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Bayside Community Options Inc.

31 Evergreen Street
Bracken Ridge
QLD 4017

PO Box 1131 Nathan
Street Post Office,
Brighton QLD 4017

Phone 07 3269 1915

What new name do you prefer?

Thank you to the 11 people who suggested a total of 28 names. Some of the names submitted were really creative.

When we checked the Australian Securities and Investments Commission website for registered company names we found that 11 of these names were not available. Of the other 17 names 5 were very similar to other registered company names and therefore may not be able to be used or could cause confusion.

Of the shortened list of 12 most names used 'caring' in some form. Our staff and many of the people who participate in our programs and services would prefer the concept of supporting—support **with** people rather than **for** people—although this is not to say that we don't care! Our previous focus group discussions clearly indicate that choice, support and connection need to be the concepts behind future services. We want to move to a positive, affirming name that is a bit creative and will allow us to extend our services and programs to a wider range of people—not only with older people who will continue to be important and a core group for us. We also believe that we're all entitled to live life to the full.

The Board has now decided on two potential names. These names are:

All About Living

Living Unlimited

Everyone—members, staff and people who access our services and programs—now have an opportunity to indicate their first preference by circling one name only.

**Please complete the form below please post it to:
PO Box 1131, Nathan Street Post Office, Brighton QLD 4017.**

Or give your envelope to your Support Worker to bring into the office by close of business on Wednesday 9 June 2010.

We are really interested in your preference so please take this opportunity to be involved.

Support Workers and other staff members are requested not to influence your preference so please don't ask them for their opinion as they will have their own opportunity to state a preference.

Then a further Special General Meeting will be called, and a single name put to members of our association. Again, a vote of 75% in favour will be required.

You are invited to indicate your preference for a new name for our organization.

My name is:.....

My preferred new name for our organization is: **Circle only one name please.**

All About Living

Living Unlimited



A message from the Manager



Hi to Everyone

An important initiative for us is to have a new name by the 1st July 2010. This will give our organisation the beginnings of a new outlook and sense of going forward. It is something we can all be excited about!

This edition of The Bugle also features a flow chart which shows you how to make a complaint. Feedback is very valuable. We use feedback and complaints to evaluate our performance and to improve our programs and services. If you make a complaint or give us feedback this will **not** result in you losing services. So please be assertive but respectful and have your say. We also love compliments!



A random sample of people who access our Veterans' Home Care will receive phone calls soon to ask you about your satisfaction or otherwise with our services, we will also ask you how you think our services (mostly domestic assistance) could be improved.

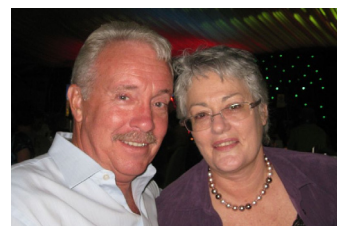
People who access Veterans' Home Care may also be interested in some of our Home and Community Care (HACC) services. You could be eligible for our Ladies Groups on Mondays, Movie Buffs on Tuesdays, Out and About (half and full day tours) on Thursdays, Men's Group on alternate Fridays and Hydro Splash (light exercise in a heated pool every Friday).

Please ring Kathy on 3269 1915 to discuss assessment to find out if you are eligible to participate in these programs. These activities are great opportunities to have company for a few hours a week, do some new things and, of course, to have fun!

Until next time Warm regards, Merilyn

Let's Celebrate!

Bayside Community Options was a finalist in this year's Aged Care Queensland Excellence in Care Awards. Our President Marjorie McNamara, Vice President Jan Burnett, Manager Merilyn Keene and her husband Peter Greer represented BCO at the Aged Care Queensland Conference Dinner and Awards night in March.



Merilyn and Peter

We enjoyed the company of many other people who work in this wonderful industry, shared ideas and found out more about planned reforms. Merilyn and a colleague from Care Connect were conference guest speakers on the topic of Falling through the Cracks—A Community Care Response to Domestic Squalor and Hoarding.



Marjorie (on right) networking with friends

“ ***If you cannot do great things,
do small things in a great way***
—Napoleon Hill ”

Work until you're 100

“Tech-savvy 100 year olds could be part of a workplace revolution as more employees postpone their retirement, a leading ageing expert says.

John Beard, director of the World Health Organization's Department of Ageing and Life Course, said employees should be allowed to stay at work if they were willing and fit.

