



connections

... a leader and innovator in Community Care

VOL. 2

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our mission:

Care Connect will work in partnership with the community to achieve excellence and demonstrate leadership in the provision of case management services to people with complex care needs and their families and carers.

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David and Patricia Evans

Sunday was a typical day out at the AFL footie for Patricia Evans and her husband David, supporting their beloved Western Bulldogs team. At 65, Patricia was fit and healthy and enjoying life with her husband and their adult children.

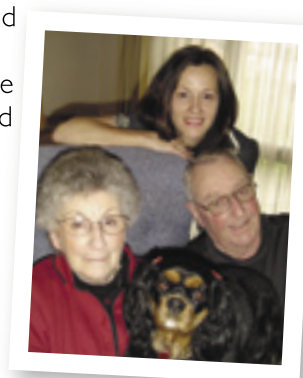
However the very next day proved to be life-changing. Patricia suffered a stroke that left her initially unable to speak, eat, or recognise loved ones. After four months in specialist care and rehabilitation programs, Patricia had improved enough to come home, at which time the Evans' were introduced to Care Connect.

Patricia's Case Manager organised personal care attendants to help with daily showers, physio at the local day therapy centre, and for Patricia to attend her choice of activity group to talk to others with similar experiences, play table games and have lunch together. Equipment was purchased for rehab in the home and modifications were made to assist both Patricia and David to remain safe in their home environment.

Now, six years later, Patricia is out enjoying group activities four days a week. She continues to receive assistance from a daily personal carer and also benefits from home help, a gardener, mobility assistance, and regular stays at a local respite facility. Patricia thoroughly enjoys her freedom and the ability to get out of the house and be active in the community.

David organises his week to do the grocery shopping and other chores while Patricia is at her planned activities, as she is unable to be at home on her own. David will drop off and collect Patricia from most of her activities; however this necessity has created a problem for David, which Care Connect have also been able to help with. David now receives respite support through his Case Manager, who arranges a carer for Patricia to allow David to attend weekly hydrotherapy classes for a hip mobility complaint.

Patricia and David are very satisfied with the level of support they are receiving from Care Connect, and hope to remain healthy and together in their own home for as long as possible. Their Case Manager, Robyn, says "It's good to work with David and Patricia. David is a very good advocate for Patricia's needs and is committed to her care, and Patricia is very flexible". The Evans' still go to footy games and enjoy reserved parking near the lift and reserved seating for all home games. As David says, "Thank God for the football!"



Mr and Mrs Evans, their Case Manager Robyn Viney, and their dog Libby.

State News

NSW

On 1 November the Blacktown Office will host its first Community Partnership Meeting. See the Noticeboard opposite for full details on guest speakers and how to rsvp your attendance. All are welcome.

During the recent Dementia Awareness Month, Blacktown staff member Ivy Yen coordinated eight Care Connect stalls in local shopping centres and hospitals to promote awareness of Dementia and the services available to people in the community. The response was overwhelming with more than 50 people stopping each day to request information about Care Connect.

QLD

It is fast approaching six months since Care Connect's Brisbane and Ballina offices commenced the provision of Community Aged Care Packages (Brisbane & Ballina) and Extended Aged Care at Home Packages (Ballina). The team have been working towards establishing links in the local community with other relevant organisations and service providers.

Staff have recently moved to their new office, based in Aspley, in Brisbane's northern suburbs. This move has had a positive outcome, enabling Case Managers to be closer to their clients, who live in the Brisbane North, Caboolture, Pine Rivers and Redcliffe areas.

SA

Adelaide's Clarrie's Club (funded through the Commonwealth Dept of Health and Ageing, and the National Respite for Carers Program) and Rosie's Club (a Care Connect initiative) both continue to be well accessed by up to 30 attendees. The programs provide respite for carers by providing day programs for care recipients who are able to participate in a broad range of activities and outings.



Adelaide staff have initiated a monthly Carer Newsletter, with a carer information session to be held in the coming months.

VIC

During Mental Health week, 9 -13 October, Care Connect is participating in a free showcase on Wednesday 11 October at 3.30pm at The York on Lilydale (corner York and Swansea Rds, Mt Evelyn). All are welcome.

Care Connect is holding an interactive session with Clinical Psychologist Dr Richard Eisenmajer, a well-known specialist in Autism spectrum disorders and managing challenging behaviours. Richard's three previous sessions for Care Connect have been hugely successful.



