



SBcare Newsletter

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Winter 2016

IN THIS ISSUE

CEO's Message

by Cheryl Dalton

We are quickly moving through 2016 and many changes have occurred within SBcare and the lives of the people we work with.

In Kingaroy, we have settled into the new Respite Centre (The Stanwell Room), appreciating the enlarged space and storage areas.

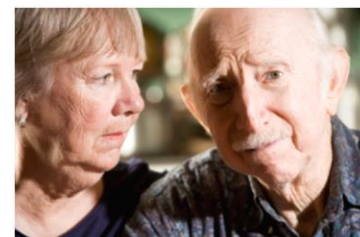
In the next few months we are partnering with Kingaroy Rotary to expand the outside area of the Respite Room to make it larger, safer and a far more user friendly space. It is hoped that this project will be accomplished by spring 2016 so that we can all enjoy the gardens and sunshine in a beautiful area. The Disability Arts Program has created some wonderful art pieces that can be used to enhance the area as well.

In Yarraman, our new Respite Centre (The Eva Cameron Respite Centre) is well underway with expectations that we will be able to start using the centre in early July 2016. This has been a mammoth project with many steps that have been undertaken to get us to this point but light is at the end of the tunnel now.

Thank you to our clients and their carers and families who have worked closely with SBcare during this disruptive time.

Lastly I would like to let you know SBcare is offering a new program in conjunction with the Queensland Department of Health to provide Day centre Respite and one on one support for clients with Dementia or Neurodegenerative conditions.

Please see me if you would like more information, we still have some places available.



Wills

Enduring Power of Attorney Advanced Health Directives

What do these documents do?
How they can help you and your loved ones in decision making.

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Aged Care Complaints Commissioner

How to make a complaint.
brochure attached

Quality Assurance

by Cheryl Dalton

SBcare has recently undertaken a Quality Review with the Australian Aged Care Quality Agency. This review looks at how SBcare meets the 18 Standards that apply to Community Aged Care. The Home care Common Standards include the following;

EFFECTIVE MANAGEMENT

Principle: The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

APPROPRIATE ACCESS AND SERVICE DELIVERY

Principle: Each service user (and prospective service user) has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

SERVICE USER RIGHTS AND RESPONSIBILITIES

Principle: Each service user (and/or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Service users (and/or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

SBcare was successful in the 2016 Australian Aged Care Quality Review

**No recommendations,
no suggestions and
no non-conformances**

A remarkable effort



CONGRATULATIONS and Thank you to SBcare Clients and Staff



All of these are important documents to help you and/or someone you love in future decision making. These are legal documents and advice should be sought before signing.

WILLS

by Public Trustee

If you die without a Will, you are said to have died intestate. The Queensland laws of intestacy are outlined in Part 3 of the Succession Act 1981, which sets out the entitlements of the next of kin of an Intestate person. Intestacy Rules are in place to determine how your Estate will be distributed if you die without a valid Will. The intestacy rules govern the distribution of your Estate to your next of kin such as your spouse, de facto and issue (children, grandchildren). If there is no spouse or issue, then provision is made for your parents, brothers and sisters, nephews and nieces, then grandparents, then uncles, aunts and cousins. There is no provision for distribution of your Estate to relatives more remote than your first cousins. Your in-laws are not classified as next of kin and are not included in the rules for the distribution of your Estate. A step-parent is not next of kin and neither is a mother-in-law or a father-in-law.

The best way to ensure your Estate is distributed to who you would like to benefit, is to make a valid Will and keep it up to date.

ENDURING POWER OF ATTORNEY

by Department of Justice

You would use an enduring power of attorney to appoint someone to make financial and/or personal decisions on your behalf. For financial decisions, you can nominate whether you want the attorney to begin making financial decisions for you straight away or at some other date or occasion, such as once you've lost capacity to make these decisions.

Your attorney's power to make personal decisions only commences when you lose capacity to make these decisions.

