

# THE BUGLE

April 2008

Volume 1, Issue 9

## A message from the Manager

Welcome again to our newsletter for consumers and members .....

We were very pleased that Bayside Community Options received an overall GOOD rating for our assessment against National HACCC standards in March. The independent auditor also commended us on our Indigenous program Ba'la Wandiny and the way we have built relationships with the Indigenous community, staff supervision and our new web site [www.bcocare.org](http://www.bcocare.org) Questionnaires were sent out to 25 consumers many of whom are also BCO members. 78% of the people who responded said they were fully satisfied with our services. There is of course plenty of scope for improvement and we will be very busy responding to recommendations until our next assessment in 3 years' time!

We now have a full team of committed and competent people in the Office and every Support Worker position is also filled. Staff turnover has slowed right down. These are good signs for BCO, our members and the people we serve.

As part of our normal business cycle we have annual reviews with all our consumers—some will be by phone and others by home visit until we can establish a schedule of 15-17 home visits each month over a 12 month period. At present we have over 30 reviews due for April and over 20 for May so it is not possible to home visit every one on these lists over the next 2 months. Some phone reviews will be followed up with home visits later in the year.

Reviews help us get a better understanding of our consumers' needs. We review people's capacity to undertake activities of daily living.

Some people may not be able to undertake activities of daily living as well as they did 12 months' ago and therefore will have more needs. For other people, their circumstances and abilities will have improved. Over time we will gain a more accurate picture of people's needs. So services may be altered or reduced to reflect their actual level of need.

We will continue to do our best to accommodate your needs but these needs will be reviewed on an ongoing basis and may be adjusted to meet the increasing demand on our service.

Our capacity to meet requests for services also depends on, for example, the demand for a type of service, funding and Support Worker availability.

Just a reminder.... We are expected to use our HACCC funding to provide basic services to as many eligible frail aged and younger people with disabilities and their carers as possible.

These funds are for helping people to be more independent (rather than dependent) and to prevent early admission to residential care. So, for example, one of our services is domestic assistance. This is a basic support service—not a cleaning service similar to private cleaners.

People who are particularly vulnerable (in special needs groups) will have increased access to the program offered.

People in special needs groups are those who have dementia, are Indigenous or come from different ethnic backgrounds, are significantly financially disadvantaged and have insecure housing.

If you have higher care and support needs than HACC funding can support BCO will advise you of other government funded programs such as Community Aged Care Packages (CACP) and Extended Aged Care at Home (EACH).

When you are away for extended periods this would generally result in discharge from our HACC services. However please let our Coordinators know your circumstances prior to being away or, if hospitalized, ask your family to contact us. We will take your circumstances into consideration when you request that we hold services while you are away. Then services will recommence as they become available.

By taking this approach we can provide services to other people on a short term basis while you are away.

Those in the veteran community may not be aware that Veteran's Home Care including domestic assistance is available as an alternative to HACC services. You can express your preference to DVA to have BCO provide your domestic assistance, respite care and lawn mowing. This will free some HACC resources up to give assistance to others who are waiting for our support.

You can firstly approach me, the Manager, if you are dissatisfied by a decision made by a Coordinator. If, in turn, you are concerned about my decision you can submit a written appeal to our Board

of Management and then appeal to the Home and Community Care Branch (Disability Services.) We can give you phone numbers of advocacy services to represent you as well as contact information for the Board and HACC Branch. 2008.

These approaches to our provision of services were discussed and endorsed at our Board Meeting on 15 April.

I am putting this information in The Bugle to help everyone have a better understanding of how we make our decisions about services and how we try to support as many people as possible with the funding we have.

As present we have funding available for respite care and personal care. Personal care can be for example showering, hair washing or just having some one around so that you can feel more secure in the shower.

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

**Merilyn**



Donna receives the keys from Bruce (Torque Toyota) for our new 12 seat HACC funded bus. It has wheel chair access, an external hoist and an extra step at the side to make getting in easier. The bus is in use on Monday, Wednesday and Friday mornings and will be available for hire by other agencies and private groups. Ring Marama on 32691915 to hire.

## **SAILS—Seniors' Advocacy Information and Legal Advice**

***Are you over 60? Are you concerned about a friend or a relative who is aged over 60? Are there family members living with you or coming to your place who are treating you badly? Have you given, or are you under pressure to give, your property to a family member or some one else?***

***Domestic and family violence can affect any person regardless of age, gender or cultural background. It can be:***

- ***Intimidation or harassment such as name calling, insults, stealing or withholding money.***
- ***Controlling behaviour to the extent where a person is unable to make their own personal decisions, such as who they have contact with.***
- ***Intentionally hurting a person such as slapping, hitting or pushing someone***
- ***Intentionally damaging another person's property, like hurting pets or breaking belongings***
- ***Indecent behaviour towards the other person without their consent, including unwanted sexual behaviour***
- ***A threat to do any of these***

***SAILS can work with the older person or someone who is concerned about an older person in many different ways ranging from giving information to asking a court for a protection order. SAILS can provide home visits in the Brisbane area, appointments at the Centre or a telephone service. Contact SAILS at Caxton Legal Centre by ringing 32541811***

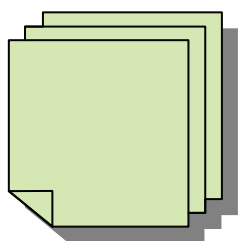
***You have the right to dignity and respect and to feel safe.  
These are mutual rights and responsibilities for us all.***

Our Annual General Meeting this year is on Saturday 8th November starting with lunch at 12.30pm. It would be great if every member of BCO could recruit one new member so that we can continue to grow and bring new interest and skills to contribute to BCO strength and future direction. We encourage consumers to be members. It only costs \$5 each year and membership forms are available from the office on 32619305.

Bayside Community Options needs a new home! We are now full to capacity at 31 Evergreen Street Bracken Ridge and we need room to grow. Our centre based respite on Mondays will probably move to St Margaret's Hall in Rainbow Street by mid year. In fact we have Australia's Biggest Morning Tea there with the combined Monday groups on Monday 12th May. If you are aware of some space for BCO please ring Merilyn on 32691915.

#### Just a Thought

If I really want to improve my situation I can work on the one thing over which I have control—myself  
Stephen Covey



If you would like to make donation or a bequest to Bayside Community Options please contact the President of the Board Norm Wotherspoon on 0419783034 or Vice President Marjorie McNamara on her work number 38691000 (Work)

**Bayside Community Options staff are not permitted to witness or sign any legal documents for consumers including wills, Enduring Power of Attorney or Advanced Health Directives.**

**Their professionalism dictates that they accept only small and inexpensive gifts at specific times such as Christmas. They are expected to graciously say no to a person who offers a gift that is outside this guideline.**