

all about living<sup>inc</sup>  
choice | support | connection



## IN THIS ISSUE

- From the Manager
- We have moved!
- Thank you Les!
- Bunnings BBQ
- Thank you!
- Winds of Change
- Have you seen our new website?
- Recognition of service
- From Accounts
- Public Holidays and Office Closure
- Where to find more information
- Group Activities update
- Thank you!
- Groups Activity Calendar



Patron of **all about living** Inc. Mr Rod Chiapello



## FROM THE MANAGER

As we complete the first quarter of 2014 I am reminded of how far we have come in a short period. In late 2012 **all about living** develop a 'bucket list' of goals to ensure a smooth and sustainable transition into the reformed world of aged and disability care in Australia. The list included but was not limited to the highly ambitious goals of:

- diversification to ensure sustainability
- expansion and continuous improvement
- restructuring to streamline service delivery
- improved efficiencies
- a new location for head office

I am proud to say that today we are well on the way to fully completing the activities on our bucket list:

- we have moved to a new head office in Sandgate
- we have secured additional and diversified revenue streams including a significant collaboration with North Brisbane Medicare Local
- we have successfully restructured
- we have made a number of improvements in the way do things, including introducing BPay for our Participants and restructuring our rostering system to enable us to more accurately predict and communicate our service delivery times
- we have expanded some 30% over the past 16 months

As always our focus remains on our Participants and the quality of services we deliver to them. I look forward to the embedding of the 'bucket list' changes in 2014.

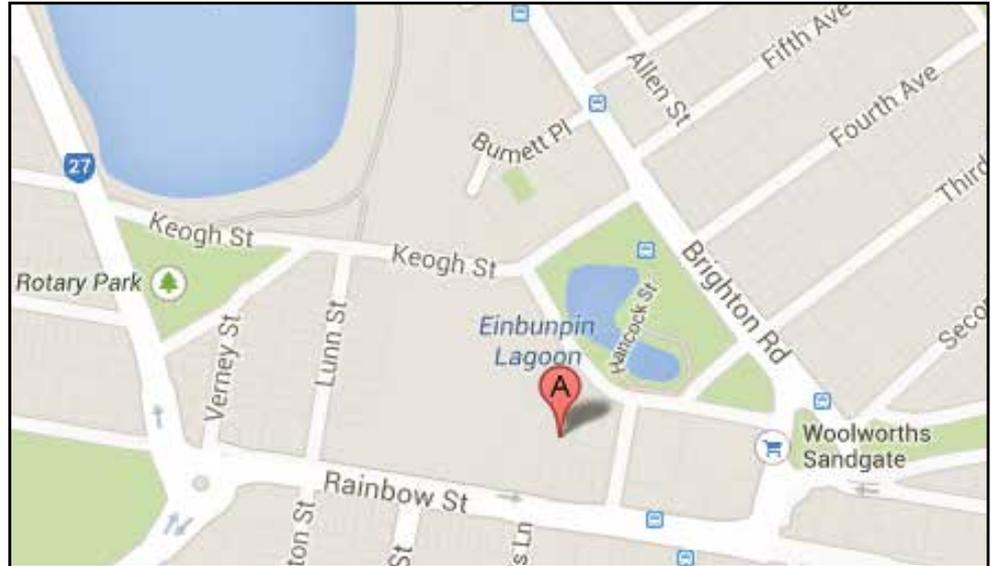


# WE HAVE MOVED!

After a long search **all about living** has secured a fit for purpose premises for its head office in Sandgate. The new premises will provide us with much needed additional space and ensure that we are able to continue to develop and expand our service delivery within the North Brisbane community.

Our new address is 28A Lagoon Street Sandgate.

If you have trouble finding us just head for Jeays Hardware and you'll find us.



There is a long list of contributors who have helped to make **all about living's** new premises a reality and I would be remiss if I did not make special mention of Mr Les Baston.

Les constantly amazes me with the commitment and energy he has for **all about living**. Les has been a driving force in finding, fitting out, moving and establishing both our Baskerville Street centre and our new Lagoon Street Head Office. I take my hat off to Les and thank him for the contributions that he makes to ensuring that the North Brisbane community can access high quality services.

Thank you Les Baston  
or should I say Clark Kent

Thank you also to:

- \* British Ladies Club
- \* Gill & Lane Solicitors
- \* Qld Department Natural Resources & Mines
- \* Victoria Newton, Counsellor for Deagon Ward
- \* Kerry Millard, Member for Sandgate





**all about living** Manager Teresa Reed (R) with Joanne

## BUNNINGS BBQ

**all about living** wishes to thank Bunnings Carseldine for the opportunity to hold its first BBQ fundraiser. With the help of staff and volunteers we were able to raise funds that go directly back to providing better services to our Participants.

