



connections

It's about you - your wellbeing, your independence

VOL. 5

SEPTEMBER 2007

our mission:

Promoting choice and participation through leadership and innovation in our services, partnerships and work in the community.

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From Horse to Harley

Isobell used to ride her horse to school. 100 years later, on her 104th birthday, she experienced the ride of her life when her friends from Clarrie's Club and the 'boys' from Ace Motorcycle Tours surprised her with a ride on the famous Harley Davidson motorcycle. What made it more special was that she and Harley Davidson Motorcycles were both born in 1903.

Donning the famous leather jacket and with a little bit of help and lots of cheers from staff and friends, she rose to the occasion and sat behind Gerry Bernsee to enjoy the wild freedom that only a Harley can produce.

Isobell is a long-time friend of staff and recipients of Clarrie's Club – a National Respite for Carers funded program run by Care Connect in Unley, South Australia. Clarrie's Club provides socialisation and respite for carers of people who have dementia.

Based on the Progressively Lowered Stress Threshold model of dementia care, recipients spend their time

at Calico Cottage, a century-old bluestone cottage where activities and routine are based around home life, focussing on the person's ability, not disability.

Care Connect's services in South Australia have recently expanded to include management of the HACC services for the frail aged German-speaking community for the South Australian German Association.

Assistance with navigating the oft-times hard to find service system, and provision of social support through volunteer home visiting and centre-based groups are some of the services offered.

Contact the South Australia office on (08) 8271 0099 or via our website www.careconnect.org.au for more information on both programs.



NATIONAL HEAD OFFICE

(All accounts correspondence please)

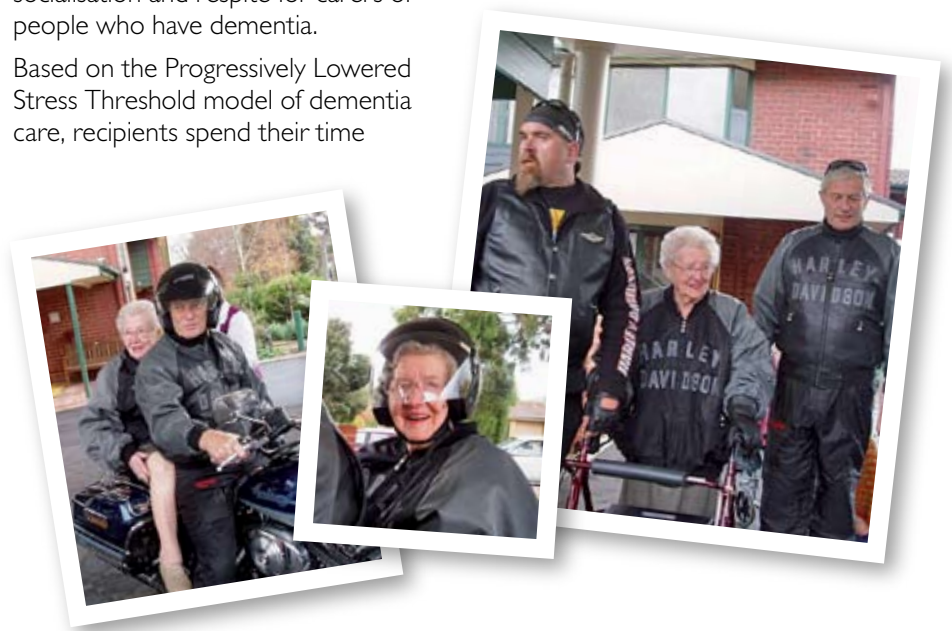
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Consumer Voice

Care Connect is committed to strengthening the participation of consumers in the decision making and service development areas of the organisation. “Consumers” include clients, carers and community representatives.

To this effect, in July, two interactive workshops were held in Victoria which brought together a group of consumers and staff from across Care Connect, to determine the future shape of the Consumer Advisory Committees (CAC).

Many thanks to Vivian McArdle, Lucky Renye, Susan Mina, Peter Fyfe, Gary Cross, Suzanne McLoughlin, Tay Nguyen and Evelyn Webster for their participation and valuable contribution.

