



A message from the Manager

This is an exciting time for BCO. We held two successful events in September and October where we “conversed” with people from different generations, including “Baby Boomers”, to seek their ideas about what our

services should look like in the future. People spoke about wanting “support” rather than “care,” “choice” and “connection” so these are the themes that we will be incorporating into our services and programs.

At our recent AGM in November we talked with members about keeping our small organization “feel” because our staff and people who access our services like the fact that we are personal, flexible and innovative in our approach. We do want to grow a bit bigger and become more financially sustainable but still keep our local focus in all the communities we serve. It is no longer sensible to keep the name Bayside Community Options as we now have programs other than community options. “Bayside” is associated more with the Redlands and Wynnum. The new name needs to be a bit more proactive and exciting.

Our staff members suggested some names and a group of School of Business students from the Australian Catholic University at Banyo also came up with a few names and a marketing plan. At the recent AGM members of our association had something to say about the logo - some preferring to keep the Ibis and others wanting to think about a modified or a different image altogether. It was an animated discussion! So it is highly likely that we will launch a new name, logo and corporate colours by the middle of 2010 so... watch this space!

When everyone else seems to be slowing down in the lead up to Christmas life is still pretty hectic here at the Office. Vicki is preparing December rosters which is always a bit of a challenge.

Special points of interest:



- A message from the Manager
- New Faces at BCO
- The Board of Management
- Disability Long-term Care and Support Scheme
- Retirement and Nursing Homes forced into Brisbane’s outer reaches
- Married women lonelier than men
- Letter of Appreciation
- Aged Drivers
- Bladder or bowel problems

We recruited a new Support Worker who then had to return to her home country quickly due to family illness. It takes two to three weeks to advertise, do interviews and thoroughly check references so it is with some relief that Jacqui and Kim are now out there providing our services. We may still have to bring in our contractor Care Time while some Support Workers are on holidays. BCO aims to have the same Support Worker providing your service at the same time on the days you prefer but sometimes this is not possible if Support Workers are sick – or recently have unfortunately had injuries that are not work-related.

I also know that some people have experienced frustrations with their accounts. We are really sorry about any embarrassment or inconvenience caused to you. We are trying to come up with a different way of doing our accounts and hope to have these issues resolved over the next couple of months. Thank you everyone for your flexibility and patience.

Thank you to all who generously donated to the Bracken Ridge Christmas Festival hampers. What a wonderful example of working together in partnership with Bracken Ridge Baptist Church and other donors to support the well-being and happiness of people in our community!

**The office will be closed from 25th December to 3rd January (inclusive).
If you need to contact BCO during that time please ring 0408 691 929
and we will get back to you as soon as we can.**

In this edition of The Bugle we give you some background on our dedicated and skilled Board of Management. These people are all volunteers who contribute a lot of time and passion to our organization. We all look forward to another energetic and positive year in 2010.

May I take this opportunity to thank you all for your support and involvement? We wish you and yours a simple and pleasant family time in

this Festive Season. If you are alone please remember that you are in our hearts.

Warm regards...

Merilyn



New Faces at Bayside Community Options



Kathy Lawson is our new Services Coordinator with leadership responsibility for the Participant Services and Support Worker teams. She will also be promoting our services out in the community. Kathy hails from South Africa and enjoys hiking.



Toni Fonoti, our Community Coordinator, will develop culturally appropriate respite options in the context of mental health and well being. Toni's work will be with Pacific Islander families living in suburbs from Zillmere north to Deception Bay.

Members of the Board of Management 2009-2010

President: Marjorie McNamara—For the past seven years, Marjorie has managed the Sandgate Home Assist Secure Program. Prior to this she was with the Commonwealth Bank for 19 years, rising from a postage clerk to a Branch Manager of one of their city branches. Marjorie has been on the Bayside Community Options Board for six years, both as a Board member and at an Executive Committee level. Other voluntary commitments include working with her local church, community organisations and Little Athletics where she held various positions at Centre level, Treasurer, President of both Queensland and Australian Little Athletics.

Vice President: Jan Burnett—Jan is a Certified Practising Accountant and has a Masters in Business Administration. She is presently a Senior Management Accountant with the Public Trustee of Queensland, responsible for the Activity Based Costing. Her duties include analysis of the business as well as special projects such as business modelling. Jan, who has been a Board Member of BCO since August 2008, has also been involved with other community organisations, including Red Cross doing general support work.

Treasurer: Greg Hinkler—Greg has been on the Board of BCO since 2007. Greg is a Certified Practising Accountant with his own accounting practice in Boondall. Prior to setting up the practice, he worked for other accounting firms for eight years. He has also been involved in community and religious organisations for a number of years, being a member of Rotaract, Rotary and related community-oriented activities.

Committee Members:

Reg Hatchman— Reg has been a Board Member of BCO since September 2008. Reg is currently President of the Sandgate Branch of National Seniors Australia, having served as Vice-President and Treasurer since he joined in 1996. Reg started his working life as a shipwright apprenticeship with the Australian National Line. He continued his connection with the sea as an army Engineer in the Water Transport Section during his National Service. Between 1970 and 1998 Reg was a Senior Property Manager with major commercial property companies.

Darryl McNamara— Darryl has been on the BCO Board of Management since 2006 as both a Board Member and Treasurer. Darryl is the Operations Manager with Hamilton Australia Pty Ltd, one of the largest Plastic Fabrication companies in Queensland. He has 10 years management experience in the private sector. He has also served two terms as Vice President and two terms as Treasurer of Bracken Ridge District Cricket Club. Darryl is currently studying for a Diploma in Justice and Administration at Brisbane North Institute of TAFE.