A special thank you to Joanne Young who donated her entire day to the event. After cooking 35kg of sausages she may never cook a sausage on the BBQ again.

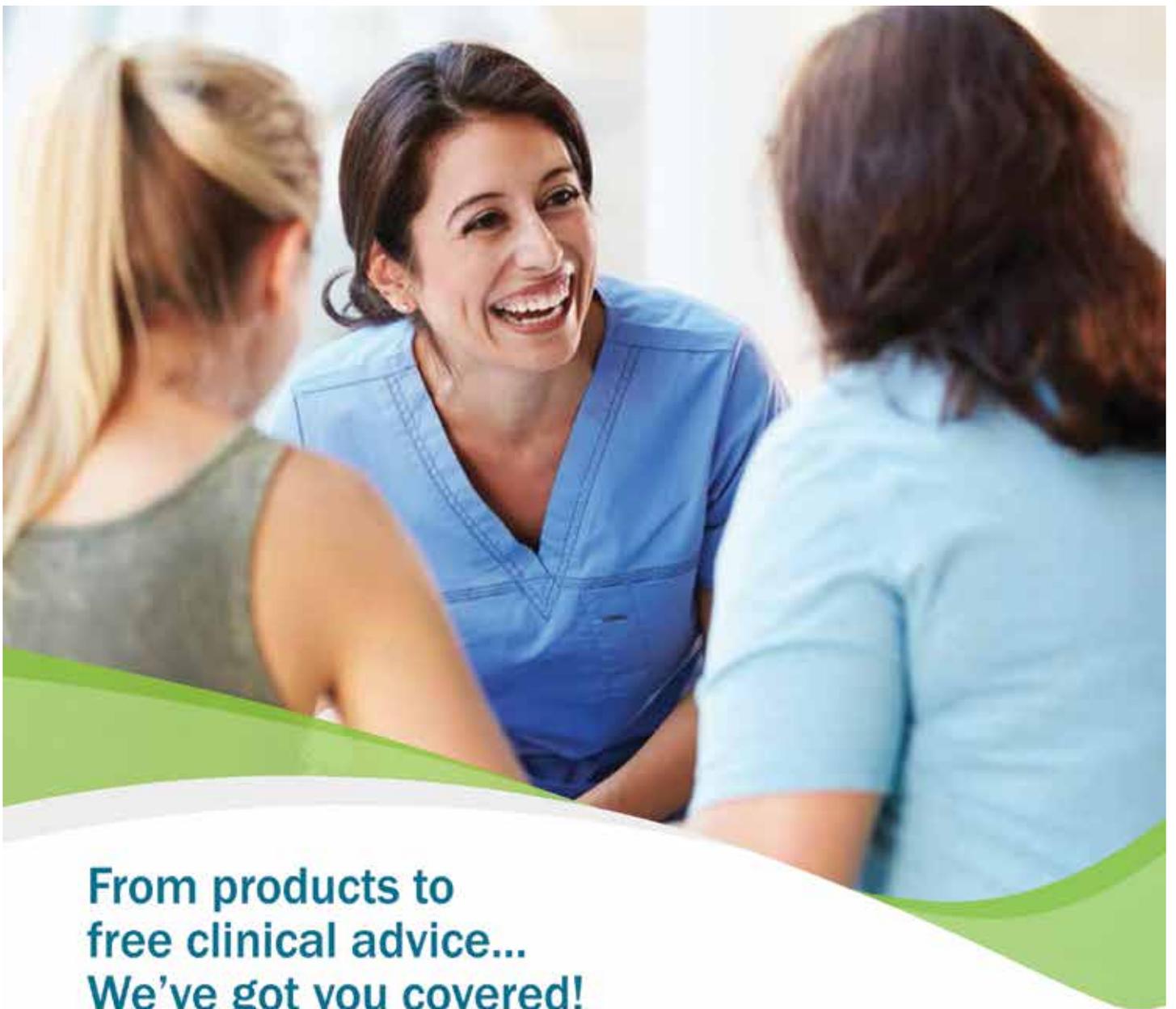
Thankyou to Matthew from Ray's Outdoors Kippa-Ring for a really good BBQ at a bargain price, for use in our Activities Centre.



