

CentacareCQ chat MONTHLY



Shaping the future of aged care

CentacareCQ is focused on the future of their clients following the Final Report of the **Royal Commission into Aged Care Quality & Safety**.

Following the Australian Government's commitment to implement several of the key recommendations from the report over the next 5 years, CentacareCQ's Community Care team have been discussing the findings from the Royal Commission to see what these recommendations will mean for services in the future.

Director Robert Sims said while big changes were on the horizon, CentacareCQ was embracing the changes and working with their clients to help them through the transition.

“CentacareCQ has always had a **strong focus** on putting our **client's needs first**.”

CentacareCQ Director Robert Sims

“We are really supportive of what the Royal Commission has done and look forward to working with the Australian Government in the long term to continue to provide quality aged care,” he said.

“From the 148 recommendations that have come out of the Royal Commission, we are ready to embrace the changes, do the work, and help clients through them as they come.

“CentacareCQ has always had a strong focus on putting our client's individual needs first – at the end of the day, **You Matter**.”

During a recent discussion panel, managers and leaders heard from a current client and carer who spoke of their experiences accessing Aged Care support through CentacareCQ and what these reforms could mean for their day-to-day lives once introduced.

It was identified that it was important to understand the specific recommendations and to discuss ways for these to be implemented within CentacareCQ.

The discussion panel with the client and carer was instrumental in helping staff to look past the upcoming changes in processes and policies and be able to understand the generational change that could occur and the improvement to our client's lives that will happen if these reforms are implemented correctly.

One of the key findings from the Royal Commission was the need to place people at the centre of aged care, something CentacareCQ has embraced whole-heartedly since its early beginnings.

CentacareCQ Clients are regularly given the opportunity to share their recommendations of the types of activities they would like to be involved in for social group activities conducted throughout the Diocese. In addition to this, CentacareCQ's Home Care Packages (as well as NDIS plans) are tailored to suit every client's individual needs to allow them to focus on what's important in their lives.

Robert said the team was looking forward to the changes ahead to improve the aged care system for the better.

New staff, new changes, new beginnings



Welcome to our June edition of the CentacareCQ Chat.

Can you believe it's winter already? Time to get out the woolly blankets, socks and warm winter threads.

We, here in the Central Region, are pleased to welcome a number of new staff to the team, particularly in our National Disability Insurance Scheme (NDIS) sector.

We are excited to now have a full NDIS team including NDIS Plan Officer (non-support coordinated clients) Melissa Cameron and support coordinators Zoe Newman and Kaitlyn Taylor.

We are always recruiting new staff throughout our aged care, disability and family services to help you with your needs so that you have more time to do the things that are important to you.

We are eager to see what the future holds, particularly in terms of the Royal Commission (featured in this edition) so that we can prepare our services and team to best support you and the wider community.

Monica Laws,
General Manager
Health and Wellbeing Central Region.



Margaret Kearney and CentacareCQ support worker Lal Surendra enjoy each other's company as Lal waters Margaret's garden. Lal said there's no greater reward than being able to help others in the community.

CentacareCQ support worker shares the joys of his job

As the sun filtered through the lattice work of Margaret Kearny's veranda, she shared a smile with CentacareCQ support worker Lal Surendra.

The pair exchanged stories of family, music and cooking as Lal watered the succulents with care.

Margaret said she has been receiving support for her Home Care Package from CentacareCQ since August 2019.

She said she was grateful for every bit of help she has received to make her life a little easier. This has included getting help with keeping her home clean and tidy and making sure she could attend her important appointments in town.

Margaret said she has kept her very own record of every worker who has helped her as a way of remembering and appreciating the support she's received since her first service.

"You couldn't ask for better people," she said running her finger down the exercise book filled with her pages of previous appointments.

"Like this one, Tabitha, she took me to the hospital for an appointment – she was wonderful.