By 2050, one in four Australians will be over 65.

Mr Beard envisions an older generation that is plugged into the latest technology.”

—from *The Courier Mail*, 4 May 2010

Complaints Procedure

Talk to your Support Worker

We encourage you to raise your complaint with your Support Worker.



Talk to a Coordinator or Manager

If you are not satisfied with the outcome or don't want to discuss the matter with your Support Worker then talk to a Coordinator or Manager on 3269 1915.

Please feel free to ask a family member or an advocate to talk with us if you prefer.

The advocate can negotiate on your behalf.



Talk to the Board

If the issue is still not worked out to your satisfaction, you or a person who speaks on your behalf may write to the President of our Board at P O Box 1131, Nathan Street Post Office, Brighton QLD 4017 .



Talk to an Advocacy Organisation

If you are unable to resolve the matter you may wish to contact Queensland Aged and Disability Advocacy Service or have some one else of your choice to represent you.



Talk to Home and Community Care (HACC) or Department of Veteran Affairs (DVA)

If the issue is still unresolved, you or your advocate can make complaint to Complaints Officer, HACC Branch, Department of Communities (Disability Services) on 07 3405 3838 or Veterans Home Care on 1300 550 450.



Be informed of the decision

The Manager of Bayside Community Options will inform you of the outcome of your complaint.

Recording Complaints:

We record complaints on a complaints record form so that:

- Complaints are not overlooked.
- Complaints and follow-up action can be referred to at a later stage, if necessary.
- Agency workers (or the agency) are protected from accusations that they did not listen to a complaint or take any action about it.



*Learn from yesterday, live for today,
hope for tomorrow.*

—Albert Einstein



Planning for the Future

“A vision for the future of aged and community care is essential to ensure the needs of our increasingly aged population can be met.

A broader vision for an older Australia—that values and respects older people and supports their enjoyment of a rich and fulfilling “third age”.

The Government must work with aged and community care experts (consumers, service providers, academics, peak bodies) to develop a shared understanding of the issues and then seek solutions.

Armed with a clear and practical vision for the future, we can age confidently—knowing that we can access high quality care and assistance when it is needed.”

—from Aged Care in the Community Study Guide, Australian Catholic University 2010

Ba'la Wandiny Outreach Program Welcomes You to Attend a Gathering for National Reconciliation Week

When: Thursday 27 May 2010
Pick up: 9am
Return home: 1pm (approximately)
Venue: Koobara Aboriginal & Islander Kindergarten
Cost: Gold coin donation
Please RSVP Ruth Roma on 3269 1915 by Monday 24 May 2010



Ageing with Adventure in Mind!

“Australians over 50 are up for far more adventure when they travel overseas than people half their age, a new survey has shown.

The survey, commissioned by online travel company expedia.com.au, has revealed that oldies are more open to going off the beaten track.

Research company Pureprofile quizzed more than 1,000 Australians on their attitudes towards travel.

More than half of the respondents aged 50–54 wanted to get off the beaten track, compared with less than a third of Australian aged 18–24. Older travelers also were less worried about culture shock, with 18–35 year olds three times more likely to be deterred from travelling to lesser-known destinations because of cultural differences.

Expedia.com.au marketing manager Lousie Crompton said the survey findings contradicted the idea that twentysomethings were the most radical and open to new experiences.

She said the survey indicated older people were more intrigued by lesser-known destinations.

Expedia.com’s Top 5 off-the-beaten-track destinations are Romania, Venezuela, Tanzania, Estonia and Paraguay.”

—from *The Courier Mail*, 18 September 2009

“ *If you don't think every day is a good day,
just try missing one.* —Cavett Robert

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Personality not genes marks Centenarians

“Clean living, maintaining a healthy weight and cultivating solid relationships: these, rather than the right genes, are the keys to getting a 100th birthday telegram from the Queen.

The first Australian study of this country’s rapidly growing pool of centenarians suggests

that despite the modern craze for blaming the parents for every ill, dying young is something we can often avoid—if we so choose.

While the nearly 200 centenarians interviewed across South Australia, Queensland, NSW, the ACT and Victoria shared some characteristics that are largely innate—such as a tendency to be optimistic—many were traits others can adopt.

The number of Australians living to 100 is growing by 8.5 percent a year and is expected to top 10,000 within a decade.”

—from *The Australian*, 4 May 2010