To make an enduring power of attorney, you must understand the nature and effect of making an enduring power of attorney, including:

- the consequences of preparing the enduring power of attorney
- that you may specify or limit the power to be given to your attorney, and instruct your attorney about the exercise of the power in the enduring power of attorney
- when the power begins
- that once the power begins, your attorney will have full control over the exercise of the power (subject to any terms in the enduring power of attorney)
- that you may revoke the enduring power of attorney at any time while you have capacity to do so
- that the power continues even if you lose capacity
- if you lose capacity you are effectively unable to oversee the use of the power.

When doubt arise over whether a person has the capacity to make an enduring power of attorney, the Qld Civil and Administrative Tribunal (QCAT) can make a decision about that person's decision-making capacity.



ADVANCED HEALTH DIRECTIVE

by Department of Justice

An advance health directive (AHD)—sometimes called a living will—is a formal way to give instructions about your future health care. It comes into effect only if your cognitive health deteriorates and you become unable to make your own decisions. (i.e. lose capacity to make decisions).

An advance health directive:

- outlines what medical treatment or health care you want if you can no longer make decisions for yourself. It can be general (e.g. that you wish to receive all available treatment) or specific (e.g. that you wish to decline a certain medical treatment)
- enables you to appoint an attorney for health and personal matters
- includes information that health professionals should know, including health conditions, allergies, and religious, spiritual or cultural beliefs that could affect your care.

World Elder Abuse Awareness Day

June 15 2016 is the UN designated World Elder Abuse Awareness Day (WEAAD). This is a day to remind our community that human rights do not diminish as people get older, and that everyone has the right to live with dignity and respect.

What is elder abuse?

Elder abuse is any act within a relationship of trust which results in harm to an older person. It can be emotional, psychological, financial, physical or sexual abuse, or neglect.

Many people do not discuss their concerns with others because of feelings of shame, fear of retaliation, the involvement of family members or fear they will be institutionalised. Some people may not realise what they are experiencing is abuse, or feel that somehow it is their fault.

Elder abuse can include...

- frightening someone by threatening to hurt a pet or break belongings
- intimidating, humiliating, or harassing a person
- threatening to evict someone or put them in a nursing home
- selling someone's belongings with permission
- pension skimming
- stopping a person from seeing family or friends

- denying someone the right to make their own decisions
- misusing an Enduring Power of Attorney by taking money or property improperly
- forcing a person to change their will
- denying someone access or control of their own funds
- not allowing services to help someone
- neglecting a person's physical, medical or emotional needs
- slapping, hitting, pushing or restraining
- making unwanted sexual approaches or behaving indecently.

Warning signs of elder abuse may include an older person seeming fearful, anxious or isolated. There may be injuries, or an absence of personal care. Disappearance of possessions, unexplained financial

transactions, and changes to a will, title or other documents are also of concern, as are arguments with a caregiver.

Given that most elder abuse occurs behind closed doors, it is important for loved ones to watch out for signs, listen and offer help.

To guard against elder abuse, they should make sure their financial, medical, legal and other affairs are in order. They must also be empowered to recognise signs of elder abuse and speak out.



If you or someone you know may be experiencing elder abuse, call the Elder Abuse Helpline on 1300 651 192 for free, confidential advice (Queensland only, 9am–5pm, Monday to Friday).

26,000 older Queenslanders are abused each year by someone they know and trust...

Abuse and mistreatment can be emotional, financial, physical, sexual, or neglect.

Is it happening to someone you know?

Elder Abuse Prevention Unit
Promoting the right of all older people to live free from abuse

Funded by
Queensland Government
Department of Communities

Lifeline
Community Care Queensland
Brisbane

elder abuse prevention unit

First port of call for confidential information, support and referrals

1300 651 192

- Cost of a local call from anywhere in Queensland
- During business hours (after hours message bank)
- Callers may remain anonymous
- Mobile or Interstate callers phone: 07 3250 1836* (*normal charges apply so please ask us to call you back)
- www.eapu.com.au

Meals on Wheels

Did you know that Meals on Wheels can be delivered fresh cooked meals three days a week in Kingaroy and Frozen meals to Blackbutt, Yarraman, Nanango, Proston and frozen meals are also available for pick up in Kingaroy.