The workshop participants agreed that the primary purpose of the CAC is to become a “voice for consumers”. The CAC will work in partnership with Care Connect in areas that will improve consumer services and outcomes. More information about the committee and its Terms of Reference will be available on Care Connect’s website.

The workshop participants also determined that a CAC would be set up in each State that Care Connect currently operates within; that being Victoria, New South Wales, Queensland and South Australia. This would allow each CAC to focus on real issues that matter to the consumers they represent.

So as part of the roll out, Victorian consumers will be the first to try out the Committee. If you would like to be considered for membership on the Victorian CAC or would like more information please speak to your Case Manager or contact Kathryn Olsson, Project Coordinator, Consumer Participation ph (03) 9270 9999 or Freecall 1800 116 166 by Monday 8 October 2007.



CEO's Message

A new spring season is upon us and portents of change associated with it are increasingly evident with warmer weather and longer days of sunshine. An associated observation is that the politicians of all persuasions are now emerging from their winter bunkers with a renewed passion for the community. There must be an election in the wind. This can not be a bad thing. Indeed the electoral cycle encourages at least an occasional focus on the needs and aspirations of the community. It is a pertinent reminder to us all that we need to constantly remind the politicians of our needs and wants.

Community Aged Care and Disability services around Australia suffer from the inattention and unwillingness of politicians to adequately resource community services and care. At Care Connect, demand for our Case Management continually exceeds our capacity.

Not only is the number of people on our waiting lists increasing, but we are also faced with increasing levels of need from our existing clients. These pressures will only be addressed by reasonable and responsible levels of community funding.



Nicholas Woodlock - CHIEF EXECUTIVE OFFICER

Your Rights and Responsibilities as a Consumer

Care Connect undertook a client satisfaction survey in 2006. Information about Consumer rights and responsibilities was identified as an area of importance to you. These rights and responsibilities have recently been reviewed and will be included in an updated Client Service Information booklet later this year. If you wish to discuss any of these points please speak to any Care Connect staff member.

As a Consumer you have the right to:

- be treated as an individual with consideration of your health and wellbeing
- be treated with respect and dignity
- expect ethical, honest and quality service delivery
- participate in any decisions in relation to your goal setting and support plans
- receive information which is relevant, allows informed choice and is in an understandable format.
- have your cultural and linguistic needs acknowledged including access to an interpreter if required
- receive support which is flexible and responsive to your individual needs
- expect information to remain confidential and private
- express any complaints or concerns and have these dealt with in a timely manner without fear of losing services or being disadvantaged
- be referred to or supported by an advocate
- request a review of services at any time
- be informed of any changes to your planned support
- expect staff to work in a spirit of collaboration

As a Consumer you have a responsibility to:

- respect the rights of Care Connect staff members to work in an environment free from harassment, abuse or undue risk
- treat staff with respect and dignity
- provide accurate information in relation to your support needs
- work with the Care Connect staff member in the development of goals and a support plan
- agree to regular contact and a (minimum) yearly service review
- advise Care Connect of any changes in circumstances which affect your health or wellbeing needs
- understand that if you require more support than can be funded by Care Connect that alternative arrangements may need to be considered
- express concerns or issues in relation to Care Connect Services, utilising the "Complaints Procedure"
- contribute to fee payment as negotiated
- understand that Care Connect can withdraw services if there is an identified Occupational Health and Safety issue

NOTICEBOARD

Dates for the Diary

Friday 14 September: "Getting the outcomes that matter to you" Community Partnership Meeting, 10am to 12pm at the Convention Centre, Victoria University, 460 Ballarat Road, Sunshine, VIC. Contact the Footscray Office ph: (03) 9362 8000 for more details.

Friday 14 September: "Getting the outcomes that matter to you" Community Partnership Meeting, 2pm to 4pm at the Karralyka Centre, Mines Road, Ringwood East, VIC. Contact the Knox Office ph: (03) 8805 4100 for more details.

17 September - 17 October: *Dementia Awareness Month.* See www.alzheimers.org.au or freecall ph: 1800 100 500 for more information.

14 - 20 October: *National Carers Week*, themed Anyone, Anytime. See www.carersaustralia.com.au or freecall ph: 1800 242 636 for more information.