To reserve your complimentary place for 14 November, contact the Croydon office phone (03) 9724 1666.

CEO's Report

A very warm Welcome to the second edition of Connections! We have had such a terrific response to our inaugural edition, and we are absolutely thrilled to present the second of what will be a regular, twice yearly publication. We've received some great feedback about our clients featured in the first Connections, and the innovative services our Case Managers provide for them. This feedback led me to think about a famous quote from R. Buckmaster Fuller (1895-1983), "people should think things out fresh and not just accept conventional terms and the conventional way of doing things" and how applicable it is to our staff, for whom I have the greatest admiration.

This edition sees the Care Connect Queensland Office having relocated to newer, larger, brighter and more central offices in Aspley. Best wishes to Annette and her team who service the south east corridors of Queensland and northern corridors of NSW on their re-location. At the time of going to press our Head Office in Melbourne is also re-locating (see our back page for details). The move is necessary because of lease commitments and also as our

team could no longer be accommodated in our previous location. Our doors are always open for you to visit, there's plenty of car spaces and some beautiful walks nearby along the Yarra.

I'd encourage all our readers to attend the various community forums organised by Care Connect – please refer to the Noticeboard opposite for details on the Care Connect Annual General Meeting on October 26, and our various regional community partnership forums where special guests discuss contemporary issues. The year's financial details will be presented at the AGM, for those interested in how we account for our funding dollars.

As we head into the season of festivities and possibly summer break for many of you, please accept my best wishes for a safe and happy holiday whatever you may be doing. Here's to a productive, safe and peaceful 2007.

Nicholas Woodlock - CHIEF EXECUTIVE OFFICER



Marion Bleeds

Providing full-time care to her live-in mother who has dementia, caring for an unwell husband, being an active member of a garden club and a budgerigar club, and learning a belly-dancing routine for her upcoming 70th birthday party ...

Marion Bleeds is an energetic lady who maintains a very active life, including the role of primary carer for her 92 year old mother Enid. After her husband passed away, Enid's dementia steadily worsened. "For about 18 months before she came to me, Mum was showing signs of not being quite able to manage", says Marion, "but of course it's a slow process and you can't really pinpoint anything. And it's different for every person."

Soon it became apparent that Enid needed full time care, so four years ago Marion gave up her job as a Home Care worker, finished hosting international students in her Sydney home, and began full-time care for her mother. "At that point in time she was still able to bathe and dress herself and knew what she wanted to eat and how to go about it," relays Marion, however her mother developed challenging behaviours such as waking in the night, eating and toileting difficulties, forgetfulness, and wandering away from home. In the intervening four years, her mother has become more reliant on Marion to bathe and dress her and to assist her with meals, and she can be unpredictable in her behaviour.



Enid with her daughter Marion Bleeds.

Marion is adamant that her Care Connect Respite Coordinator Eleanor Thackray offers vital support, organising for respite services two days a week, allowing Marion to take a break and do essential chores. She also enjoys visits from her Respite Coordinator; "It's good to see her face to face and talk. It's good for people to come and see what is actually happening. Its one thing to talk about it on the phone but it's something else to see the situation".

While Marion misses her former busy life at times, such as her 25-year involvement with Girls Brigade, she has a clear goal for the future of keeping her mother with her at home. With ongoing support from Care Connect and various other agencies, Marion and her mother are fulfilling this goal with energy to spare.

Sadly, Marion's mother Enid passed away just prior to this article going to print. Marion wished for this story to be published in memory of her mother.

NOTICEBOARD

Care Connect AGM

All Connections readers are warmly invited to the Care Connect Annual General Meeting.

Date: Thursday 26th October 2006

Time: 2.00pm to 3.30pm

Location: The Manningham,
1 Thompsons Road,
Bulleen, Melbourne
(just off the Eastern Freeway, Melway 32: D 10)
Free parking is available

Please call your Case Manager for more information, or to RSVP your attendance for catering purposes please contact Angela James ph (03) 9415 9560, or email ajames@careconnect.org.au. All are very welcome.

More Dates for the Diary

15 - 21 October: National Carers Week

1 November: Blacktown (NSW) Community Partnership Meeting at the Blacktown Library. Contact the Blacktown office ph (02) 9676 4685 for more details.