Meandu Mine supporting Meals on Wheels

Paul Veivers and Chrys McDuffie both employees at Meandu Mine and Meals on Wheels volunteers participated in the Meals on Wheels deliveries to some of our local residents in Kingaroy on Friday 13 May 2016. Paul and Chrys said it can be such a grounding and rewarding experience, especially when you meet such inspiring individuals such as Mr. Noble. Mr. Noble (pictured with Chrys and Paul) is 90 years of age and still enjoys his passion of flying, continuing to fly his Kitty Hawk on little trips around the local area.



Paying your bills

Did you know that you can pay your accounts at SBcare in several ways?

Cash can be paid on the day of services and staff will give you a white docket showing whether it is a cash payment for your service or it is to be on account.

Centrepay can be arranged through Centrelink and the agreed payments are sent directly to SBcare.

Monthly Accounts can be generated and you can pay by cash, direct debit or cheque at the end of each month for your previous month's services.

Direct Debits can be arranged with your bank to pay SBcare; this method of payment needs to be arranged by you with your bank. SBcare cannot initiate a direct debit on your behalf.



Do you know the Administration Team?

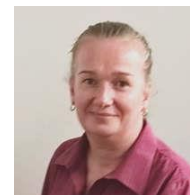
Many of you who phone SBcare or call in at the administration building will be familiar with the voices and faces of Erin, Debbie and Louise. All three support the SBcare team with their differing skill sets.



Erin is our receptionist and administration officer and she knows who to refer your query to if she cannot help.



Debbie is our Finance and Administration Officer and looks after our money.



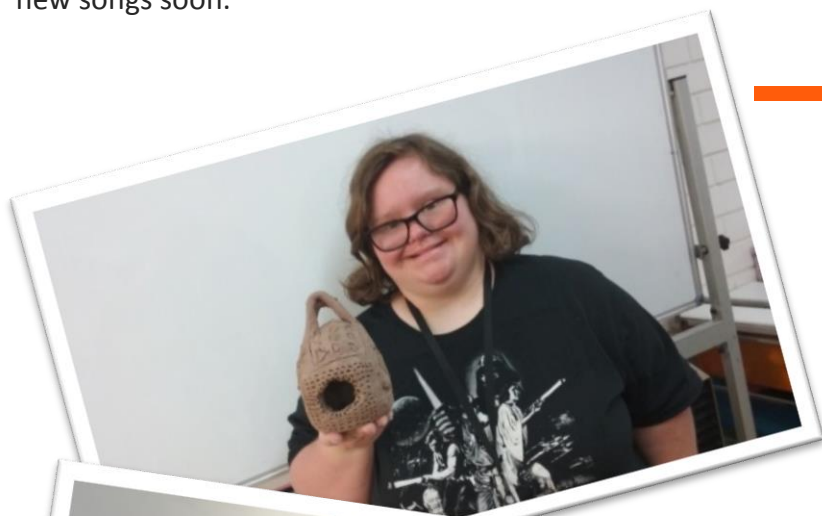
Louise is the Administration Office for our Meals on Wheels service and ensures that meals are sent delivered and accounts are sent.

Budding Artists

by Jo Sellick and Karen Patterson-Kane

The Monday and Friday Young Artists have been busy this year creating clay bird houses, clocks and magnets with the wonderful help of Kelly Crane, our volunteers and staff. Everyone is very proud of the individual masterpieces they have created. The Wednesday group has recently performed their Let's Sing and Sign Concert for families, friends and carers. For four months the members practiced their singing and signing to their chosen songs. In the final weeks leading up to the concert everyone was busy painting props and the background boxes. It was so much fun singing and signing to songs we are familiar with and we look forward to learning some new songs soon.

