

ISSUE 11

# Newsletter



August 2012

## Seeking interested people

Would you consider joining our dedicated team on the Management Committee?  
Please contact the office.

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## Message from the Service Manager

Dear Readers,

Welcome to the 11<sup>th</sup> Issue of the Leisure Connections Newsletter.

Service Users/family members would have all recently received our annual Service User Satisfaction Survey. We recognize that completing this survey can sometimes be difficult and is just one more thing that needs to be done. However your feedback is important to us as it provides us with an opportunity to improve or otherwise lets us know we are providing a quality service. It is also part of the quality audit process and a requirement for DS funded services. Therefore I would like to thank all of those who have returned their completed Survey and would appreciate it if you have yet to complete one to do so, and return it to the office by the end of this month. If you have misplaced it and would like another copy please contact the office.

Our annual quality audit will be conducted on the 29<sup>th</sup> & 30<sup>th</sup> of November. Service User and Support Staff will be given the opportunity to participate. You will be receiving more information on this closer to the date.

Our AGM is also coming up on the 4<sup>th</sup> of October. Everyone is welcome and encouraged to attend. We have had a great turn out in previous years and it would be great to see you there this year.

I hope you are all enjoying this beautiful time of year in the far north and are getting a lot of enjoyment through leisure and recreation.

All work and no play sure makes Jack a dull boy!

*Leo Bruncker*

Service Manager





We're grateful for the opportunity to connect today... Transform tomorrow

## COMMITTEE MEMBER PROFILE

### *Jo-ann Hoare*

I originally became aware of both RLO and Leisure Connections through my Sister in Law, Julie Hoare. She is my husband's youngest sister, and I had seen over the years, the definite ongoing benefits that Leisure Connections brings to people's lives. I have enjoyed being part of the Management Committee for a number of years now, it is always a good feeling to come to the monthly meetings where I always feel very welcome.

It has been a pleasure to work with the Staff and the other Committee members.

My husband Michael and I have 2 boys and a girl, all in their 20s, scattered around Australia; currently our daughter Evie is in Denmark for a year.

We have lived around Gordonvale since 1986, including a few years on the family farm that Julie also grew up on.

It has always been very interesting to be part of Leisure Connections and I trust that the future, although not clear, holds security and good times for our Service.

## My Story with Leisure Connections



Hi my name is Julie Hoare and I have been receiving support from Leisure Connections for the past 3 1/2 years.

I have tried a variety of activities with Leisure Connections Support. I have tried Lawn Bowls, attended a Healthy Lifestyle Program, Indoor Cricket, Walking, Movies and I currently receive support to go to the Library and once a month I go Ten Pin Bowling. I like my Support Person as she is friendly, kind and good. I have learned new things at the library and my computer and internet skills are improving. I also like tenpin bowling as I enjoy it and get to have fun.



## The Carers Business Discount Card

**The Carer Business Discount Card provides you with discounts when purchasing goods and services from participating business outlets in Queensland.**

**To be eligible for a Carers Business Discount Card you must live in Queensland and receive the Centrelink Carer Payment or Carer Allowance. Age limits do not apply.**

**Apply for a Carer Business Discount Card by visiting [www.qld.gov.au/carercard](http://www.qld.gov.au/carercard) or calling Smart Service Queensland on 13 13 04**

## COMMITTEE COMMENTS

To state that Service Users, Staff, Families and Committee Members have had a difficult and anxious time since our last newsletter would be an understatement! I do not need to detail the changes we have made – you have all lived through them. Some people were more affected than others.

At long last we have received some assistance from the Federal Government. It is not enough and we should be getting more in December – how much is unknown. Using surplus funds from previous years and cutting costs means that we will be able to provide the level of assistance we are now providing to 30<sup>th</sup> June, 2013. In December we will be in a better position to predict our future.

We are under pressure from Disability Services to provide more support to fewer people to meet the department's benchmarks. We have been unable to obtain any recognition that we were set up as a "niche" service where it was recognised that all the support we provide has additional costs and were funded for these. All our support is in the community whereas most other services provide lifestyle support in the home and many of these hours only incur staff wages.

The problem which keeps me awake at night is – HOW ARE WE GOING TO REDUCE THE NUMBER OF PEOPLE TO WHOM WE PROVIDE SUPPORT? We are also coming under pressure to have more people become independent of our service so that more people can move through. It has always been our aim to help people become more independent and needing less of our support. This process takes many years in most cases as we do not have a magic wand.

I would like to take this opportunity to say a big THANK YOU to the families who supported us in our campaign with the politicians. We will continue to keep you informed as events unfurl.

Leo and I attended a forum on the National Disability Insurance Scheme Pilot projects are to commence and all the other states and territories are participating. Some projects will support all ages; others will support children only and others will support adults only. It is very unfortunate that Cambell Newman's government has excluded Queensland from the trial. Jan McLucas is running a campaign in an endeavour to change the LNP's mind and you will notice a postcard included with this letter in the advent that you may wish to participate.

Take care everyone and I hope that we will have some better news next newsletter.

Colleen Dolan – Hon. President – Management Committee.

### Reminder for Support Staff

#### **-Support Staff Induction Kits.**

Remember to bring in your Support Staff Induction Kit when having a review. It is important that Support Staff update their Induction Kits when new documents are sent out. Leisure Connections is obligated to ensure that all Staff are advised of and provided with relevant policy changes. It is the responsibility of the Support Staff to ensure that they read and are aware of the changes.

**-New electronic Payslips.** If you have not checked your e-mails it is important that you do so. There is a new process in place for receiving your Payslips.

**-Checking your e-mail.** Leisure Connections will now be sending all updated policies, any important changes, signed copies of Reviews, signed Support Agreements and Memos through e-mails. If you have a concern about receiving information this way please contact the office and we can make other arrangements.



### Its AGM time

The Annual General Meeting is coming up on the 4<sup>th</sup> October 2012. You will be receiving a letter in the mail shortly providing you with the details for the evening. We encourage all Members to attend.



Don't forget to RSVP for catering purposes.

### Useful Contact Numbers

#### *Disability Services*

Complaints: 0732247179  
Enquiries: 1800177120(Toll Free)  
40489 900(Cairns)

#### *Disability Discrimination Legal Service*

1300 882 872

#### *Direct Employment Services*

40 314 816

#### *Rights in Action*

40 317 377

### Leisure Connections Members

It's that time of the year again; please ensure your annual membership is up to date.

Just a reminder that your membership needs to be current to receive support from Leisure Connections.

# Its Cairns Festival Time!



**The Cairns Festival is on from the 17<sup>th</sup> Aug – 2<sup>nd</sup> September 2012. There will be a variety of activities, performances and experiences on offer. If you would like any information on the Cairns Festival you can call Leisure Connections or go onto the Cairns Festival Website and use the interactive calendar**  
**<http://www.cairns.qld.gov.au/festival>**



## CONTACT DETAILS

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