

maitland community care services



VOLUNTEER NEWSLETTER

AUTUMN 2017 EDITION

Welcome to our first edition for 2017, the year is passing by very quickly already, I hope you all enjoyed the Christmas Break and finding it hard to believe we are approaching the Easter break.

As you are aware, aged care funding has changed and continues to change, which means MCCS must change with it. We have recently increased our prices across all services, so if any client mentions this and are unsure or have any questions, please refer them to phone the office.

We will be Celebrating Volunteer appreciation week again this year in May 2017, and have included some information in regards to this evening in the Newsletter, please save the date as we would love to see as many as possible at this event, so we can say Thank you for all your devoted time you give us and our clients.

We are always interested to hear your feedback, so we can continue improve on our services across the organisation, so please always feel free to come and speak to me or any staff member if you have any concerns or suggestions.

Tanya Meyn
Support Services



VOLUNTEER APPRECIATION WEEK 2017



Our annual Volunteer appreciation dinner is in the process of being organised.

Date: Tuesday Evening
9th May 2017

Venue: Lorn Park Bowling Club

A formal invitation with all details will follow in due course.



Welcome New Volunteers

We have some new faces to welcome to our organisation, if you see a new face, please say Hi and make them feel welcome and part of our team.

DALLAS F
DAVID C
ROBYN Mc
WENDY G
BOB Mc
CHERIE A
TREVOR W



Social Events Group News.

2016 was a highly successful year for our Social Events/Fundraising group. Our last event was to provide a Christmas Party for 50 of our clients. They had a wonderful time and left with a gift and goodie bag. We also packed lots of small hampers for clients not attending the party. Thanks to the volunteers who delivered them along with their meals in time for Christmas.

The Social Events group have started to organise some events for 2017. First up is a stall at the Maitland Taste Festival in March, please come and say hi.

Our Annual Trivia night at East Maitland Bowling Club is always a great occasion and will be held on 24TH March. Cost is only \$10 per person and starting at approx. 6.30pm for a 7pm start. You can make up a table of 10 on your own, or can join another table. BYO Nibbles and drinks can be purchased at the bar. For more information or to purchase tickets, contact Eileen on 49343630.

We are also in the process of organising another shopping bus trip, this is likely to be held on 2nd September 2017, more details coming soon.

Do you have any unwanted Christmas gifts..... We would happily re-gift those for you, to be used in our fundraising efforts.



Some very helpful volunteers and elves at the Client Xmas Party



Our Chairperson, Chris, chatting with clients Dawn and Judy at the client Xmas Party



Santa and his helper delivering gifts to our client Cavall.

USEFUL INFORMATION

I have included some up to date information, as it is always good to be aware when ever asked question by clients or people on the street wanting to access our service. Always refer them to call the office if in any doubt.

Refer a client to My Aged Care

Clients should be registered with My Aged Care before they can receive non-urgent services. If a client approaches you directly to organise services, you can:

use the [Make a referral form](#) to help them register with My Aged Care.

You should tell the client that the My Aged Care contact centre may call them (or their representative) to discuss their needs, **OR** help them to call My Aged Care on **1800 200 422** for registration and phone screening.

Eligibility

You may be eligible for services under the Commonwealth Home Support Programme if you are:

- 65 years or older, or 50 years or older and identify as an Aboriginal and Torres Strait Islander person, or 50 years or older and on a low income, homeless or at risk of homelessness
- still living at home, in need of help at home to continue to live independently.

Services

Depending on your needs, support services that you may be eligible for include:

Community and home support

- domestic assistance – household jobs like cleaning, laundry
- personal care – help with bathing, showering or getting dressed
- home maintenance – minor general repairs and care of your house or garden, for example, changing light bulbs or replacing tap washers
- home modification – minor installation of safety aids such as alarms, ramps and support rails in your home
- [social support](#) – social activities in a community-based group setting
- transport – help getting people out and about for shopping or

MEET MCCS CLIENT, VICKI.

Meet Vicki. She's 95 on the 3rd of March and is an active member of the MCCS art program. Our activity based programs provide critical social support to many people in our community who live alone. Here's what Vicki had to say about the 'Art for Everyone' program:

How did you hear about Maitland Community Care workshops?

I used to go to Bingo then after a while I felt like I wasn't make the most of my time and money so I looked up the program and found the art course and decided to see what it is like.

What prompted you to try the 'Art for Everyone' classes?

Nothing special - I thought it was something different at my age but the most important it is to see other people.

Have you leaned much from the art classes?

I like it and I have discovered a latent talent for drawing and painting. I was very excited to discover a new talent at my age. I enjoy the company because I live alone.

What styles of art do you like?

I like anything that can be enjoyed by everyone.

One thing I really enjoy is the sandwiches which are fresh and I enjoy the company of other people. I feel like I'm part of the group.

I didn't expect to become an artist but I can paint and draw and my family can see what I can do.

Where do you live?

Thornton. I was born in Suez and my parents were Maltese. I grew up in Suez on the Suez Canal. I came to Australia in 1949 at the age of 27. We came here for jobs and I worked a clerical assistant in Sydney. I came to Maitland at Christmas time 2002 because my daughter lives here.

I live independently at home and still do my own cooking, washing and cleaning.

What else do you do to keep your mind and you active?

Sewing. I make clothes - I'm good dressmaker. I made a frock for myself to show them that at 95 I'm still capable of thinking. I am a creative person. I like to keep busy.

I made about 50 bookmarks out of beads with painted decorative patterns and figures. I buy beads from op shops and collect them to use.





MCCS encourages feedback from clients, carers, advocates, members of the public, external stakeholders, other service providers as well as our staff and volunteers.

Positive Feedback —Compliments etc

Negative Feedback - Complaints assist in continual improvement to services.

Please discuss feedback with your supervisor at any time.

TRANSPORT DRIVERS

If you are held up for any reason, client not at designated spot, client not ready etc, please remember to ALWAYS phone the office, even if it is only a short delay.

This is especially important when you have other clients waiting for pick ups. The transport office staff are often able to arrange alternate pick ups.

Also please remember MCCS is a door to door service for clients, please offer this service with each client.

TIMESHEET REMINDER

A friendly reminder to all Social Support volunteers, that timesheets are required in the office, no later than 4pm Friday afternoons.

This allows us time to process them asap Monday morning.

We thank you and appreciate your cooperation.

QUALITY REVIEW

MCCS recently underwent a Quality Review process, which is mandatory for all service providers to continue to provide quality service and funding. We wish to thank all the volunteers who were involved in this process.



Operation Christmas Child

A PROJECT of SAMARITAN'S PURSE

A big thank you to everyone who donated or helped in anyway in our Operation Christmas Child Project. A special mention must go to **Carol Rollings** who kindly donated her handmade hats, pencil cases and more, they were perfect for this project and we truly appreciate your generosity.

We are hoping to do this again in 2018, as our Friday Fun Centre clients thoroughly enjoyed the experience.

We received notification from The Samaritans just before Christmas that our shoe box's were delivered to Papua New Guinea.

Every shoe box is a wonderful expression of unconditional love that brings Good News and great joy to the boy or girl who receives it.

Thank you again for participation in Operation Christmas Child.



AFTER HOURS PHONE
NUMBER

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Units 3-6, 27 John Street
TELEARAH NSW 2320

Phone: (02) 49325755
Fax: (02) 49325800
E-mail: mail@mccs.com.au

0408 229 801

Please keep this number in your phone or in a handy location, and if you are unable to attend a rostered shift, please call at your earliest convenience so we can re allocate another volunteer.

Thank you



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TIME'S
PRECIOUS,
SO ARE YOU

