



**Mt Gravatt**  
**COMMUNITY CENTRE INC**

Supporting the Community Since 1990

## **YOUR NEWS**

Issue 11, September 2019

*Keeping you connected to Mount Gravatt Community Centre  
and your Neighbourhood*

Development \* Dignity \* Potential \* Partnership \* Community \*  
Belonging

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### **From Deb's Desk**

We would like to thank those of you who took the time to complete the survey that was sent out a few months ago. The feedback we have received has been very beneficial in the continuous improvement of our service delivery. It also highlighted that our core values of dignity and belonging were being demonstrated by our staff.

We were honoured to have the Honourable Luke Howarth, Assistant Minister for Community Housing, Homelessness and Community Services along with Ross Vasta visit the centre in August. They met with local community members

who have experienced the plight of homelessness and were deeply moved by their stories. There are 116,000 Australians without a place to call home and we want to help connect friends in our community with the assistance they need. The upcoming work at *Bernie's Place* will contribute to this.

The architectural plans to raise and fit out underneath *Bernie's Place* are now complete and we feel that much closer to seeing our vision realised. The work to make this space accessible to those most in need in our community will be completed through funding secured from the Australian Government with the assistance of Ross Vasta. Once the contract is received, the tender process will commence to engage a builder.

Did you hear us on ABC Radio in July talking about our Ways to Wellness project? We put our best radio voices on to promote the importance of addressing social isolation in our community. We have also welcomed Elise Marr to the project as a Link Worker, providing a presence in local medical centres. The team have been industriously presenting to health care professionals and other community organisations on referral pathways and how patients can access support.

As the centre's work expands, so does our need for resources. We were fortunate to receive a Thriving Communities grant through the Department of Communities to upgrade some of our computer equipment. The changeover of equipment has now commenced, to the delight of our staff. The old equipment will still be put to good use .... We have also purchased some new vehicles to ensure our workers are able to reach and service the demand in our community.

Congratulations to our Skilling Queenslanders for Work participants who have recently graduated. The participants were enrolled in a Certificate III in Individual Support, completing theory as well as practical training. Many of the students have already found employment and we congratulate all the students on their achievements. This program has been funded again by the Department of Employment, Small Business & Training, with the next commencement date in February 2020. If you or someone you know is interested in working in Individual Support, keep a look out for our upcoming information session.

Senior's Week was a great time in August. We celebrated at the centre with a morning tea and cake, along with some impressive belly laughs. A group continued on to the Buddhist temple in Eight Mile Plains for an informative tour & lunch.

We celebrated our first office crazy day in August, with staff raising funds by wearing a crazy hat to work. The team will nominate a new theme each month to raise money for a charity to be decided at the end of the year. Look out for odd sock day in September.

I would like to take this opportunity to thank our many volunteers that help us to run a vibrant and supportive organisation. We rely on some wonderful diverse people in our community to provide the range of services we offer – from the homework clubs to our community pantry. Your hard work does not go unnoticed.

Lastly, I would like to encourage readers to like us on Facebook and subscribe to our Newsletter and MailChimp updates to be kept informed of the many opportunities and activities that come up at Mount Gravatt Community Centre.

Deb Crompton  
Chief Executive Officer  
Mt Gravatt Community Centre



## **Ways to Wellness Project**

### **Connecting you to your community in Mt Gravatt and surrounding suburbs**

Health and well-being starts with taking care of ourselves as best we can and this includes having social connections. However it isn't always easy to know what groups, clubs and activities are out there in the community and also making that first step to go along to a new group. The Ways to Wellness Project, funding by State and Federal Governments, helps people to connect with their local community, by supporting them to join a club, activity or even an exercise class. Our Link Workers, Wendy and Elise, can work with you to help identify activities you might be interested in and connect you with local classes,

social groups and clubs within the community to help you reach your well-being goals.

We also know that sometimes it can be daunting going to a new group or activity on your own, so Wendy and Elise can even accompany you initially to the group and introduce you! Wendy and Elise have a vast knowledge of the groups, activities and services in the local community, which ensures they are linking you to a welcoming group that meets your interests and needs.

This is a **free** service offered to our local community and is for anyone aged 16 years and above.



Wendy Blackmon



Elise Marr

Wendy and Elise can meet you at a place that is convenient to you, to learn about your interests and support you to engage with meaningful group programs in the community.

Together you will be able to:

- Explore what is important for your life and well-being
- Identify the local activities and social groups you can benefit from
- Gain support and encouragement to start using services and doing activities that can help you

Wendy and Elise have already supported a large number of people with connecting to new social activities. This includes groups such as the Mt Gravatt Men's Shed, exercise classes, craft groups, knitting/sewing/crocheting groups, social groups, volunteering, music groups, bush walking and friendship groups. Groups like these and many more, in our local community are really keen to welcome you!