The Disability Arts Programs are supported and sponsored by Stanwell

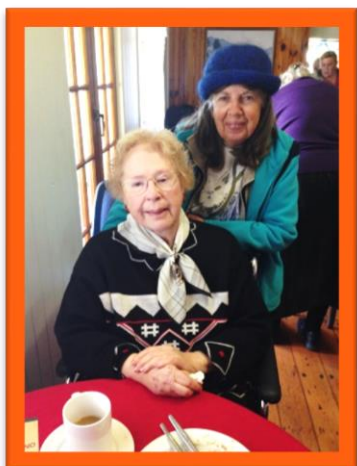


Kingaroy Respite Centre

by Kylie Brown and Jenny Gemmell

It certainly has been a busy time in the over 65's Tuesday and Thursday friendship groups with a fabulous range of things to do and see on our calendar.

Tuesday ladies have been busy making hand made cards for loved ones, doing a page or two in our scrapbooks or just relaxing on one of our pamper mornings.



On one of our recent outings, we strolled down memory lane when visiting Crows Nest "Carbethon Folk Museum" for the day.

Just recently we travelled to Kumbia to be a part of the Biggest Morning Tea where we were treated to locals scrumptious cooking and enjoyable singing to raise monies for cancer.

Thursday group has been action packed with a couple of our members entering an art competition at the Kingaroy show.

On a Mystery Trip we found ourselves at Kingsley Grove Winery near the Stuart River for lunch. Wood oven pizzas were on the menu, with a few of the clients testing some of their products like the ice cream that they had on offer.



We celebrated the Queens birthday in style starting the morning with a High tea and a Corgi Relay (as seen above) that brought about lots of laughter. We wore our tiaras and top hats while we played trivia and then watched a video clip of the Military Tattoo that was held for the Queen.



We are currently reviewing how we do things here at the centres.

Thursday group have graciously been our Pilot group for the month of June trialing the modified program which focuses on health and well being through friendship, fun and exercises for the body and mind. It's all about staying actively engaged in life and the community and staying as strong and independent as we can.

Tuesday group commence their Pilot program in the month of July.

We would like to take time and thank our volunteers who do a magnificent job with assisting staff throughout the day.

Nanango Respite Centre

by Jane Hodgkinson and
Jenny Gemmell

Wow...don't the months just roll on by!

Once again the Nanango respite groups have been busy with life and experiencing what we can on our days together.

We have been fortunate with the longer than usual Autumn weather and have been able to take advantage of the beautiful days by taking picnics around the district.

We have travelled down to Somerset Dam and Dingo Park at Wondai as well as having quite a few morning teas in local parks. We also try to fit in a game of Bocce if we can.

All of the groups took advantage of the Dragonfruit season and found the visits to the Red Fox Pittaya's Dragon Fruit Farm at Nanango extremely interesting and informative. We loved the opportunity to just sit in the beautiful garden and chat. The Tuesday group also had a lovely day out in Blackbutt where we visited the local aviary and dined on those famous pies from the bakery.

We were also very well looked after at the Kingaroy Lawn Bowls Club where we had a bowls and pizza day.



The Wednesday group toured the Australian Army Flying Museum at Oakey and was amazed by the historical displays. They were also fortunate enough to tour the local Meandu Mine – where the autonomous trucks were of great interest.



The Friday group had a gorgeous high tea with all the trimmings to celebrate Mother's day, and we all agreed that the tea tastes so much better out of real China cups!

Friday group also took a trip down to Taras Hall for our ANZAC Remembrance and were fortunate to see their great display for ANZAC day.

We had some fun celebrating the Queen's 90th birthday and we even got to spend some time playing with the Royal Corgis!!

