

ISSUE 16

# Newsletter



February 2015

## Message from the Service Manager

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Dear readers,

Welcome to the first Leisure Connections' Newsletter for 2015. We had a considerably busy year last year working through changes in our reporting requirements to the Department of Communities and through changes in the availability of office staff.

The Department now requires us to determine how many hours each Service User will use each year and to report against these hours. In the past we were able to transfer someone's unused hours to another Service User who is in need of extra support. This is no longer possible and we are now required to ensure everyone uses their negotiated support or the unused hours/dollars are to be returned to the Department. This has meant that new processes have had to be developed to monitor this. This also means that if you have used your negotiated supports to date we are unable to provide any additional supports unless you take it from future negotiated supports. However, if you haven't used all of your negotiated supports to date the Coordinator will discuss options with you to use these hours.

Katie Britt is currently employed as the Lifestyle Coordinator. Her role is to coordinate Service Users with individual funding packages and people under Brokerage Agreements. Katie is employed in this role from Mondays through to Wednesdays. I am also very pleased to welcome Matt Schyff to the role of Relief Coordinator. Matt has settled in well to this role and has become a very valued member of the office staff team. We also congratulate him on becoming a Papa for the first time!

I have been developing the service's website: [www.leisureconnections.com.au](http://www.leisureconnections.com.au) so that it can be a useful resource for service Users, families/advocates and staff of Leisure Connections. Most forms required by Support Staff, including timesheets, can be found on the website (pls note that in order to save the PDF forms to your computer you will need Windows 7 or above and the latest Adobe). I will also be including useful links, workshops and other relevant information, eg NDIS updates, in the Service User/families section of the website.

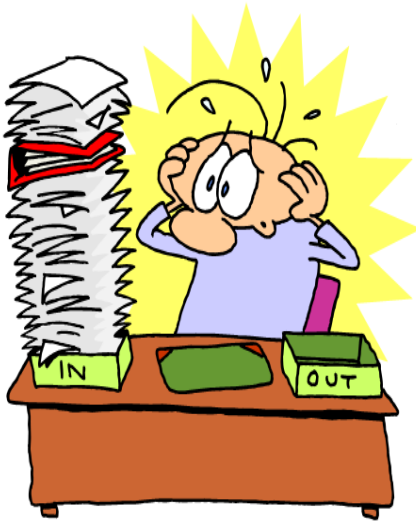
**Leo Brunker**  
Service Manager



### Complaints Process

Leisure Connections is determined to provide a quality service to all persons using the service and your concerns/complaints could lead to improvements to the service, so we want to hear them. To ensure this we would like to remind you of the complaints/grievance process within the service. A concern/complaint is an expression of dissatisfaction relating to the service. It is up to the complainant to decide whether they want to raise a **Concern** (an informal complaint) or a **Grievance** (a formal one). The Key difference between the two is that the Service Manager/Coordinator resolves Concerns and Grievances are resolved by the Grievance Committee.

A Service User, Family Member/Advocate, Employee of Leisure Connections, External Agency or any other member of the community may raise a Complaint to the Service Manager/Coordinator or a Member of the Management Committee. A complaint may be made in person, by phone, in writing by email or fax. All complaints are recorded and are acted on immediately. The Service Manager/Coordinator is to follow up any actions to be taken to resolve the complaint and will ensure assistance is provided to report the complaint if requested, eg family member/advocate. All reported complaints will be dealt with promptly, fairly, confidentially, and with no adverse repercussions for the individual. If in the circumstance the complaint is not resolved the complaint is then reported to the Grievance Committee where the Grievance Process is followed according to the Leisure Connections Grievance Policy & Procedure. Current Grievance Committee members are listed on the next page of this Newsletter and their contact numbers are on display in the Office foyer.



## AN IMPORTANT REMINDER FOR SUPPORT STAFF

Leisure Connections have always informed its Support Staff that timesheets need to be handed in by 4pm on the Monday following the Pay Period Ending (PPE). There is an increasing number of staff who are handing in their timesheets after this deadline and leaving it up to the Coordinators to chase them up. This creates extra work for us here in the office and we are already very busy. Unfortunately we are now having to reinforce this requirement and therefore **will not be processing late timesheets** (timesheets handed in after 4pm Monday) until the next Pay Period, ***unless prior arrangements have been made.***

There is a reason this deadline is in place as it takes time to process everyone's timesheets. We are asking that you please hand your timesheets in on time.