Wednesday 31 October: *Care Connect Annual General Meeting* held from 2.00pm, at The Manningham, 1 Thompsons Road, Bulleen, Melbourne, VIC. For more information call: (03) 9270 9913, or email ajames@careconnect.org.au. All are very welcome.

Staff Profile



Jennifer McGovern

Jennifer McGovern is an Accounts Officer at Care Connect's head office in Abbotsford, Melbourne.

She started with Care Connect last year as receptionist and recently moved into the finance department. A large part of Jennifer's role is to process the client fees. This involves posting monthly invoices to clients and processing payments when they come in. Jennifer is the person you would speak with over the phone for any fee enquiries (freecall ph 1800 116 166).

Jennifer made the move from Brisbane to Melbourne last year. Before starting with Care Connect she worked for six years at a small suburban community

centre in Brisbane. She came to the community sector after completing a three year degree in Psychology. "I feel very lucky to have found employment with Care Connect. It's a great organisation that does valuable work in the community. The staff are all so friendly and supportive, and I enjoy the challenge of learning new skills."

Why the move from sunny Brisbane to cold old Melbourne?

"Pizza! Really ... you can't get good pizza in Brisbane." For Jennifer, a great day at work is "when I have a specific goal to achieve and everything goes smoothly and works the way it should. This isn't always possible, but when it happens I go home happy."

In her spare time Jennifer enjoys photography, watching movies and going to see live music and comedy. She enjoys going for walks around the streets of her new home town, or if the weather is bad (which it often is) curling up on the couch with a DVD and her cat.

Jennifer's favourite motto is that laughter is the best medicine. "I really believe this. There is nothing better than having a laugh with the people you love. It's better than any therapy."

Community Spirit

The Redfern Community of Practice started its deliberations at a warm gathering of about 20 human service workers and volunteers on Tuesday 7 August, at the Maronite Heritage Centre in Elizabeth St, Sydney, just around the corner from the famous Redfern Park site of Paul Keating's Mabo Speech in 1992.

We were hosted by the generous Fr Geoffrey Abdallah and his assistant Leila, who made everyone feel welcome in the surrounds of an icon-filled space, full of heritage materials showing major aspects of Australia's early Lebanese migration.

Participants included the community relations representative from a large merchant bank, the finance and administration manager from a major church organisation, case workers from government departments, a housing planner, HIV/AIDS program coordinator, youth workers, women's health workers, and several indigenous health and community workers.

The conversation ranged across many different areas people find challenging today, and the outcome was sense that we can do better work together, by strengthening our sense of community. We can feel better about how our days unfold if there is a philosophy and practice of relationships of care.

The Redfern CoP will meet every six weeks or so, and aim to achieve two goals – the nurture and development of each other's ways of being, in our jobs and the rest of our lives (which can include skills development, experiments, trial workshops etc); and focusing on a project that we can all support, such as the possible indigenous youth/elders exchange project, between Redfern and the Maori University in Hamilton New Zealand.

Disability Act 2006 in Victoria

From 1 July 2007, the Disability Act 2006 ('the Act') became the new law for people with a disability in Victoria. It replaced the Intellectually Disabled Persons' Services Act 1986 and Disability Services Act 1991.

The Act says that people with a disability should have the same rights and responsibilities as other members of the community, including the right to:

- respect for their human worth and dignity
- live free from abuse, neglect or exploitation
- realise their potential in every area of their life
- have control over their own lives
- take part in decisions that affect their lives, with support where necessary
- be given information and to communicate in a way that suits their needs
- services that support their quality of life.

The Act seeks to put the following in place:

- Easier access to disability services
- Planning tailored to individuals with Disabilities
- Stronger rights in disability residential services
- Better complaint and review systems
- A Disability Services Commissioner
- Protecting the rights of people who are subject to restrictive interventions and compulsory treatment

Activities that Care Connect has undertaken since 1 July 2007 include:

- Training for staff to ensure they understand the requirements of the Act
- A review of our Complaints Management System to ensure it complies with the Act
- Attention to our access and planning procedures and practice
- Case Managers provide more information to clients/carers in person
- Providing written information to individuals with a disability and their carers to increase awareness and understanding. Information is being provided in different formats to cater for people with different communication/literacy needs

For more information, contact your Case Manager, or refer options below:

Disability legislation web-site: www.dhs.vic.gov.au/disability

Email: disability.legislation@dhs.vic.gov.au

Telephone: 1300 366 731 (during business hours)

TTY: (03) 9096 0133

(for people who are deaf or have a hearing, speech or communication impairment).

