

ISSUE 6

Newsletter



December 2010

Message from the Service Manager

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Dear Readers,

Welcome to the final issue of the Leisure Connections Newsletter for 2010. I hope you all have had a good year and that the year ahead brings lots of accomplishments and good fortune.

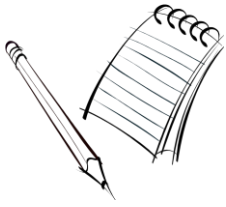
I would like to send out a big thank you to everyone who has continued to support Leisure Connections in its pursuit of achieving its objectives. By supporting people in leisure and recreational activities where there is a common interest gives the people being supported an opportunity to link with other members of the community and develop skills specific for the activity as well as other life skills. It also provides an opportunity for the community's perception to change when people are able to participate in activities with people with disabilities.

Next year is shaping up to be another busy year starting with our Certification External Audit in February. The Maintenance Audit will be conducted over the 2nd, 3rd & 4th of February by NCS International. The Audit Team will consist of Carol Hammond as the Lead Auditor in consultation with Dave Preston, the Audit Trained Service User. You will receive more information on this as it gets closer to the date.

Thank you and I hope you all have a safe and merry Christmas!!

Leo Bruner
Service Manager





MESSAGE TO SERVICE USERS AND FAMILY MEMBERS / ADVOCATES

When paying for bills through internet banking could you please ensure that a reference name or invoice number is entered so that we can identify who has paid the bill.

Management Committee Members 2010

Colleen Dolan - President
Jenni Brittain- Vice President
Janice Noonan - Secretary
Bill Butler - Treasurer
Jo-ann Hoare
Christina Tanzer
Warwick Birtwistle

If you're interested in becoming a member of the Management Committee, please contact the Service Manager or the President on 4035 6771, for information.

Resource Committee

Bill Butler
Christina Tanzer
Colleen Dolan

Grievance Committee

Janice Noonan
Jo-ann Hoare
Jenni Brittain

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

Annual General Meeting

Leisure Connections AGM was held on the 11th of November. We had a good turn out again this year and received encouraging feedback in relation to the meeting, especially on the selection of food! The Service User Satisfaction Survey was presented by Christina Tanzer at the meeting and the overall consensus was positive. Management Committee members were elected for the next year. We would like to thank the Cairns City Council for lending us a Cairns City Council Banner which illustrated one of our Service Users achieving greatly in the community. As a service we are fortunate to have so many dedicated volunteers wanting to show their support for Leisure Connections and we would like to thank everyone who has been involved with the service.

MEMO: ALL SERVICE USERS/FAMILY MEMBERS AND STAFF

If possible could we please refrain from coming into the office to speak to Leo, Tenille or Julie on Pay Days. The office is particularly busy on these days and the office staff can find it difficult to complete their workload with interruptions. If it is important please give us a call and we can arrange a meeting. Pay Days are every 2nd Wednesday. It would be greatly appreciated and we would like to thank you in advance for your consideration.

A GENTLE WORD, A KIND LOOK, A GOOD-NATURED SMILE CAN WORK WONDERS AND ACCOMPLISH MIRACLES.

COMMITTEE COMMENTS

A huge thank you to all the people who returned the Service User Survey. Christina Tanzer presented a power point of the results at the Annual General Meeting. Overall the comments were very heartwarming for our hard working staff. There were very few negative comments. We were able to follow up on one of these as the person provided us with contact information and we addressed the situation. The other person did not provide his/her name so we were not able to follow this one up. If you are not happy with any aspect of your support please advise us so that we can take the necessary action.

Although these surveys are a requirement placed on us by the Department they do enable us to identify and rectify any undesirable situations.

This particular survey was part of our internal audit which was completed today.

Unfortunately we will have to approach you again in January as part of our External Audit which is being held in the first week of February.

Early in the New Year we will be moving over to what the Department terms as Output Based Funding. We will have to supply the number of hours we provide to each service user. Some people have been cancelling their support on a regular basis and we are wondering if they really need our support. We do have a fair sized waiting list and some of these people have been waiting a long time.

