



JANUARY

| Mon | Tue | Wed | Thu | Fri |
|--|-------------------|---|---|-------------------|
| | |  | 1 New Years Day | 2 |
| 5 | 6 | 7 | 8 | 9 |
| 12 | 13 | 14 Cottage Garden Nursery & Antiques Lunch \$20 | 15 Morning Melodies Bronco's \$5 (buy own lunch today) | 16 |
| 19 Hydrotherapy | 20 Exercise Class | 21 Qld Police Museum inc lunch at Toowong Bowls Club \$20 | 22 Walkabout Creek lunch \$20  | 23 Exercise Class |
| 26 Australia Day Public Holiday  | 27 Exercise Class | 28 Australia Day Celebration!! Starring Tenor -Charles Cooper! \$25 | 29 Redland Bay Hotel lunch \$20 | 30 Exercise Class |

FEBRUARY

| Mon | Tue | Wed | Thu | Fri |
|--|-------------------|---|---|---|
| 2 Hydrotherapy | 3 Exercise Class | 4 Easts Leagues Club Lunch \$20 | 5 Morning Melodies Bronco's \$5 (buy own lunch today) | 6 Exercise Class Stay Standing Program |
| 9 Hydrotherapy | 10 Exercise Class | 11 "Side Street Vintage" gifts Bulimba, includes m/tea & lunch \$20 | 12 Victoria Point - Fish & Chips \$20 includes morning tea and lunch | 13 Exercise Class Stay Standing Program |
| 16 Hydrotherapy  | 17 Exercise Class | 18 Client Forum: Aged Care Reforms at Riverglenn 10-12 Morning Tea provided | 19 "Chinese New Year" Banquet - Sun Fay Taringa \$30  | 20 Exercise Class Stay Standing Program |
| 23 Hydrotherapy | 24 Exercise Class | 25 Qld Telecommunications Museum inc m/tea & lunch at Ohio Cafe \$20 | 26 Redcliffe Guided Tour inc lunch \$20 | 27 Exercise Class Stay Standing Program |



Jubilee Community Care

Newsletter January/February 2015

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Indooroopilly

QLD 4068

Call us on:

3871 3220

www.jccagedcare.org.au

Stay independent ... Stay at home.

Manager's Foreword

Welcome to the first Newsletter for 2015. I would like to wish you and your family and friends a very happy New Year, and best wishes for 2015.

Client Satisfaction

This Newsletter contains the results of the 2014 Client Satisfaction Survey. We received very positive feedback from the 173 clients that responded. Some minor issues were raised which I have sought to address in the newsletter. Thank you for your feedback which assists us to continually improve our services for you.

Stay Standing

We are running two more "Stay Standing" programs in the first half of 2015. One starts at the end of January and the other in May. The program involves a weekly commitment for 8 weeks and has proved very beneficial with many of our clients. If you haven't already participated in one of these programs, please consider signing up for 2015. It will help you to stay living independently for longer as well as being a social time each week.

Keeping Cool

Summer is upon us and I would encourage you to stay cool and hydrated as best you can. We have included some tips for staying cool on the next page.

Public Information Sessions

Big changes are afoot in aged care commencing July 2015. We are running information sessions in February and March to help you understand forthcoming changes. The sessions will be held at Indooroopilly and Ashgrove. If you are considering attending, choose the location that suits you better and we will be providing transport to the session. The sessions are open to members of the public and your families, so please feel free to bring others along.

Kind Regards
Shaun

Shaun Riley
Executive Manager



Client Satisfaction Survey 2014

Client Satisfaction Survey 2014

Thank you to all clients and families who completed our Client Satisfaction Survey. We received 173 replies which is a great response and I am delighted to report that you are very satisfied with the services provided by Jubilee Community Care. The full details from the survey are on the next page.



Results from the survey identified the following points that you requested more information on:

Location of a your care/service plan

Your Coordinator will have supplied you with a copy of your plan when you became a client of Jubilee Community Care which they update on an annual basis. Please inform your Care Worker if you do not know where your plan is and they will inform your Coordinator who will either locate or re-issue you with a copy.

My support services are usually provided by the same Care Worker(s)

Whilst 93% of clients responded yes there were some clients who feel this is not always the situation. We will look to address this issue and try to do better in this area.

If the need arises, are you aware of the complaints process and how to make a complaint?

There are numerous ways in which a complaint can be raised:

You may wish to speak with your Care Worker first - some issues can easily be resolved. If you are uncomfortable in doing so you can contact your Jubilee Community Care Coordinator tel 3871 3220.

If you are not satisfied with the way the complaint has been handled by your Coordinator please contact myself Shaun Riley on 3871 3220.

Surviving Summer!

Summer is upon us and it's important to keep cool and hydrated. Here are some tips:



- ✓ Check your home is kept comfortable, keeping curtains and blinds closed to reduce excess heat
- ✓ Drink small amounts of fluids regularly, rather than large amounts of fluids less frequently;
- ✓ Consider alternative forms of fluid, such as jelly, ice-cream or fruit juice blocks and reduce alcoholic or caffeinated beverages
- ✓ Eat frequent small meals
- ✓ Wear loose fitting clothing, use sunscreen and keep skin covered when exposed to direct sunlight;
- ✓ Avoid going outside between 11am and 3pm
- ✓ Consider additional tepid showers or sponging
- ✓ Watch for signs of heat stress, such as nausea, and changes in appearance including red, pale or severely dry skin

Out and About with the Activities Team

At the end of 2014, we say a big THANK-YOU to Vicki, Chris and our team of volunteers for providing a wonderful array of activities throughout the year.