Honourable mentions for their efforts on the day include:

- \* Mr Les (**Superman**) Batson
- \* Mr Jim (**the spruiker**) Doyle
- \* Mr Quentin (**onions**) Hannah





## From products to free clinical advice... We've got you covered!

At Independence Australia, we carry all the major continence brands and stock thousands of specialty products.

- Disposable adult pads, free samples available
- Children's nappies
- Reusable washable pants
- Catheters and drainage accessories
- Urinals and urinary drainage
- Waterproof bedding, chair pads and absorbent mats
- Urology and Continence Nurse Advisor available to assist with product choice and management strategies, free of charge.



Independence Australia is a not-for-profit organisation. When you shop with us, you help to support and provide vital services to people living in the community with a disability or physical need.



### Order today

- ☎ 1300 788 855
- ☎ 1300 788 811
- @ customerservice@independenceaustralia.com
- 🌐 store.independenceaustralia.com

*independence*  
AUSTRALIA

# WINDS OF CHANGE

*“when the winds of change blow, some people build walls, others build windmills”*

Australia is going through an unprecedented period of change within aged care and disability services. In response **all about living** is busy building our own windmills to ensure we not only adjust to the changes but we harness the opportunities for improvement and innovation that the changes bring. The achievement of our 'bucket list' goals has seen the introduction of several new staff members:

- \* Sally Cramer - Head Office
- \* Joanne Young - Case Manager
- \* Jackalyne Jensen - Support Worker
- \* Amy Carrol - Support Worker
- \* Ashley Walsh - Support Worker
- \* Quentin Hannah - Resident Handyman
- \* Patricia Abrahamse - Support Worker
- \* Ann-Maree Carter - Support Worker
- \* Margaret Stewart - Support Worker
- \* Rachel Ware - Support Worker

We welcome and proudly introduce our new team members who are proof that building windmills instead of walls is the key to a sustainable future.



# HAVE YOU SEEN OUR NEW WEBSITE?

We have been working hard to improve the design and look of our website! Visitors to our website should now find it easier to find the information they need. So why not have a look and tell us what you think.  
[www.allaboutliving.com.au](http://www.allaboutliving.com.au)



## RECOGNITION OF SERVICE

**all about living** would like to congratulate our Support Worker Jodie Wake, who was recently awarded the Lions' 2014 Bracken Ridge and Surrounding Suburbs Community Awards' Individual Member of a Community Group Award. An Honour well deserved for a tireless worker within the Community.

(L-R): Teresa Reed (Manager, AAL), Member for Sandgate Kerry Millard, Jodie Wake, Danielle Hannah (Service Delivery Coordinator)

## FROM ACCOUNTS

**Direct Deposit Payments:** We have received a number of transactions without reference numbers on our recent bank statements. We would like to take this opportunity remind everyone that if you pay through your bank to please use your invoice number and your surname as the reference on the transaction.

As you will appreciate with over 500 Participants it becomes increasingly difficult to determine who and what payments are made for without a reference number or name. If you have any questions please do not hesitate to contact us on:

Email: [accounts@allaboutliving.com.au](mailto:accounts@allaboutliving.com.au) OR telephone **3269 1915** and press "5" for accounts department.



# PUBLIC HOLIDAYS AND HEAD OFFICE CLOSURES

Just a quick reminder that there are a number of public holidays over the next few months:



**Anzac Day**  
Friday 25th April 2014



**Good Friday**  
Friday 18th April 2014



**Easter Monday**  
Monday 21st April 2014



**Queen's Birthday**  
Monday 9th June 2014

Our head office will be closed on all of these public holidays and arrangements will be made with Participants who normally receive services on these days.

# WHERE TO FIND MORE INFORMATION



My Aged Care is a website and phone line to help you get clear and reliable information on aged care services. By using My Aged Care, you will be able to find up-to-date information on aged care services in your local area, as well as information on how to be active and healthy. You can access information on the user-friendly website – [www.myagedcare.gov.au](http://www.myagedcare.gov.au) – 24 hours a day, seven days a week. Or you can call the My Aged Care phone line on **1800200422**. This operates from 8am to 8pm, Monday to Friday and from 10am to 2pm on Saturdays, wherever you live in Australia.