If you would like to have a confidential chat with Wendy or Elise, please phone on either 0412 679 833 or 07 3343 9833 or email: [linkworker@mgcci.org.au](mailto:linkworker@mgcci.org.au). The Ways to Wellness website is now live and you can find out more about the project at: [www.waystowellness.org.au](http://www.waystowellness.org.au)

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## Getting out and about in the Community

Please check out a some of the events that will be happening out in the Community. Click on the Link for more information.

Women Supporting Women in Business, September 11<sup>th</sup> from 5pm at Cenzo's Café + Bar, 131 Lumley Street, Upper Mt Gravatt. RSVP to [Mansfield@parliament.qld.gov.au](mailto:Mansfield@parliament.qld.gov.au)

[Wishart Neighbour Day Picnic in the Park on October 27<sup>th</sup> from 11am until 2pm](#)



### Breast Cancer Awareness High Tea & Fashion Parade

Lions club of Brisbane MacGregor invites you to their Annual High Tea and Fashion Parade.

When: Saturday, 19th October 2019,  
9.30am for 10am start

Where: Newnham Hotel, Delavan  
Room (Delavan Street entrance)

It is only \$30 per person and great raffle prizes will be available to win with raffle tickets 5 for \$5 and you choose the prize packs you'd like a chance to win.

It will be a great fundraising event for "Be Uplifted" and a representative will speak on the day about where the funds will be used and what support services they offer.

Fashions by: Fashions On Mayfield

Seating is limited so please RSVP by 12th October 2019 via phone or text to Angela on 0408 334 348 or email [macgregorlionshightea@gmail.com](mailto:macgregorlionshightea@gmail.com)

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## Congratulations to our Certificate III Graduates!



From Left: Liam Briggs, Jenie Keegan, Kacey Burns, Belinda Davies, Victoria Morris, William Wilson

Congratulations to our hard-working 2019 Skilling Queenslanders for Work graduates for completing their Certificate III in Individual Support, Aged Care and Disability! We are very proud of you and wish you many happy years of employment in the aged care and disability support sector.



Thank you to Robyn Keenan and Amanda Corrin from Ace Community Colleges for your wonderful teaching and organising efforts. Thank you also to Corrine McMillan MP and to the Queensland Government for supporting the program.

The training was proudly funded and supported by Queensland Government through its Skilling Queenslanders for Work Initiative.





Corrine McMillan MP with our 2019 Graduates



## Indigenous Celebrations

June and July 2019 saw the centre celebrate both Reconciliation Week and NAIDOC Week respectively.

These two events were held, allowing us to acknowledge our indigenous history and celebrate our culture through storytelling, music, arts, crafts and food.

## Grounded in Truth





Enjoying a fun day at Glindemann Park celebrating Reconciliation Week at the Grounded In Truth day.

## NAIDOC



Welcome to NAIDOC Week at the Griffith EcoCentre



Learning how to play the didgeridoo at the Griffith EcoCentre during NAIDOC week



Ladies making beautiful Jewellery at NAIDOC



## Kate's Corner

Here is an overview of the Elder Abuse Conference I attended last month, Monday 22<sup>nd</sup> of July to Tuesday 23<sup>rd</sup> of July, 2019 at the Brisbane Exhibition and Convention Centre.

Elder abuse can be defined as a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an **expectation of trust** which causes harm or distress to an older person.

Elder abuse can take various forms such as **Physical, Psychological or Emotional, Sexual and Financial abuse**. It can also be the result of intentional or unintentional **Neglect**.

*World Health Organisation (WHO – 2002)*

### Specific topics discussed at the Elder Abuse Conference:

- Human Rights in Aged Care, Health and Dementia Services.
- Australian Aged Care Act – providing a stronger safety net for older Australians.
- Decision Making and Choice.
- Conceptualising the nature of abuse – exploring influence and shame in diverse family and support systems.
- Probing family asset – management attitudes and practices in diverse family and support systems.
- The role of Media in exposing elder abuse.
- Must there be consequences for abusers – Retired Deputy District Attorneys view on elder abuse. A legal perspective.
- Safer families – what will it take to bring about change?
- A contemporary and collaborative response to elder abuse in the community.

The Elder Abuse Conference was very informative and beneficial and it provided me with:

- A better understanding of elder abuse in aged care facilities and within the Community
- Tools to identify elder abuse
- Response/Intervention process with elder abuse.
- Outcome with response/Intervention to elder abuse

Another Elder abuse Conference is scheduled for some time in 2021. This Conference is open to both the public and Health/Medical profession to register.

Just a reminder that if there is any suspected or known elder abuse please report to the appropriate authorities, i.e; Local Police Station, Department of Health and or Local council etc.