As always we have had some wonderful visitors to our centre. These include Pete the Light horseman and his four legged friend Jonesy (who doesn't mind the occasional carrot)

– as we see here with Anne!



We also had Bruce return with more of his humorous poetry, and we've had stamp enthusiasts take us on a magic carpet ride around the world of stamps as well as the very talented singing and guitar playing by Keith Parker and also Tom Bennett's.

We will have settled into our new centre in Yarraman when we next write for the newsletter.....watch this space as we are very excited about having a centre to make our own.

Yarraman is still online for occupation in early July 2016 with an official naming ceremony and opening in August 2016.

The SBcare family continues to grow

by Prim Laurentiussen (HR Exec Officer)

In 2016 SBcare increased our workforce with the recruitment of additional employees across a variety of roles. We have great pleasure introducing our newest employees by asking the following questions.....



JENNY GEMMELL – PROGRAM COORDINATOR AGED AND CARERS PROGRAM



Tell us how you first got involved in the social services industry?

I started working in Aged Care in 1994 as an administration officer for the Aged Care Assessment Team (ACAT). I then worked as Allied Health Assistant, working in rehabilitation, at the Toowoomba Hospital (the best job ever) before training as a Diversional Therapist and working for several years in Leisure and Lifestyle in Residential Aged Care.

What do you find most challenging about your work?

Meeting the needs of the clients in the most practical and productive way.

What's the best thing to happen since you started working with SBcare?

It's all been so great. I'm very lucky. Meeting our clients, and getting to know the fantastic team that I work with every day has been very special.

What would you say are some of your strongest beliefs about helping others?

I believe in empowering people to know their strengths. Work with people to reach their potential and their goals. 'Do with – not for'.

What might (someone) be surprised to know about you? That I can't reverse park!!!



JOEL POPE – COMMUNITY SUPPORT WORKER



Tell us how you first got involved in the social services industry?

I first got involved working with St John Ambulance I volunteered for 8 years and even got the privilege of doing 1st Aid in the 2000 Olympics.

This got me hooked with a great idea to do more

What do you find most challenging about your work?

Finding a balance between work and family time because I enjoy spending time at both.

What's the best thing to happen since you started working with SBcare?

Well apart from working with some great staff and clients I would have to say the amazing stories clients tell each other and that I am able to be a part of them and be involved

What would you say are some of your strongest beliefs about helping others?

I am very adaptable to everyone and their individual needs we are all on this ride called life and we all have different needs but all require the same amount of fair and equal attention

What might (someone) be surprised to know about you? GO THE MIGHTY BLUES!

I am a mad football NRL fan I support the West Tigers and I am born and bred in NSW.

**KAREN PATTERSON - KANE****PROGRAM COORDINATOR DISABILITY SERVICES PROGRAM****Tell us how you first got involved in the social services industry?**

In 1993, I began work in Mt Isa with the Endeavour Foundation as a Support Worker, working with a small group of clients to access the community and participate in meaningful social activities. From 2000, I have worked in Community Aged Care in rural areas in both Queensland and New South Wales.

What do you find most challenging about your work?

Sometimes I find everything about my work challenging! Keeping up with changes and learning new processes can be a challenge, as can learning to switch off from work when I go home. Being challenged has enabled me to develop and learn and be able to step out of my comfort zone and step up to do my job.

What's the best thing to happen since you started working with SBcare?

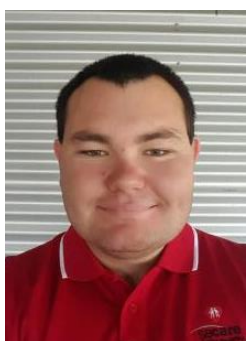
Everything I have experienced at SBcare has been positive, but I would have to say that the best is being welcomed into the team and feeling valued and respected. I have enjoyed meeting staff, clients and families.

What would you say are some of your strongest beliefs about helping others?

