



THE BUGLE

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A message from the Manager

Dear Friends of BCO

We have had another busy three months at all levels of BCO. BCO now has an operational plan for our service and business activities for the year. The Office Team worked on this and the budget for 2008-9. Our Finance and Administration Coordinator Marama Tahuriorangi has also reviewed contracts with the people who provide our lawn mowing service. She ceased one contractor so our lawn mowing services should be more reliable. Donna, Susan and Lesley are also putting in place a workable schedule for annual visits to people to thoroughly assess whether needs have changed or increased.

Lee McNeill, our Services Coordinator, is doing a wonderful job on the rosters. Every fortnight she creates a roster for 16 support workers to assist 300 people. This job is made more complicated when we have Support Workers on holidays or sick leave. Lee will always strive to give people their preferred day and time for service as well as their preferred Support Worker but this is not always possible.

Donna and Lee have also been developing their skills as recruiters and we now have two new trained Support Workers on staff - Greg and Kylie - and another starts in a fortnight's time. This will help us provide services while Jenny and Charlotte, who both have big workloads, are taking well earned leave.



It has come to our attention that some people have given our Support Workers their pin numbers so that Support Workers can withdraw money for our consumers' groceries and bills. This is put all parties at risk—BCO, the Support Worker and the people we support with services. An alternative to this would be a signed withdrawal slip. Fortunately we do not have any concerns about the honesty of the staff involved.

We pride ourselves on being honest, reliable and trustworthy and expect this of everyone at every level of BCO. We would be very concerned if any person associated with BCO was dishonest and untrustworthy either in the quality of our work or our use of resources or with people's property or our treatment of each other. In the unhappy event that illegal behavior occurs our procedure is to encourage people to immediately report the matter to the police so that it can be investigated and guilt or innocence determined by the court. No person will be refused service as a result of making a complaint.

On a more joyous noteall members of our BCO association—some 50 people—will receive a copy of this newsletter and a ticket in a free draw to win.....PTO.....

.....a fire extinguisher and fire blanket! All BCO staff recently participated in fire safety training. We became even more aware of the need for every household to have an evacuation plan, regular fire drills and well maintained smoke alarms installed near our bed rooms.....more about fire safety tips on the back page.

On page 3 we have some wonderful news about a partnership we now have with Care Connect to continue to provide people with BCO support when our people are assessed as suitable for a Community Aged Care Package (CACP). In this way we can continue to provide continuity of care in the community to people when their needs increase.

Other news is that we have asked an independent facilitator Christine Douglas to talk with our Lifestyles and Men's Group participants to get their honest feedback and ideas for the future of these groups. We have confidence that participants have the ability and interest to design programs to best suit their needs. Then of course we have to make sure this can happen in the context of budgets and other resources, such as staff or trainers with suitable skills to support requested programs!

As for me, I can't believe that I have been with BCO for 20 months now and that 2008 is also half over. We will soon have to start planning our Christmas arrangements!

As always, with my warm regards.....

Merilyn



Theresa White and Grace Fleet lunched with Donna Palmer (Programs Coordinator) during Volunteers' Week.

Theresa reorganized our policies and procedures manual and helped re-design some of our forms. Grace has been supporting our Monday Group ladies for many years. We also gave our voluntary Board members certificates of appreciation for their much valued advice and dedication to BCO.



Photo Gallery



Andy



Veronica



Bron

Our TAFE students are re-designing our consumer (client) surveys and doing some research on needs in our HACC area ready for future funding applications and planning.



To people contemplating Community Aged Care Packages (CACP)

We would like to advise you that there is now a partnership between Bayside Community Options (BCO) and Care Connect to provide continuity of care for people who move from community options (HACC services) to CACP. Care Connect has CACP packages available. If you are an aged person living in this area and receiving services with Bayside Community Options then Care Connect will work with Bayside Community Options so that you can continue to have BCO Support Workers when you are assessed by the Aged Care Assessment Team (ACAT) as being suitable for a CACP package.

Care Connect, as the CACP approved provider, will contract BCO and our Support Workers to provide the following services if needed— personal care, domestic assistance, social support, meal preparation, laundry, transport and in-home respite care—for people who were previously receiving community options services from BCO. We believe this will be a great advantage to older consumers as they will continue in their trusted relationships with their Support Workers while receiving the additional services available through a CACP package.

Care Connect is a national organisation specialising in managing complex care needs and has been operating on the north side of Brisbane since early 1996. Bayside Community Options has been part of the northern bay side suburbs area since 1992 and is a service specialising in consumers with complex care needs. Over the past 18 months BCO has undergone a renewal process and is now stabilised organisationally and offering a full range of support services. Care Connect and Bayside Community Options have commenced working together and plan to continue to strengthen their partnership to provide continuity of care.

Care Connect has a case manager to plan and manage your care package, tailoring it to your individual needs. To be eligible to receive a CACP (care package) you must be assessed by an Aged Care Assessment Team as requiring the level of assistance this package delivers. This assessment is free but in most cases you will be charged a fee toward the cost of your package. If you are on the basic pension you cannot be asked to pay more than 17.5% of that pension.

Please don't hesitate to contact Care Connect (3867 2200) or Bayside Community Options (3269 1915) if you wish to discuss this. In the meantime BCO is very happy to continue to provide you with HACC or VHC services.

Safety Tips



Did you know that when you are asleep you lose your sense of smell? Contact Home Assist Secure on 3869100 to discuss having a smoke alarm installed. Make a point of changing your batteries on a significant day every year—for example your birthday or April Fool's Day. Never ignore or disconnect your smoke alarm when it makes a bleeping noise—change the batteries immediately. This could save your life. Leave keys in locks on the inside of your doors so that you can get out in the event of fire. If there is a fire... get down low and go, go, go!!! ... get onto the floor and crawl, following walls out of the building.

Just a Thought

The only way you can really understand the behavior of another is to look at yourself..... Every time you have strong negative feelings about another, you have the opportunity to move beyond judgment into a deeper discovery and acceptance of yourself and others.

**Karen Nixon - psychologist
(Courier Mail)**

We are trialing group shopping trips to Taigum Shopping Centre. This is particularly for people who are receiving HACC funded services, who have difficulty with transport and may be isolated. We provide the transport and you will then do your own shopping. Our next trip will be on Wednesday 30th July 2.00-4.00pm.

Our Annual General Meeting this year is on Saturday 8th November starting with lunch at 12.00pm. Members please put this date in your diary. Lunch and lucky door prizes are sure to attract a small crowd!

We encourage people receiving our services, including carers, to be members so that you can have your say in the future direction of BCO. It only costs \$5 each year and you can request a membership form from our office on 32691915.