



THE BUGLE

February 2008

Volume 1, Issue 8

A message from the Manager

To our Bayside Community Options community

Hullo again!

December and January were busy months for Services Coordinator Lee McNeill who organizes our rosters and for the Support Workers who helped out when their work mates took holidays during this period. No doubt many of our consumers found this a disruptive time too. We decided not to run with our group programs during January so that our Support Workers could be freed up to help people in their homes and community.

We sent out about 40 letters in January about outstanding fees. On behalf of Bayside Community Options I would like to express our sincere regret for the layout and any distress or inconvenience the letter may have caused people. Many account discrepancies were from a long way back (over a year) and this was an opportunity for us to get our processes right and to sort these matters out once and for all. Thank you also to people who have helped us work through this and many who have paid outstanding fees. We are getting close to being all square!

I also wanted to reassure everyone that you have a right to lodge a complaint about our services and to express your concerns and your ideas about anything to do with Bayside Community Options' operations.

Your complaints can be dealt with discretely and **this will in no way effect your services.** It is better to talk to us otherwise we don't always know what we need to fix or improve. BCO aims to resolve complaints within 7 days from when we receive them. Do not hesitate to write to me or to ring me about your concerns. My name and contact details are Merilyn Keene, P O Box 1131, Nathan Street Post Office, Brighton Qld 4017. My phone number is 32691915 and my email address is bcopmgr@bigpond.net.au Of course we also like to hear the good things you have to say particularly about our Support Workers and group programs and I am happy to say we hear more compliments than concerns!

If you do not feel confident or able to speak to us you also have a right to have someone speak on your behalf for example a member of your family. I have put details of advocacy services on the back of this newsletter.

There is lots of good news as well... our bus funded by Home and Community Care (HACC) should be delivered some time next week. It has an external hoist and will accommodate a wheelchair so this will be a wonderful asset for us all. For those who are computer savvy we are celebrating our new web site **www.bcocare.org** Check it out. It is good way to find out more about BCO.

Our warm regards

Merilyn

Are you faced with some tough decisions about the care you need? ... Not satisfied with the care you receive now?.....
Feeling pressured to make a choice?

If you don't feel comfortable speaking directly to us you can ask QADA to speak to us or other services on your behalf.

Queensland Aged and Disability Advocacy Inc (QADA)

Free call 1800 818 338

You have the right to an independent advocate of your choice. An advocate can:

- Support you to make sure your rights are upheld
- Support you to work through a problem with your aged care service
- Help you look at options
- Be with you at assessments



Safety Tips

If we are driving you anywhere please stay in the vehicle until we open the doors and help you out. We know that everyone likes to be independent but injuries can happen this way and we have a duty of care to you.

If you live alone think about buying a dog's bowl, filling it with water and putting it near the back step. A pair of men's old working boots and socks could do the same trick... cause a potential burglar a bit of concern!

Just a Thought

A friend is someone with whom you can dare to be yourself.

Frank Crane

We are holding a Member's Forum in April and will be in touch about planned interesting guest speakers and a day and time. Please come for an update and to have your say about the way we are operating.

Respite Care

Are you a family member, friend or neighbour caring for someone in the community who is frail, aged, has dementia, a disability, a chronic health condition or a mental illness?

We have ways to assist you to take a break or have "timeout" from your caring role.

Contact Bayside Community Options
Commonwealth Respite and Carelink Centre

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