

June 2018



1 Marryatt Street
WEST MACKAY
QLD 4740

PO Box 3467
NORTH MACKAY
QLD 4740

Visitors

Tel :49534878
Fax :49577166

Mob: 0428534878



Transport

Tel :49531623

Business Hours

8 am – 4 pm
Monday to Friday



In 2018 Miss Kennedy commenced Grade 1 and became a big sister to a sister, Brooklyn, born 20 April.

Kennedy loves being a big sister and is such a help.



Client Responsibilities

- ❖ To inform the office if you are not going to be able to make your transport booking or be home for your visit
- ❖ To act in a manner which respects other MCVA clients, volunteers and staff
- ❖ To take responsibility for the decisions which you make in relation to service delivery

DATE CLAIMERS for 2018

September 12 – MCVA 2018 Information Day
North Mackay Bowls Club.

Further details will be sent out closer to the events.



Website:

www.communityvisitorsmackay.org.au



Riddles to Test Your Gray Matter (answers on p.7)

1. A murderer is condemned to death. He has to choose between three rooms. The first is full of raging fires, the second is full of assassins with loaded guns, and the third is full of lions that haven't eaten in 3 years. Which room is safest for him?
2. Can you name three consecutive days without using the words Wednesday, Friday or Monday?
3. A woman shoots her husband. Then she holds him under water for over 5 minutes. Finally, she hangs him. But 15 minutes later they both go out together and enjoy a wonderful dinner together. How can this happen?
4. I stay in the corner but travel all around the world. What am I?
5. What rock group has men who do not sing?
6. Many have heard me, but nobody has seen me, and I will not speak back until spoken to. What am I?
7. I am the first in earth, the second in heaven, I appear twice in a week though you can only see me once in a year. What am I?



***When it hurts to look
back,***

***And you're scared to
look ahead,***

***Look beside you and
your friend will be
there.***

WELCOME

[Welcome to new staff members](#)

Sally Anderson (Transport Driver)

Jennifer Willis, Vicki Spiller and Sharon Ayre
(Community Visitors).

We are happy to have you join our team and hope you
enjoy your time with us.

I had a mind once,
but I kept giving people pieces of it
and,
NOW it's all gone.



History of MCVA

MCVA was formed in 1990 with nine other centres in Queensland as a pilot project of the Commonwealth Department of the Health and Community Services. The project was known as the Community Visitors Scheme.

The project was devised to address the loneliness of specific residents in Nursing Homes. The concept of the Scheme was to establish a one-on-one friendship between a Volunteer and a Resident, in doing so, providing an obvious improvement in the quality of a life of the Resident and a feeling of achievement for the Volunteer.

In April 1999 the Association was granted Home and Community Care (HACC) – (Division of Queensland Health) funding. The concept was to establish a one-on-one friendship between a community visitor and a client who was still residing in their own, but was experiencing social isolation and loneliness.

CURRENT

The organisation is today funded through the CVS program for volunteers within the aged care facilities. Federal funding is received for people aged over 65 years of age who are still living in their own homes through the Commonwealth Home Support Program (CHSP-formerly the HACC program) and through the Queensland Community Care (QCC) program for clients aged under 65 with a physical and/or intellectual disability who still remain living within the community. Service is provided in Mackay, Pioneer Valley, Sarina and Moranbah. Many home based clients today are visited by paid workers as the client needs routine and regularity. The CVS program which operates in the aged care facilities in Mackay, Mirani, Proserpine, Sarina and Bowen now provides service to over 140 residents.

In 2010, MCVA diversified and commenced operating a door to door transport service for people within the Mackay community who are unable to access mainstream transport options. The program has three vehicles, a van which is fitted with a wheelchair lift, a larger Hiace Van and a sedan. MCVA Transport compliments the social support program by providing a friendly, reliable and comfortable service for those in need. Funding is received for this service through both the CHSP for people over 65 years of age and the Queensland Community Care program for those who are under 65 years of age.

In 2017, MCVA also became an approved NDIS provider for community participation and transport.

MY AGED CARE

For all your aged care questions,
enquiries and complaints.

Telephone - **1800 200 422**

or visit - **myagedcare.gov.au**

We are not meant to stay wounded. We are supposed to move through our tragedies and challenges and to help others move through the many painful episodes of their lives.

Wounds are meant to teach us to become compassionate and wise.

To all our valued transport clients,

Please remember the following guidelines of travelling with MCVA Transport –

- ❖ **Do not leave your booking on message bank as you need to get confirmation of the booking and a pick up time.**
- ❖ **MCVA does not take same day bookings as it is just too busy.**
- ❖ **You need to be ready to travel at least 15 minutes prior to your collection time. The service is too busy to be waiting for users.**
- ❖ **MCVA Transport gives preference to users who have medical appointments.**
- ❖ **Users cannot request a particular driver to transport them.**
- ❖ **All bookings must be made by at least 2.30pm the day prior to wanting to travel.**
- ❖ **All staff must be treated with curtesy and respect.**

I used to think I was growing more patient as I grew older.

Then I realised, I just don't give a damn!!!!!!

LOL!



Home Care Packages

As we age, we may need additional assistance from services and when this occurs, a client can be assessed for a home care package to help to continue to live independently. There are four levels of home care packages to meet the different care needs.

Level 1 is basic care needs and this is funded through the Commonwealth Home Support Program (CHSP) is entry level to the aged care system. This may include one or two service types such as transport and domestic assistance. This program requires that users contribute a nominal fee for service.

