well, I did rise but did not shine. Away by 7 a.m. hopefully arriving in Longreach by 12 midday. Along the way I paused at intervals to take in the dry barren land. We live in an amazing state. I consider my journey out west a privilege. To experience in some small way the vastness and difficulties staff experience in providing access to Respite and other services. I eventually arrived at Longreach at 12.30 p.m. with temperature reaching 42 degrees. I checked into my motel, unpacked, freshened up and headed for town to see Lucy. By this time I was starving and already feeling the effects of the sun.

We decided to have lunch at the Longreach Club. We were joined by Matt, Lucy's partner. The air conditioning and a cold drink hit the spot. After lunch we braved the sun and a car hot enough to cook dinner in and headed to the office.

I spent the afternoon introducing Lucy to the Audit process and catching up on local activities. At 4.30 p.m. I travelled back to my room to catch up with my notes on the computer, read emails and relaxed.

15/11/06 - Went to the office at 8.30 a.m. ready to brave the sun and conduct the Audit. We were finished by mid afternoon. A Carer from Winton called in to see Lucy. Winton is a two hour drive west from Longreach. The Carer had experienced being run off the road by a tanker road-train. They now have a scattered windscreen. The Carer began to tell me about the difficulties his family experienced trying to get a service for their daughter who has autism. One service said to him that they had asked the staff if anyone would work with a child with autism. No one said yes, all said no. When this is the only service provider it does not give the Carer a chance. Lucy is working closely with the family and I offered to assist the family as an advocate.

Both Di from Emerald and Lucy from Longreach experience this sort of challenge on a daily basis. I went back to the motel at 5 p.m. thinking what a great job and what a privilege to be part of a Carer's story.

16/11/06 - Up at 5.30 a.m., breakfast and on the road. I have a long day ahead of me. It will take 7 to 8 hours to drive back to Rocky. Travelling through Barcaldine, Jericho, Alpha, Emerald, Blackwater, Duaringa and eventually arriving in Rockhampton. I arrived at 3 p.m. and went straight to the office. By this time I was totally aching from sitting, so I arranged to have a massage. I am so looking forward to it as I have a 6-7 hour drive tomorrow. Travelling to Maryborough to attend a staff appraisal and then Home Sweet Home!

It has been a great experience as it always is. I love the driving, seeing the diversity of Central Queensland and consider it a privilege to support the staff and promote Suncare.

Until my next trip.

Roving Manager Pauline

Many thanks to the Carer residing in the Burpengary area who contributed the following article:

"My doctor is a marvelous man – efficient, thorough, never in a hurry, always ready to listen. But there are also 3 even better doctors any of us can consult any time 'The 3 best doctors in the world' wrote Dean Swift, are Dr. Diet, Dr. Quiet and Dr. Merryman".



January, 2007 School Holiday Programs

The Commonwealth Respite & Carelink Centre - Caboolture has organized and funded a school holiday program to assist Carer's of children with a disability to have a break from their caring roles.



The program commenced on Tuesday, 9th January, 2007 and runs through to 23rd January, 2007. The children enjoy a wide variety of interesting activities such as ten pin bowling at Caboolture Bowl, a visit to the Morayfield Park Leisure Centre and a day at the Alma Park Zoo.

The school holiday period can often be a highly stressful time and the program has enabled Carer's to have some much needed 'time-out'.

Carer Respite Centre also provided the funding for Centacare, Caboolture, to organize a school holiday program from January 2 to January 19, 2007. Nine young people, with a range of disabilities, aged from 14 to 18, took part in the program. Workers from Centacare supervised the participants in various activities, including swimming, bbqs, art and craft and the movies. The program provided a high level of satisfaction for the young clients and their families.



Young Carers Project

A Christmas Break-up outing was held at Iceworld in Brisbane on Monday, 18th December.

The Maroochydore Young Carers were brought to Caboolture by bus, collected the Caboolture Young Carers, then were all taken to Iceworld at Boondall.

The ice-skating session went from 11am-2pm. Many of the Young Carers were accomplished ice skaters within a very short period of time, few unable to master the skill quickly. It was very cool inside the rink, the Young Carers enjoying a hot lunch and hot chocolate to warm them up before returning to the ice for the afternoon.



Everyone reported they enjoyed their day, a few bumps and bruises but no serious falls, lots of fun, with everyone saying they look forward to the next outing in the new year.

Art Therapy

Hot Fusion Ceramics at Clontarf (just over Houghton Highway bridge) commenced 12 months ago, with a totally different approach to ceramic art entertainment. Since July 2006, we have been hosting day respite groups, and carers with Cerebral Palsy, A.B.I. and Alzheimers disabled, desperate for activities in peaceful, safe but fun environment, have now become regular visitors to the studio.

Art IS great therapy, and participants genuinely enjoy their outings and are always delighted when they see, for the first time, their completed project. To explain - Hot Fusion Ceramics manufacture the ceramic items on the premises from scratch, but we also perform the next two messy and laborious stages, for clientele, in our separate manufacturing area.

Thus upon arrival, ceramic items are 'ready to paint' and durable - all mini canvasses awaiting individual colourful finishing. Hot Fusion also then perform the final touches via clear glazing & firing, and the masterpieces are then unveiled & ready for collection.

The studio comfortably seats more than forty in fully air-conditioned, vibrant, dust-free surrounds. We have disabled facilities (toilet, parking) and studio access is ground level.

We encourage participants to take their time on projects and often one item will be completed over 4-5 visits. Prices are fixed, set by the piece selected, not per visit/session. Aside from a vast library of ideas, patterns etc we have a wealth of knowledge to assist - painting does not require using a brush, nor 40-40 vision & rock steady hands!

Our day respite group numbers have expanded during the year and we often have others who come just for the social interaction and to have a cuppa whilst watching their friends paint.

Carers and DT's seeking different, low-cost activities for both young and old, can contact Leith at Hot Fusion Ceramics, 16 Snook Street Clontarf.

Ph: 07 3283 5700

www.hotfusion.com.au

Contact Details

Commonwealth Respite & Carelink Centre

Freecall™ 1800 059 059 *

Maroochydore:

85-91 Sugar Road P O Box 5122
Maroochydore Maroochydore BC 4558
Phone (07) 5443 9703 Fax: (07) 5443 7016
Email: info@crsc.com.au

Caboolture:

19 Hayes Street P O Box 1927
Caboolture Caboolture 4510
Phone: (07) 5498 3315 Fax: (07) 5428 0277
Email: cabinfo@crsc.com.au

* Except for mobiles