The Department of Communities, Child Safety and Disability Services helps people with a disability and their families to access the support and services they need as they move through the different stages of their life. Support areas include:

- Accommodation support
- Adult and Community Support Services
- Family and Early Childhood services
- Older Carer Initiative
- Parent Connect Initiative
- Queensland Community Care Services
- Community Aids Equipment & Assistive Technologies Initiative (CAEATI)

PH: 13 QGOV (13 74 68)

W: <http://www.qld.gov.au/disability>



Disability Care Australia is the national disability insurance scheme. It will support people with permanent and significant disability, their families and carers. The scheme is a new way of funding individualised support for people with disability that involves more choice and control and a lifetime approach to a person's support needs. It will focus on early intervention, recognising that timely support can minimise the impact of a disability. It will provide assistance at the right time, rather than only once people reach crisis.

PH: 1800 800 110

W: <http://www.ndis.gov.au/>

# GROUP ACTIVITIES UPDATE

This month our Thursday group was treated to the sounds of the cornet when the talented Jeff Herbert performed for us at our Baskerville Street Activity Centre. Thanks again Jeff!



We have received a high volume of feedback on our new look activities calendar. We thank you for your input and encourage you to look out for the next edition which has been revamped based on your suggestions.



February has seen our Tai Chi group grow, as we welcome four new participants to the group!

If you are interested in joining any of our group activities don't hesitate to give us a call on 3269 1915 and press 2 to speak to the Activities Officer, Taryn.

In January we held an Australia Day celebration to help raise funds for a BBQ for our Activity Centre. We managed to raise a massive \$187.00 to put towards it! Our Men's group have been making the most of our new BBQ and have been cooking up a storm every second friday.



Coming Soon!

We are hosting a Vital Call Alarm information day on Thursday May. Rhiannon from VitalCall Will be giving a presentation about personal alarms. If you would like to attend please call Taryn.

all about living wishes to thank the Pine Rivers Darts and Sporting Club for its generous donation of high quality darts and dart boards that are incased in beautiful cabinets





| Monday   | Tuesday   | Wednesday                                  | Thursday  | Friday  |
|--|---|--|---|---|
|  |   | <b>Tai Chi</b><br>\$10.00 per person       | 1<br><b>Brain Gym</b><br>Number plate scramble<br>\$10.00 |        |
| 5  | 6   | 7<br><b>Tai Chi</b><br>\$10.00 per person  | 8<br><b>Karaoke</b><br>\$10                               | 9<br><b>Men's Group</b><br>BBQ at Baskerville<br>\$10.00                                  |
| 12<br><b>Ladies Group</b><br>Board Games<br>\$10.00 per person                   |  | 14<br><b>Tai Chi</b><br>\$10.00 per person | 15<br><b>Diners club</b><br>\$10.00 plus lunch            | 16<br> |
| 19   | 20  | 21<br><b>Tai Chi</b><br>\$10.00 per person | 22<br><b>Vital Call alarm presentation</b><br>\$10        | 23<br><b>Men's Group</b><br>BBQ at Baskerville<br>\$10                                    |
| 26<br><b>Ladies Group</b><br>Board Games<br>\$10.00 per person                   | 27  | 28<br><b>Tai Chi</b><br>\$10.00 per person | 29<br>BBQ at Baskerville<br>\$10                          |       |

**Ladies Group:**

Come and join us as we have morning tea and a chin wag and put our game skills to the test at the **all about living** Activity Centre.

**Tai Chi - 11.00am—12.30 pm:**

Tai Chi is a Chinese exercise which uses slow, smooth body movements to achieve a state of relaxation of both body and mind. It can help achieve a state of physical and mental relaxation while also strengthening the cardiovascular system. This is a 45min class with a light lunch included afterwards. Beginners are Welcome!

**Brain Gym**

Today we will be putting our brains to the test as we try to unscramble number plates! Come along and give it a go.

**Karaoke**

Today we will be having a morning of Karaoke with some of our favourite songs from the 30's and 40's.

**Vital Call alarm presentation**

Rhiannon from Vital Call will give a presentation about the vital call personal alarms

**BBQ at Baskerville**

Come and join us at the all about living Activity Centre as we throw a snag on the Barbie.

**Men's group**

Our Men's group meets every second Friday at our Baskerville St activity centre. They enjoy dominoes, cards, darts and swapping stories over a cuppa and biscuit or over a BBQ Lunch and cold softdrink.

**Diners club - Lunch at the Seaview Hotel**

Come and enjoy lunch with us at Shorncliffe's Seaview hotel. Please note: todays cost is \$10.00 plus lunch at the individuals expense.

**Come join us!**

If you would like to participate in any of our activities or would like more information, please call 3269 1915 and press 2 to be connected to the Activities Officer. We appreciate and encourage feedback and suggestions if you have activities that you or your friends might be interested in participating in.