Ellen McBarron— has been a Board Member of BCO since August 2009. Ellen worked in Finance and Human Resources Management for 30 years, retiring as the National Training Manager for the Commonwealth Bank in Sydney. She is currently a lecturer in the School Business at the Brisbane Campus (Banyo) of the Australian Catholic University. Joining academia in 2000 she has taught in areas of Management, Leadership, Entrepreneurship, Small Business, SHRM and International Business at undergraduate and post graduate levels, in Hong Kong, Beijing, China and Thailand. She is currently researching new and more effective ways of teaching refugees. Ellen is also an author of articles in learned journals.

Ex-Officio Member

Joan Flack— The Board of Management of BCO appointed Joan as BCO's Secretary in September 2008. Joan has 25 years experience as an administrator in the non-profit sector, working for Fundraising Institute Australia Ltd, ADAPE Qld, and Queensland Homicide Victims' Support Group. Joan is currently a principal of Third Sector Management Services, a management consultancy specialising in providing services and advice to nonprofit organisations. She brings special expertise in areas associated with the Associations Incorporation Act 1981 and membership matters. Joan has served as a board member of a number of community organisations and schools.

Disability long-term Care and Support Scheme?

“Kevin Rudd directed the productivity Commission to consider a no-fault government-funded insurance system for people with disability.

If introduced a national disability insurance scheme would focus on early intervention and lessen the reliance on welfare.

‘For far too long people with disability in this country have had to battle for the right to live their life to its full potential.’ Mr Rudd said.

The Australian Institute of Health and Welfare reported, by 2030 almost 2.3 million people would be living with a severe disability (defined as needing help with at least one core activity of daily living: mobility, self-care and communication) putting pressure on stretched services for people with disabilities.”

—Extract from *The Australian*, Tuesday 24 November 2009

Retirement and Nursing Homes forced into Brisbane's outer reaches

“Brisbane City Council's taskforce into retirement and aged care suggests developers include a 50 per cent cut in infrastructure charges for retirement and aged-care accommodation for the next three years plus a reduction in red tape for builders.

Due to development costs and planning pressures retirement and nursing homes are forced into Brisbane's outer reaches, leaving older folk ambling around far-flung suburbs.

The task force formed by Lord Mayor Campbell Newman suggests more universal housing better suited to all ages and abilities.

The taskforce recommended council give priority to applications for new housing for older people and to work with local communities to find suitable land so that people do not have to move away from the places they have always lived.”

—Extract from *The Courier Mail*, Thursday 19 February 2009

Married women lonelier than men

“New research shows married women are lonelier than married men, at least in the emotional stakes. The Wellbeing Index had 2000 people rate their level of loneliness. Men who have never been married, who are separated or who were widowed are significantly lonelier than females in the same circumstances.

Curiously married and de facto females record higher levels of loneliness than married or de facto men. In this respect marriage benefits males more than females.

Unity Wellbeing Index shows 30 per cent of Australians rate themselves as lonely. Men's emotional welfare is harder hit by this loneliness.

Men rely more on their relationships for emotional sustenance. They also relied on money to starve off loneliness more so than women.”

—Extract from *The Australian*, Thursday 19 March 2009



BCO received the following appreciation letter...



Dear Marilyn,

This long overdue letter is to thank all at BCO for their services which have improved my quality of life significantly.

First of all it is such a pleasure to live in a fresh and clean home over the past two years. My present helper, Chris, is thorough and quick and such a pleasant person.

Secondly I thank you for the large, thick envelope regarding price changes which I received a couple of months ago. I had no idea such a range of services were available. I was invited to the movies a few times but, as sitting for an hour or more is not pleasant, I declined the friendly offers.

The first thing I did was to arrange group taxis for shopping. The level of independence this gives me is much appreciated, and such a friendly, lively group of ladies, and a most obliging driver greet me every week.

But the Hydro Splash is the greatest blessing

of all! I have hip related muscles not used for 68 years, having lost the joint from Osteomyelitis in 1939.

To get these muscles working when a hip joint was implanted in July 2007 has been a challenge!

Now after every session at Chermside pool there is something I can do better. My walking is improving and last week I could reach to get my shoe on for the first time! And Joh makes the experience such a pleasure with her friendly and helpful care.

Heart conditions developed since the surgery forced me to relinquish my driving licence so a reasonable amount of mobility and independence enhance my quality of life. Your services are invaluable in helping me to achieve this.

With grateful thanks to all your staff... Hazel C.



Is your bladder or bowels bothering you?

Then come along to our **Sandgate Contenance Course**

This course provides information on avoiding:

- Toileting frequently at night
- Going to the toilet "just in case"
- Constipation
- and much more...

When: Friday 5 February 2010
Length: Six Week Program
Time: 10.00am to 12.00pm
Venue: Blue Care SANDGATE
50 Ibis Avenue, DEAGON
Cost: \$5 per session

To register, please phone Donna Ahchay on:

07 3869 7777

* Bookings essential as seats are limited

Aged Drivers...

"Australia's driving population is ageing—and facing ageist attitudes. Senior drivers involved in an accident may be viewed as incapable simply because of their age."



Figures suggest senior motorists are no more likely to cause accidents than those of any other age group. A University of Adelaide study found senior drivers often avoided difficult driving conditions such as peak hour, rain and darkness.

Studies in Australia and over-seas have repeatedly shown that age-based mandatory testing is ineffective in recognizing at-risk drivers.

Statistics showed senior drivers made up 9 per cent of licensed drivers but they accounted for just 8 per cent of accidents.

Growing older is inevitable. As older drivers we should not accept automatic criticism of our ability behind the wheel. Statistics prove otherwise."

—Extract from *The Courier Mail*, Tuesday 21 July 2009

“ Think big thoughts but relish small pleasures.
—Eleanor Roosevelt