There is also an Elder abuse Hotline - 1300 651 192

Hope this is informative.

Regards,

Kate

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## Seniors Weeks



**“Age is a matter of mind and if you don’t mind it don’t matter”**

The Queensland Seniors week was observed during 17<sup>th</sup> – 25<sup>th</sup> August. The week provides an opportunity to promote positive attributes, facilitate community participation and enhance community connections among the older people in the community.

On the 21<sup>st</sup> of August we celebrated Seniors Week at Mount Gravatt Community Centre to say thank you and celebrate our community elders. The agenda for the day was a celebratory morning tea followed by a trip to the Chung Tian Temple (Buddhist temple in Priestdale). There was a special laughter yoga session for the elders during the morning tea which was facilitated by Heather Joy from the Happydemic. Thirty five elders actively participated in the celebration which was opened with a welcome address by our CEO, Deb. Following the morning tea twenty five elders joined in for the trip to Chung Tian Temple. Participants enjoyed a tour around the temple and a buffet lunch at the temple.



# Chung Tian Temple



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## Rocking Horse Raffle!

The Mt Gravatt Community Centre is selling raffle tickets for this timeless rocking horse, which has been kindly donated to us by the Mt Gravatt Men's Shed. The men at the Shed have spent a lot of time beautifully restoring the horse to its former glory and it is now ready for a new home.

Raffle tickets are **\$2.00 each or 3 tickets for \$5.00** and tickets can be purchased at the Mt Gravatt Community Centre.

If you would like to view the horse in person, you are welcome to come into the community centre for a viewing.

The prize draw will be held in December with all proceeds going to a local homelessness initiative.

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# **Thank you to all our CHSP clients for participating in our Feedback Survey**

Thank you to everyone who participated in the CHSP feedback survey conducted Jun to Aug 2019. Your feedback has assisted us in making some improvements. We sent out over 100 surveys and we had 47 responses which was fantastic.

## **Some of you were unsure about how to raise a complaint.**

- You would have received a 'Help us Improve our Service' brochure at commencement of services. This brochure outlines the complaints and feedback process. You can ring and ask us for a copy of this brochure to be sent to you at any time. They are also located in reception at the community centre.
- In this newsletter, we have outlined our complaints process for you.

## **Some of you were unsure if you have received a support plan.**

- Out of the 40 responses to this question, 5 of you told us that you were unsure if you had received a support plan or not.
- Clients who receive in-home services including domestic assistance, social support, personal care or respite should have an up to date support plan. Clients that receive maintenance and modifications assistance do not require a support plan. Work requested is outlined on the job sheet which clients are required to sign to say they are satisfied with the work completed.

## **Some of you were unsure that your information was kept safe and secure.**

- A few of you made comments that you were unsure if your personal information was kept private and secure. Below is an overview of how we keep your information stored safely:
- We have a Client Management System (database) called Procura that stores all records pertaining to clients. This data base is password protected and is only accessible to relevant coordinators and administration staff members.
- MGCCI is required to provide performance reports to relevant government funding bodies on a regular basis. Information provided does not include any personal details about clients. It is de-identified and information provided includes demographic information and the amount of services delivered.
- Support workers and the maintenance and modifications team are required to carry their paper work in contained cases so personal information is not shared or seen by other clients.
- All computers are password protected to ensure personal information is not accessible to others.



## **Some of you told us that it was hard to get through on the phones**

We have recently had an upgrade done on our phone system that allows additional staff to opt in and answer the phone during busy peak periods. We hope this solves the issue. Please let us know if you have any further problems.

## **The response about the quality of services we provide to you was very positive. You told us...**

Services you receive are safe, reliable and flexible and you have a say about how you receive your support.

- Services you receive are assisting you to maintain your overall health and well-being as well as your independence.
- You were very satisfied with the skills and experience of our staff and contractors.
- You are respected and listened to by our staff and contractors and they respect your privacy at all times.
- We provide you with information or referral to other services in a timely and efficient manner.

High quality service provision is very important to us and we are always very happy to receive your feedback to continuously improve the way we do things. Thanks again for your feedback!

Caroline Rolender

Quality & Compliance Coordinator

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## **Matt's Chat....**

Doors or windows not sliding properly?

DO NOT spray the track with lubricant, it only collects the build up of gunk and makes it worse.

Call us to have one of our friendly MAT team to change the rollers for you, clean the track properly and get it working good as new!



Picture Source: [homeguides.sfgate.com](http://homeguides.sfgate.com)

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## **MGCCI Employee Spotlight**

**Name:** Deanne Ramsden

**How long have you been employed at MGCCI?** I have been working with MGCCI since 1st August 2018

**What's your favourite food?** Turkish and Thai food.

**Your favourite hobby?** Walking, Gym, Sewing, Craft and Travelling outback.

**Do you have any pets?** I have 2 little dogs, Missy (15) and Toby (12) and also a budgie called Frankie

**What do you like most about working at MGCCI?**

The MGCCI team is a great team to work with, always happy and very supportive, such a lovely work environment.