Volunteers Mike, Joanna, Karilyn and Jae at the Client Christmas Lunch



A ballroom dancing display by our very own Claudia and her dancing partner Alex.



The Lord Mayor's Seniors Christmas Party



invite

to older
people and
your families



To a FREE information session explaining the forthcoming changes to aged care services:

- AGED CARE REFORMS
- WHAT WILL CONSUMER DIRECTED CARE MEAN TO YOU
- HOW OLDER PEOPLE CAN ACCESS GOVERNMENT CARE SERVICES

WHEN: Wednesday 18th February 2015

10.00am—12.00noon, morning tea will be provided

WHERE: Riverglenn Centre, 70 Kate St, Indooroopilly
OR

WHEN: Wednesday 25th March 2015

10.00am—12.00noon, morning tea will be provided

WHERE: Ashgrove Bowls Club, Yoku Rd, Ashgrove

RSVP: Jubilee Community Care on 07 3871 3220

GUEST SPEAKER: Sarah Baker, COTA

Sarah Baker works at the Council on the Ageing (COTA) Queensland, where her knowledge of and passion for 'Active Ageing' is used to advance the rights and needs of older people as they age. Sarah has extensive knowledge of the HACC program and service development, knowledge gained through 20 years experience working in Community Services sector. She is COTA Australia's representative on the National Home Care Packages Advisory Group.

CALL NOW
to secure your
seat ... places
are limited.



Client Satisfaction Survey: Overall Results (173 replies)

Note: Figures have been rounded to the nearest full or 1/2 percentage point.

| | |
|--|-----------|
| 1. Have you received adequate information and been involved in choosing the care and support services you receive? | Yes 99% |
| 2. Are you satisfied with range of care and support services that you are able to access through Jubilee Community Care, if not, could you please comment on services that you would like to access? | Yes 99% |
| 3. Do you know where in your home your care plan is located that identifies the care and support services we provide to you? | Yes 95% |
| 4. My support services are organised at a time(s) that suits me | Yes 98% |
| 5. My Care Worker arrives on time | Yes 99% |
| 6. My support services are usually provided by the same Care Worker(s) | Yes 93% |
| 7. Are you satisfied with the quality of work completed by your care worker? | Yes 100% |
| 8. My Care Worker(s) does things the way I want them to be done | Yes 100% |
| 9. Are you satisfied in how your Care Worker respects your privacy and dignity? | Yes 100% |
| 10. Do you understand the fees that are charged for the services provided to you? | Yes 98% |
| 11. Are you aware of your rights and responsibilities as a client, and, the rights and responsibilities of your service provider? | Yes 96.5% |
| 12. Are you aware of Jubilee Community Care's privacy and confidentiality procedures and your rights under the procedures? | Yes 96.5% |
| 13. If the need arises, are you aware of the complaints process and how to make a complaint? | Yes 89% |



STAY STANDING PROGRAM Is running again in 2015



Learn how you can stay **Independent, Healthy and Safe**

WHERE: Venue is Indooroopilly Senior Citizens Club Hall
60 Stamford Rd Indooroopilly.

First program starts: **FRI 6TH FEBRUARY 2015**
(PROGRAM FULL)

Second Program starts: **FRI 22ND MAY 2015**
(PLACES AVAILABLE—BOOK NOW)

Time: 1:30 -3:30 pm Program runs for 8 weeks
RSVP NICKY Coordinator PH: 3871 3220



Some inspiration for 2015. Margaret started running at the age of 64 and has run marathons on each of the 7 continents.

PUBLIC HOLIDAY SERVICES

Monday 26th January is Australia Day. Only personal care services will be provided on this day. If you usually receive a service on this day and want to reschedule the service, please call the office to arrange.



Sixty Years of Marriage

On the 6th November 1954, John and Joan Walpole were married at the Holy Family Church Indooroopilly. Sixty years down the track and they have lived at Indooroopilly for almost the whole of their married life. They built a house opposite Indooroopilly Shoppingtown in 1957 and that is where they live today.

At the time of the marriage, Joan was a dental assistant having completed her schooling at Holy Family School. John was working at the accounts section of the Brisbane Gas Company and was required to do the figures for the accounts in his head! At one stage, he set the record for adding up 100 accounts in an hour!

John and Joan met each other at a dance at St Finbarr's hall at Ashgrove, where John had grown up. John has fond memories of childhood adventures around Ashgrove with billie carts, ponies and bicycles and riding the trams with his father who was a trammie.

In the early years of their marriage, John and Joan would often visit the zoo that was within the City Botanical Gardens. They have many memories of Indooroopilly before shoppingtown existed and the beautiful houses that were knocked down when it was built. John organized the gas supply for shoppingtown in the early days.

The couple has 2 children – Paul and Theresa – and 6 grandchildren. John retired in 1995 and is an active member of the Vintage Speed Car Association, having been involved in racing cars in his younger days.

What is the secret to a long and happy marriage?

John: "You're either committed or you're not. When things change, you have to cope."

Joan: "Keep your cool!"

And both agreed that a sense of humour had helped. Happy 60th Anniversary to John and Joan!



Now and then...