11 November: Remembrance Day

3 December: International Day of People with a Disability

12 December: Redfern (NSW) Community Partnership Meeting at the Bowen Library. Contact the Redfern office ph (02) 9310 3699 for more details.

Staff in Profile



Noel Power

Noel Power is a Case Manager based in Care Connect's Redfern office in Sydney. Noel works with clients on long-term programs including Disability Options and Independence at Home.

People have asked Noel how he came to work in disabilities care and Noel replies, "It makes me feel good about myself if I'm doing something that has a positive impact on the community". Having worked for over two years in Drug & Alcohol treatment, Noel has had a shift in his career direction. "It is a change" he says, "and after four months in the position I still have

a lot to learn. It's been an interesting experience seeing how the disabilities sector works."

Noel feels that the biggest challenge he faces in his job is dealing with crises and also having to communicate regarding misunderstandings with carers. "Sometimes people don't realize that as a Case Manager you're acting in their best interests and carers may only contact you when things go wrong and they expect you to fix things."

Asked about Care Connect as an organisation, Noel says "I think it's a great place to work. I get on with all my colleagues and feel like I'm in an office where diversity and

individuality are respected. I think it's paramount for people in an organisation like this to set an example by being respectful of others' beliefs and personal qualities. There's no place for prejudice at Care Connect."

Outside of work Noel enjoys reading and expanding his ever-increasing CD and LP collection. He also occasionally plays percussion and guitar (badly) in his group of improvising musicians, Marquis de Sound.

What about his philosophy on life? "There's a saying in the Bhagavad Gita: 'The key to human happiness is to do good without attachment to the results' – which is also the key to case management."

Celebrating Cultural Diversity



Care Connect recognises that diverse cultural backgrounds, languages, and values provide some of our community's greatest strengths. Care Connect is committed to improving access and enhancing service provision to community members of all cultural backgrounds.

As a growing service provider, with sites now in Victoria, New South Wales, Queensland, and Adelaide, Care Connect aims to develop an increasingly inclusive service for ageing persons and people with disabilities, recognising their diverse cultural backgrounds and creating more responsive services.

Over the past year Care Connect staff have supported numerous innovative projects aimed at providing culturally relevant services, for example:

- Vietnamese Carer and Care Recipient Holiday Program, Melbourne
- Koori Retreats, Yarra Ranges, Melbourne
- Aged Care Expo for the Chinese Community, Melbourne

- Russian Cultural Exchange Day coordinated by Redfern and Blacktown, Sydney
- Retreats for Elders and Young People with Disabilities from Aboriginal & Torres Strait Islander communities, Melbourne
- A variety of staff training initiatives including "Working with Carers from Islamic Backgrounds", "Working with the Indigenous Community", "Working with Interpreters", and "Culturally Sensitive Practice".

Care Connect is committed to ongoing staff training and community consultations to increase our ability to engage with all community members, and enhance our ability to provide relevant and culturally sensitive services.

Connections shares news of upcoming events and services which are aimed at promoting inclusive and culturally responsive services. Connections would also like to share individual experiences and positive outcomes - if you would like to share your own story, we would love to hear it! Please contact your Case Manager, or the Connections Editor.

Our plans for continuous improvement – because you deserve the best!

Care Connect is committed to improving our services to you. We constantly seek innovative and improved ways to gain your feedback and are delighted to announce three new initiatives.

Firstly, we are keen to improve consumer participation and representation in the life of Care Connect to enhance the quality of our service. We have commissioned the Health Issues Centre to assist us to develop a best practice Model of Consumer Participation. In June this year a group of consumers, staff and board members attended a workshop conducted by Health Issues Centre which was the first step in the development of our model of consumer participation. The outcome of this workshop was the development of a draft plan called Strengthening Consumer and Carer Participation in Care Connect. The plan is currently being finalised and will then go to the Care Connect Board for endorsement and be rolled out through an action plan. We will let you know more in the next edition of Connections.

Secondly, we have developed an improved Client Satisfaction Survey. Many of you will be receiving a survey in the next few weeks and we ask that you take time to complete this survey and send it back, as the results will enable us to identify the areas in which we need to improve. Your survey response can be completely anonymous. We will share the results and action plan with you in the next edition of Connections.