"On another occasion I had to get a new photo for my ID card, and the lovely Rebecca helped me and afterwards we got take away and ate it back at my place.

"And I had another lovely lady," she said flicking through the pages eagerly trying to find the booking. "She took me out to lunch at the Frenchville Sports Club – it was absolutely lovely."

Margaret said she has always been a fan of the women of CentacareCQ who have helped her – whether it was a phone enquiry or an actual service in person.

She said she had always preferred female support workers as she felt more comfortable with them.

This was until recently, when she met Lal Surendra.

Margaret explains: "The support worker who was scheduled to help me with some cleaning had fallen ill. The lady on the phone asked me if I was happy if Lal could come over to assist instead."

"Later that morning, I was greeted by Lal who came and made my bed, cleaned my shower and toilet in no time at all.

“You couldn't ask for better people”

CentacareCQ Client Margaret Kearny

"He was incredibly well mannered, caring of my needs and in particular how I needed to have my bed made which meant a lot to me.

"I give praise to him – he was so helpful!"

With more than 12 years experience and a swag of awards recognising his dedication and passion in the health and aged care industry, Lal Surendra joined CentacareCQ three months ago as a support worker.

He said the role has been a great way to engage with people in his community, listen to their stories and give them the care and assistance they need to make their day a little easier.

How we can help

- Social Support
- Domestic Assistance
- Personal care
- Medication Monitoring
- Nursing Care
- Transport
- Social Groups
- Meal Delivery

If you would like to find out more about how CentacareCQ can assist you



Phone
1300 523 985



Web Chat
centacarecq.com



Facebook
Messenger

Sudoku (medium)

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Your feedback matters to us!

Do you know a CentacareCQ staff member who's gone above and beyond? We'd love to hear from you!

Call us: **1300 523 985** or

Visit: **centacarecq.com/feedback**

Walk a mile in my shoes

*"Walk a mile in my shoes...
See what I see... Hear what I hear...
Feel what I feel... Do what I do...
Then maybe you will understand why I do what I do...
Until then, please do not judge me!"*

Let's take a moment to reflect and *walk a mile* in the shoes of all those who work with us day after day.

Every day they see, hear, feel and do everything that most folk don't. They assist the most vulnerable people in our community, the aged and those with a disability, to do those tasks that they are unable to do for themselves.

They hear and see firsthand what it is like to be lonely, to be vulnerable, to be unable to do what others do and they feel that frustration.

Every day they walk a mile in their shoes as they try their very best to provide them with the best lifestyle possible.

So when you see our CentacareCQ people, give them a high five, a smile, or just a simple thank you and understand how special these workers are to do what they do.

Sincerely, to all our valued staff here at CentacareCQ, 'thank you' for all that you do!



Don Butler
Human Resources Manager

Recognise the signs of Elder Abuse

Elder abuse can take many different forms. It can be emotional, psychological, financial, physical or sexual abuse, or neglect. It's important to recognise the signs that someone may be experiencing so that Elder Abuse can be reported. Some of these signs may include:

- Being afraid of someone close to them
- Being irritable, or shaking, trembling or crying
- Being depressed or withdrawn, talking of suicide
- Showing disinterest in their usual interests
- Presenting themselves as helpless, hopeless or sad
- Feeling worried or anxious for no obvious reason
- Being reluctant to talk openly.

They may also show other signs including:

- Changing their sleeping patterns or eating habits
- Have a rigid posture
- Making contradictory statements not associated with mental confusion
- Waiting for another person to answer rather than answer questions themselves
- Radically changing their behaviour.

Where to get help

- Elder Abuse Helpline **1300 651 192**
- ADA Australia **1800 700 600**
- Queensland Human Rights Commission
1300 130 670
- beyondblue **1300 224 636**
- Crime Stoppers **1800 333 000**
- Office of the Public Guardian **1300 360 044**



For more information about our wide range of services
please visit centacarecq.com or call **1300 523 985**