I believe very strongly in enabling and encouraging independence, offering choices and decision making and building relationships of trust. I don't believe in anyone (myself included) being told that they have to or that they can't.

What might (someone) be surprised to know about you?

Others may be surprised to know that I am very shy, don't like cooking but I enjoy watching cooking shows and I love country music!

**GRANT DOBSON – COMMUNITY SUPPORT WORKER****Tell us how you first got involved in the social services industry?**

My family are foster carers so I have lived with children from all walks of life. I started volunteering over a year ago in Diversional Therapy Department of an Aged Care Facility. I thoroughly enjoy it and it has inspired me to study for Certificate III in Aged Care and in Disabilities.

What do you find most challenging about your work?

Not being able to be everywhere at once.

What's the best thing to happen since you started working with SBcare

To be able to put a smile on other people's faces.

What would you say are some of your strongest beliefs about helping others?

That it costs nothing to put a smile on someone's face. You should always be yourself and the most valuable gift you can give another person is your time.

What might (someone) be surprised to know about you?

I have 18 siblings.





WINTER WORD SEARCH

while you sit by the heater



F	L	U	R	R	I	E	S	S	N	O	W	M	A	N	P
X	M	I	T	T	E	N	S	R	O	E	R	Z	F	T	S
C	S	H	N	L	N	T	F	F	L	N	N	T	R	B	C
X	N	F	R	C	C	F	F	C	N	K	L	E	T	L	A
B	O	R	C	E	D	H	I	R	R	R	T	R	S	I	R
L	W	O	O	L	I	C	I	E	E	N	J	S	U	Z	F
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Y	G	U	T	M	I	A	U	L	B	K	N	F	T	N	F
Q	P	J	D	H	E	V	G	A	C	A	J	J	U	N	E
M	R	L	R	R	W	R	E	R	R	T	L	N	T	L	L
K	O	B	O	O	T	S	C	R	R	T	S	L	G	A	A
C	J	X	M	N	G	I	N	S	O	U	P	E	E	A	H

- August
- blizzard
- blustery
- boots
- chilly 
- cold
- earmuffs
- flurries
- freezing
- frosty
- gloves
- hat 
- icicle
- July
- June
- mitten
- scarf
- shiver
- snowball
- snowflake
- snowman
- soup 
- winter
- wool

PONDERISMS

I used to eat a lot of natural foods until I learned that most people die of natural causes.

Gardening Rule: When weeding, the best way to make sure you are removing a weed and not a valuable plant is to pull on it. If it comes out of the ground easily, it is a valuable plant.

The easiest way to find something lost around the house is to buy a replacement.

Who was the first person to look at a cow and say, 'I think I'll squeeze these dangly things here, and drink whatever comes out?'

How is it one careless match can start a bushfire, but it takes a whole box to start a campfire?

Inner Peace:

If you can resist complaining and boring people with your troubles,

If you can start the day without caffeine,

If you can always be cheerful, ignoring aches and pains,

If you can eat the same food every day and be grateful for it,

If you can take criticism and blame without resentment ,

If you can conquer tension without medical help,

If you can relax without liquor,

If you can sleep without the aid of drugs

If you can understand when your loved ones are too busy to give you any time,

....Then you are probably the family dog!



The following are results from an OZ-words Competition where entrants were asked to take an Australian word, alter it by one letter only, and supply a witty definition. Clearly, you need to be an Aussie to understand.



Dodgeridoo: a fake indigenous artefact

Fair drinkum: good-quality Aussie wine

Flatypus: a cat that has been run over by a vehicle

Crackie-daks: 'hipster' tracksuit pants.

Mateshit: all your flat mate's belongings, lying strewn around the floor

Yabble: the unintelligible language of Australian freshwater crustaceans



Queensland's State Library has made Ancestry.com available at all South Burnett libraries to be used freely on the public access computers.