We can begin by doing small things at the local level, like planting community gardens or looking out for our neighbors. That is how change takes place in living systems, not from above but from within, from many local actions occurring simultaneously.

-- [Grace Lee Boggs](#) ~ [Thomas Berry](#)

## Wet Season Is here

No doubt you will be aware that the cyclone season is upon us and if you haven't already now is the time to consider whether you are prepared. To assist you with your preparation below is a link to the Cairns City Council Website which has a number of valuable resources available like "Preparing for Cyclones". It is also important to ensure that you have a Disaster Management Plan in place in case of an emergency. If you would like help in creating a Disaster Management Plan, Leisure Connections is more than happy to assist you in this. We also have an information brochure available in the office to help get ready for cyclones. If you would like a brochure you can call the office to arrange for a copy to be sent out.

<http://www.cairns.qld.gov.au/community-information/cyclone-emergency-information>

## MY STORY WITH LEISURE CONNECTIONS

If you would like to share some of your achievements or what you like to do with your support from Leisure Connections please contact the office to discuss how you can get your article in our Newsletter.

## INK CARTRIDGES

**The Office has some excess ink cartridges available to give away!!**

First in to anyone use a Canon Inkjet Printer that takes the following cartridges?

BCI 6 / Y x 3, C x 1, M x 1

CLI 8 / BK x 2, Y x 1.

CLI 521 / Y x 1

BCI 3e / BK x 1

Please contact the Office if you can use them.

## Inspirational Message

*Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.*

## Management Committee Members

2014/2015

*Colleen Dolan OAM -  
President  
Jenni Brittain- Vice  
President  
Janice Noonan -  
Secretary  
Bill Butler - Treasurer  
Jo-ann Hoare  
Julie Smith  
Betty Kelly  
Wendy O'Reilly  
Megan Lilly  
Sue Barclay*

If you're interested in becoming more involved in the Management of the service, please contact the Service Manager or the President on 4035 6771, for information.

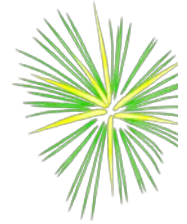
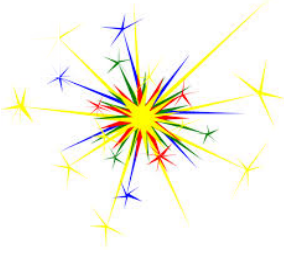
## Resource Committee

*Bill Butler  
Colleen Dolan OAM  
Jo-ann Hoare*

## Grievance Committee

*Janice Noonan  
Betty Kelly  
Jenni Brittain*

Contact numbers for the above Grievance Committee Members are available in the Waiting Area of Leisure Connections Office.



## A BELATED HAPPY NEW YEAR!

**New Years marks a new beginning. New people to meet, new adventures to enjoy and new memories to create. Here's wishing you the Happiest 2015!**

**THE MANAGEMENT COMMITTEE AND OFFICE STAFF OF LEISURE CONNECTIONS WISH YOU THE BEST FOR 2015**

### Useful Contact Numbers

#### **Disability Services**

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

**Disability Discrimination Legal Service**  
1300 882 872

**Ostara Employment**  
40 410 022

**Rights in Action**  
40 317 377

**Centrelink**  
13 27 17

### Support Staff -

Most forms for Support Staff are available on the service's website  
[www.leisureconnections.com.au](http://www.leisureconnections.com.au)

You will need the latest Adobe and windows 7 or above to save the PDF forms to your computer/device

The Office will be **CLOSED** on the following dates over 2015.

Good Friday 3<sup>rd</sup> of April  
Easter Monday 6<sup>th</sup> of April  
Queen's Birthday – Mon 8<sup>th</sup> of June  
Show Day – Wed 12<sup>th</sup> Aug  
Labour Day - Mon 5<sup>th</sup> Oct  
Xmas Day & Boxing Day

## CONTACT DETAILS

### Service Manager

Email: [servicemanager@leisureconnections.com.au](mailto:servicemanager@leisureconnections.com.au)

### Community Access Coordinator

PH: 4035 6444

Email: [coordinator@leisureconnections.com.au](mailto:coordinator@leisureconnections.com.au)

### Lifestyle Coordinator

PH: 4035 6771 Email: [lifestyle@leisureconnections.com.au](mailto:lifestyle@leisureconnections.com.au)

Leisure Connections Association

Incorporated

Fax: 4035 5887

113-115 Aumuller St, Bungalow QLD 4870

P.O BOX 676, Bungalow.