Thirdly, we have developed a new Continuous Improvement Form. We know that many of you like to give us feedback at the time an event occurs. Many of you do this with your Case Manager or by using any other feedback mechanism as listed in our client information brochure, which is appreciated, but additionally we enclose a copy of this form for your use. It can also be found on our website or you can ask your Case Manager or our Administration Staff to send you one. The form is designed for you to be able to identify an area for improvement and/or to give positive feedback. Once you've completed a form please return it to your Case Manager or an appropriate Care Connect representative. If you fill out a form and don't hear back from us give your Case Manager or our Quality Manager Mark Aitken a call, ph (03) 9415 9560.

The face behind a landmark

The Chairman of the Board of Care Connect, Mr Fred Maddern, is the face behind the name of Footscray's landmark Maddern Square, in the western suburbs of Melbourne.

Mr Maddern was a commissioner of the former Melbourne Metropolitan Board of Works and twice-mayor of the City of Footscray from the 1960s to the late 1980s. He said the park was named after him in the 1970s at the request of local traders. "During my years on council I was chairman of the business council committee for the Footscray business district," Mr Maddern said. "We were the first municipality in Australia to establish a pedestrian shopping mall ... the council decided to create a square where shoppers and business people could relax. A number of the traders got together and felt it would be appropriate to have the reserve named after me – that's how it came to pass."

Mr Maddern is still an active member of the community. In addition to Care Connect, he is also a board member of a number of organisations including Western Region Aged Care, Footscray YMCA, and Workplace Connect.



He is also well-known for his involvement in the Footscray Rotary Club. Mr Maddern was recognised with an OBE in the Queen's Birthday Honours in 1981 for service to local government and the community.

Mr Maddern continues to make a substantial contribution to Care Connect through his leadership of the Board and his commitment and diligence towards fulfilling the organisation's mission and vision.

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About Care Connect

Care Connect is a non-profit and registered charitable organisation that supports people with complex care needs to remain living in the community, by providing person centred case management, assessment, and brokerage services.

Care Connect was established in October 1994, with our first office situated in Werribee, Melbourne, and consisting of only three staff.

Today, Care Connect has grown to approximately 150 staff operating out of 12 offices in Victoria, New South Wales, Queensland and South Australia.

Care Connect receives funding from State and Commonwealth Governments to provide case management services through specific programs. Our programs are available to:

- frail aged individuals who have complex needs;
- people with disabilities who have complex needs;
- adults with multiple health problems or dementia requiring input from numerous services in a coordinated way;
- families at risk of breakdown due to caring for an adult or child with a disability or complex care needs;
- carers are also supported by our programs.

A Care Connect Case Manager will access community supports and coordinate care services on behalf of the client, each of whom has been individually assessed with regard to their specific care needs. In addition, Care Connect also undertakes a range of contractual and private case management services. Contact us at any of the locations below.

Office Locations

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Newsflash!

National Head Office is moving location in mid November to:

204 Gipps Street,
Abbotsford

(A few blocks away from our current location). Our postal, phone and fax details, as above, will remain unchanged.

Both our Brisbane and Adelaide offices have moved to improved premises. See our new locations and contact details opposite.

VICTORIA

CROYDON OFFICE

16-18 Croydon Road
Croydon VIC 3136

PH: (03) 9724 1666

FOOTSCRAY OFFICE

Ground Floor
75 Moreland Street
Footscray VIC 3011

PH: (03) 9362 8000

KEW OFFICE

283 Cotham Road
Kew VIC 3101

PH: (03) 9816 9495

KNOX OFFICE

Suite 404, 4th Floor
Knox City Shopping Centre,
Burwood Highway
Wantirna South VIC 3152

PH: (03) 9801 0666

LILYDALE OFFICE

111 Main Street
Lilydale VIC 3140

PH: (03) 9737 6511

NEW SOUTH WALES

REDFERN OFFICE

Suite 2B, 199 Regent St
Redfern NSW 2016

PH: (02) 9310 3699

BLACKTOWN OFFICE

16 Hereward Hwy
Blacktown NSW 2148

PH: (02) 9676 4685

BALLINA OFFICE

52 Norton St,
Ballina NSW 2478

PH: (02) 6681 5251

SOUTH AUSTRALIA

ADELAIDE OFFICE

368 Unley Road
Unley SA 5061

PH: (08) 8232 7408

QUEENSLAND

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Aspley Fountain Shopping Centre
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Feedback

Connections readers are encouraged to make contributions and provide feedback.

Send your contributions and comments to:

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