Jeanette will offer her time on Friday mornings between **9:30am and 11:30am** to teach people how to effectively trace their family history and get the most out of their time. To book a session with Jeanette, phone the Kingaroy Library on **4189 9256**.

The Nanango Library will also offer local history research lessons on Thursday mornings. To book a session at the Nanango Library phone **4189 9438**.

"What can the Aged Care Complaints Commissioner help with?"

We can assist with concerns about the quality of care or services you are receiving from Australian Government funded aged care providers.

You can raise concerns about aged care services you are receiving in your home or in an aged care home, including:

- Residential care or residential respite care
- Home Care Packages
- Commonwealth Home Support Program
- Flexible care, including Transition Care, and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

Your concern may relate to any care or services provided to you by the service including personal or clinical care, choice of activities, discrimination, catering, communication or the physical environment.



Aged Care Complaints Commissioner

Phone 1800 550 552*

If you are deaf or have a hearing or speech impairment, we can help through the National Relay Service. Call 1800 555 677 and ask for 1800 550 552.

If you need an interpreter, we can help through the Translating and Interpreting Service. Call 131 450 and ask for 1800 550 552.

Write to us
Aged Care Complaints Commissioner
GPO Box 9848
(In your capital city)

Website
agedcarecomplaints.gov.au

For more information about aged care

The My Aged Care website and national contact centre have been established by the Australian Government to help you navigate the aged care system. They can provide you with information on aged care, for yourself, a family member, friend or someone you're caring for.

Website: myagedcare.gov.au
Contact centre: 1800 200 422

* 1800 calls are free from fixed lines; however calls from mobiles may be charged.

Disclaimer: Under the Aged Care Act 1997, the Aged Care Complaints Commissioner can use any information received in performing the Complaints Commissioner's functions. The Complaints Commissioner has procedures in place to ensure that personal information is protected against misuse and is not unlawfully disclosed. All information in this publication is correct as of January 2016.

ACCC BR0011



Australian Government
Aged Care Complaints Commissioner

Resolve.
Protect.
Improve.

I have a concern

Information for people receiving aged care, families, representatives and carers about the Aged Care Complaints Commissioner



"Who can raise a concern?"

Anyone can raise a concern. We encourage you to raise your concern with the service provider first. This can achieve a fast and sustainable resolution.

This includes people receiving care, partners, family, representatives, friends, advocates, staff and volunteers.

If you are raising a concern about the care someone else is receiving, you should make sure the person (or his or her representative) knows about it.

If you cannot resolve your concern with the service provider, you can contact the Aged Care Complaints Commissioner on 1800 550 552. Our service is free.

We will examine concerns regardless of a person's cultural background, disability, gender, sex and gender identity, sexual orientation or any other status. We do not discriminate.

"What happens when I contact the Complaints Commissioner?"

We will explain the process, the resolution options available and what can be achieved.

Our focus is on resolving your concern in the best interest of the person receiving aged care.

Please provide as much information as you can when you contact us. This helps us to understand your issues and expectations.

We will select the options most likely to achieve the best outcome, based on the nature of your concern and the risk to the person receiving care.

In some cases, we will ask the service provider to resolve your concern. We can also use other options, such as conciliation, mediation or investigation.

"Do I need to provide my name?"

No. You can submit your complaint anonymously or confidentially.

However, this can limit what we can do to help, so it is best to submit your concern openly.

We can explain the differences between open, anonymous and confidential complaints when you call. You can also find information about this on our website at agedcarecomplaints.gov.au

"Is other support available?"

Advocacy may be able to help you. An advocate can:

- provide you with information about your rights and responsibilities
- help you to raise your issues with us or the service provider
- support you at any stage during the complaints process.

Advocacy is free, independent and confidential. An advocate will always seek your permission before taking action.

You can call the National Aged Care Advocacy Line on 1800 700 600.

With your permission, we can phone an advocacy agency on your behalf to explain your concerns and arrange for the agency to contact you.