Once we go over to Output Based Funding the Department will be handling applications for support and the history of how long these people have been waiting will be lost. We are anxious to help as many of them as we can so we will be working on this in the new year.

As we approach the festive season I wish to say to all of you – Take care and have a happy and enjoyable Christmas and New Year.

Colleen Dolan
Hon. President.



“It is vain to talk of the interest of the community, without understanding what is the interest of the individual”

Pending Award Changes For Support Staff

The current State DSW Award that is currently used for Support Workers pay will be changing over to a Federal Award referred to as the Modern Award (The Social, Community, Home Care & Disability Services industry Award). At this stage the award is to be implemented from January 2011. Leisure Connections will contact Support Staff when these changes take force. Any approved schedule award increase to the DSW Award will still apply.

Memo for Support Staff

When handing in your insurance details, a copy of your insurance renewal is not suitable.

A receipt of payment or a certificate of currency is appropriate. You can directly contact your insurance company and have them fax it to Leisure Connections office directly if needed.

Just a reminder that if an activity option comes up that you feel the Service User will enjoy, just give us a call in the office and we may be able to approve a one off support activity.

Any change in support needs to be negotiated with the Service Manager/Coordinator beforehand.

If you are having a break over the Christmas period, please inform the office so that we can make the necessary arrangements.

It's that time of the year again when our roads become dangerous from the looming Cairns wet season. It is vitally important to ensure that your vehicle is of a roadworthy standard. It is a policy of Leisure Connections that all Staff members transporting Service Users must maintain their vehicle in a road worthy condition. So this is just a quick reminder that it might be due time to book your car in for a service and make certain things such as tyres, brake pads, lights and windscreen wipers etc are all in good working condition so as to ensure the safety of yourself and the people you support.

EMPLOYEE PROFILE TENILLE DAVIS COORDINATOR



I have lived in Cairns my whole life and I am a proud local. In 2004 while Studying Zoology at University I started working as a Support Person for Leisure Connections. At this time I was also living with my Grandmother to help assist her with her everyday duties and because I loved her. Once I had graduated from University I found myself wanting to continue my work in the disability Sector. I enjoyed my job and found that working for Leisure Connections was unlike any other workplace I had experienced. The support from the service I received and the wonderful people I have had the privilege of meeting made each day rewarding. I have worked for Real Living Options for the same time frame and I still continue to do so. In June of this Year I was given the opportunity to become the Coordinator of Leisure Connections. With the support from the staff of Leisure Connections I have gained confidence in my new position and find my work even more rewarding. I am currently about to finish my certificate in dog psychology and behaviour as I am the BIGGEST dog lover you will come across and I love gaining knowledge. I currently have 1 dog named Dartagnan' who is a Labrador. I spend a lot of time training my dog. I also have an Indian Ring neck Parrott named Gracie.

It's Christmas time again!

Leo or Tenille will be in contact with you if your activity falls on the 25th, 27th or 28th December 2010. Please put some thought into whether you would like to change your activity to another day.

Also a reminder that the 1st and 3rd of January 2011 are public holidays as well. Leo and Tenille will also be in contact with you to confirm your support.

**MERRY CHRISTMAS FROM THE
MANAGEMENT COMMITTEE AND OFFICE
STAFF OF
LEISURE CONNECTIONS**

What's On

New Years Eve!

Cairns Taipans vs Melbourne Tigers 6:30pm

Bring in the New Year at the Cairns Esplanade! 2 huge fireworks displays at 9pm & midnight and heaps of local entertainment

Don't forget to check out the fun free fitness at the Esplanade there's a ~~free~~ activity on every day of the week!



Reminder

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

Friday 24th Dec after 12pm

Monday 27th December

Tuesday 28th December

Monday 3rd Jan

Wed 26th Jan – Australia Day

CONTACT DETAILS

Service Manager

PH: 40 356 771

Email: servicemanager@leisureconnections.com.au

Coordinator

PH: 40 356 444

Email: coordinator@leisureconnections.com.au

Leisure Connections Association

Incorporated

Fax: 4035 5887

113-115 Aumuller St, Bungalow QLD 4870

P.O BOX 676, Bungalow.