NAIDOC Week 2007



“50 Years Looking Forward, Looking Blak”

NAIDOC week was first celebrated in 1957 and originally stood for National Aborigines and Islanders Day Observance Committee. The acronym, NAIDOC, is still used to identify the week long celebration of Indigenous History, Culture and the achievements of Local, Regional and National Indigenous Communities.

NAIDOC celebrations are held annually around Australia at the start of July. Care Connect is committed to supporting our local and National Indigenous Communities, and value participating in local NAIDOC Week events.

Here are some highlights from 2007 Celebrations:

- Members of the Lilydale Team (Vic) attended the NAIDOC Ball on 14th July. Aunty Glenys Merry, a Community Elder, dedicated her NAIDOC award to Care Connect for support in establishing the Community Garden and Food Bank projects.
- Redfern team (NSW) sponsored a Sydney Harbour Cruise, on the vessel Deerubbin, part of the innovative Tribal Warrior Indigenous Sailing Project.
- The Redfern site hosted a visit by Mana Forbes, Maori Elder and Co-founder of Maori University (NZ), who shared knowledge and experience of supporting the renewal and recognition of Maori Cultural and Spirituality.
- Members of the Redfern team also shared celebrations with the Babana Aboriginal Men's Group and the Aboriginal Medical Service's Men's group. Both groups support men to rebuild their lives and pursue new opportunities.
- Members of the Footscray site (Vic) supported the local Flag Raising Ceremony and attended the NAIDOC Elders Luncheon. Colleen Marion, Director of Western Suburbs Indigenous Gathering Place, presented the Footscray team with a Plaque of Recognition of CCL's Commitment to Enhancing the Welfare of Indigenous Elders and Carers of the Western Suburbs.

Care Connect is proud to be deeply engaged in working in partnership with our local Indigenous Communities and look forward to pursuing new opportunities together.

About Care Connect

Care Connect is a not-for-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 160 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

NATIONAL HEAD OFFICE

(All accounts correspondence please)

206 Gipps Street,
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FAX: (03) 9415 9724

EMAIL: info@careconnect.org.au

VICTORIA

CROYDON

16-18 Croydon Road
Croydon VIC 3136

PH: (03) 9724 1666

FOOTSCRAY

Ground Floor
75 Moreland Street
Footscray VIC 3011

PH: (03) 9362 8000

KEW

283 Cotham Road
Kew VIC 3101

PH: (03) 9816 9495

KNOX

Suite 404, 4th Floor
Knox City Shopping Centre,
Burwood Hwy
Knox City Centre VIC 3152

PH: (03) 8805 4100

LILYDALE

111 Main Street
Lilydale VIC 3140

PH: (03) 9737 6511

NEW SOUTH WALES

REDFERN

Suite 2B, 199 Regent Street
Redfern NSW 2016

PH: (02) 9310 3699

BLACKTOWN

16 Hereward Hwy
Blacktown NSW 2148

PH: (02) 9676 4685

BALLINA

Unit 7 / 2 Moon Street
Ballina NSW 2478

PH: (02) 6681 2400

SOUTH AUSTRALIA

ADELAIDE

368 Unley Road
Unley SA 5061

PH: (08) 8271 0099

QUEENSLAND

BRISBANE

Suite 18 & 19
Aspley Fountain Shopping Centre
1344 Gympie Road
Aspley QLD 4034

PH: (07) 3867 2200

Thank you to the Care Connect staff contributors to this edition of Connections, including:

Jane Doolette, Helen Douglas, Sophie Hart, Angela James, Robbie Lloyd, Jennifer McGovern, Tay Nguyen, Kathryn Olsson, Kit Wong, and Nick Woodlock

Feedback

Connections readers are encouraged to make contributions and provide feedback.

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