Level 2 is for someone with low level needs and requires more assistance than a person utilising the CHSP. **Level 3 is intermediate** and this is for client who require more additional assistance and **Level 4 is for clients** with the highest level of care needs living in their own home.

The aged care package has changed in recent years and now the client is able to choose the providers they wish to deliver services.

If you or a loved one have a package, please consider MCVA as your transport and social support provider. Just talk to the organisation that you have your package with and they can arrange it.

When in receipt of a home care package, you are ineligible to use CHSP services any longer. So, if you are a current client of MCVA and have chosen to take up an aged care package and wish to continue receiving services from us, you need to make the necessary arrangements or we will no longer be able to continue to provide you with a service.

Please remember all users have the right to choose whichever package provider they wish to have manage their package and also have the right to choose which organisation they want, to provide them with service through the package.



June Newsletter



Please contact Kathy Maker for further information
kathrynm@centacare.net
Telephone – 1800 523 985

CentacareCQ's Home Care Packages are delivered within the Consumer Directed Care (CDC) Framework and we work in partnership with you to ensure greater choice in services, and in how they are delivered to you.

A Home Care Package (HCP) provides services to help you remain at home for as long as possible and provide choice and flexibility in your supports. Depending on your support needs, there are four HCP levels ranging from basic to high care.

If you wish to access a Home Care Package, the first step is to contact My Aged Care on phone: 1800 200 422. They will determine your eligibility and provide information about the assessment process. CentacareCQ staff can support you in contacting and registering with My Aged Care. To receive a HCP you will need to be assessed by the Aged Care Assessment Team (My Aged Care will do this referral for you) and they will assist you to determine what kind of care will best meet your needs and preferences and the level of care that you will require.

Once you have been given approval for a package you will need to contact CentacareCQ and a Case Manager will arrange a meeting with you and any advocates to discuss your care requirements, goals and preferences. Staff will develop a service agreement, care plan and individualised budget with you.

Services delivered are based on your individual needs and the types of services may include:

- Transport for shopping or appointments
- Social Support - providing company at home or during outings
- Domestic Assistance - cleaning, washing or ironing
- Personal Care - showering, dressing
- Home Maintenance - minor repairs, lawn and garden care
- Equipment and Safety Aids - personal alarms, ramps, rails, mobility aids
- Nursing Care - wound dressing, continence advice
- Allied Health - podiatry, physiotherapy, occupational therapy
- Preparing or organising delivered meals to your home
- Medication Monitoring
- Case Management



Answers to Quiz

- 1/ The room with the lions as after 3 years of not eating they would have died of starvation.
- 2/ Yesterday, today and tomorrow.
- 3/ She took her husband's photo.
- 4/ A stamp.
- 5/ Mount Rushmore.
- 6/ Echo.
- 7/ The letter 'e'.



Good friends are hard to
find,
Harder to keep,
Impossible to forget.

DID YOU KNOW??

Bananas are very beneficial to our health. Research has shown that bananas can help with the treatment of blood pressure, anaemia, ulcers and even hang overs.

Bananas contain three natural sugars so give an instant energy boost.

Banana skins have been found to reduce swelling and irritation of mosquito bites.

When compared to an apple, bananas have four times the protein, twice the carbohydrate, three times the phosphorus and five times the vitamin A and iron.



Thank you to Channel 7, Mackay for their continual support of our organisation.

A special thank you to Councillors Karen May and Fran Mann also for their assistance and support.

Also many thanks to George Christensen (MP), Mackay Regional Council, Alpha Rho and Ergon Energy for funding towards purchasing a new transport vehicle.

I can only please one person a
day,

Today is not your day,

Tomorrow doesn't look good
either.



From the Co-ordinator

Hello everyone,

Welcome to 2018. I must apologise for there being no newsletter in March this year but time just got away. Well, where to start. We have had two girls leave us and have three new ones. Sad to see staff leave after such a long time but, I am sure you will enjoy your time with Vicki, Jen and Sharon. We also have a new transport driver. Sally, is very experienced and although only just commenced work has taken to it with ease. Poor Will, still the only male staff member but I think he secretly enjoys being the rose amongst the thorns. Lol.

As you can tell from the front page, Miss Kennedy is no longer our baby. She is a big school girl and turned 6 in March AND is a big sister. She is such a caring and helpful little girl and just adores Brooklyn even when she cries. Last week while mum was having a shower, Brooklyn began to cry, so Kennedy started to sing, Hush a bye baby. Love that little kid!!!!!!!!!!!!!! Brooklyn looks so much like Kennedy did as a baby.

We have been madly seeking funding to purchase a new wheelchair vehicle as "Henry" our first vehicle of the program is starting to become tired and needs to be in Hiace heaven. With the help of Mackay Regional Council, George Christensen's government grant, Ergon Energy and Alpha Rho we are getting closer all the time. Just need a little more assistance.

Thank you to all our volunteers who continue to do a terrific job for us, in Mackay, Mirani, Sarina, Proserpine and Bowen. Your visits really do make a difference. Residents of aged care facilities enjoy the connection of your visits and it is often their only link to their local community.

Take care everyone and stay warm over the coming months. Tracey.

Clients & Volunteers

Please remember, if you have changed your address or telephone number or now have a mobile phone, please let us know.



*Nobody can go back and start a
new beginning,*

*But anyone can start today and
make a new*

Ending