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# Complaints Process

Your opinion matters to us. All MGCCI clients and their representatives may offer compliments, raise concerns or make a complaint at any time. If you have a complaint we will respond to it promptly and sensitively. Client satisfaction is very important to us and if a mistake has been made, we want to fix it as quickly as possible.

Below is our complaints process.

**Step 1** – Talk to the relevant person directly about your complaint or concern. **Step 2** – If unresolved, please put your complaint in writing directly to the Coordinator. You can ring and request a Complaint Form at any time.

**Step 3** – The Coordinator will acknowledge receipt of the complaint within 2 business days.

**Step 4** – The Coordinator will contact you within 10 business days with a proposed course of action.

**Step 5** – If the complaint is still unresolved, you may request a review of the complaint by the Chief Executive Officer (CEO).

*(Please note: If the complaint is about the CEO, the executive of the Board of Management will be involved).*

**Step 6** – If the complaint is still unresolved, you can access external services including:

## Advocacy Services

Aged and Disability Advocacy Australia (ADA Australia) – 1800 818 338

## Funding Bodies

Commonwealth Home Support Program:

## Aged Care Quality and Safety Commission - 1800 951 822

Home Assist Secure: **Department of Housing & Public Works – 137468** Neighbourhood Centre: **Department of Communities, Disability Services and Seniors- 1800 080 464**

If you have any questions about the complaints process, please don't hesitate to call Caroline Rolender on 3343 9833.

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## Contractor Spotlight



**Name of business:** Fox Mowing & Gardening Services

**How long you've been in business?** 6 Months

**The type of work you carry out?** Mowing, Edging, Weed Spray, Garden Services & Pressure Cleaning

**How many staff you employ?** One

**How long you've been associated with MGCC?** 2 months

**What was your first job?** Cleaning a doctors surgery when I was 15 years old

**What was your first connection with the suburb – did you grow up or work in the area?** Our son played AFL at Mt Gravatt Football Club, daughter played netball at Hibcuss Centre, and 2 of our children attended Clairvaux Mackillop College,

**Your favourite place/restaurant (associated with Mt Gravatt**

**or surrounding suburbs)?** Every 2 months I catch up with some old footy mates at Mt Gravatt Football Club to have dinner

**10TH SEPTEMBER 2019**  
**6PM TO 7.30PM**

# Volunteer Information Night

**GET ACTIVE & CONNECT TO YOUR COMMUNITY**

Come and find out how you can get involved in the Mount Gravatt Community Centre Inc. Join us for a fun night to meet new people and find out about the programs and services that need volunteers like you while sharing some food, group games and laughter.



**MOUNT GRAVATT COMMUNITY CENTRE**  
1693 LOGAN ROAD, MOUNT GRAVATT QLD 4122  
RSVP TO JANENE (07) 3343 9833 OR VIA [INTAKE@MGCCI.ORG.AU](mailto:INTAKE@MGCCI.ORG.AU)

[WWW.MGCCI.ORG.AU/](http://WWW.MGCCI.ORG.AU/)  
[f MOUNTGRAVATTCOMMUNITYCENTRE/](https://www.facebook.com/MtGravattCommunityCentre/)



**ST. DAVID'S NEIGHBOURHOOD CENTRE**

# Twilight Fair

**When:** Saturday 14th September 2019  
5pm to 8 pm

**Where:** St David's Neighbourhood Centre Thrift shop  
Entry by donation—\$5 minimum.

All money raised will help us to keep our community projects going.

- 5pm to 6pm Kids Disco
- 6:30pm Family Lantern Parade
- 7pm to 8pm Music and Dance in the Hall
  - Twilight Markets
  - Sausage Sizzle and Cold Drinks
  - Coffee Shop
  - Cake Stall
  - Kids Activities

St. David's Neighbourhood Centre  
68 Orange Grove Road  
Coopers Plains  
Ph: 3274 3240  
[www.stdavidsnc.org.au](http://www.stdavidsnc.org.au)  
Like us on [facebook](https://www.facebook.com/stdavidsnc)





# MOUNT GRAVATT COMMUNITY CENTRE

## UPCOMING EVENTS

### AUGUST TO DECEMBER



## AUGUST

### **Wednesday 21st | 10.30am to 1.30pm** **SENIORS WEEK TEMPLE TRIP**

Join the seniors group for a trip to visit the Fo Guang Shan Chung Tian Buddhist Temple for a tour around the temple and a buffet lunch.

Bookings are essential to  
[community@mgcci.org.au](mailto:community@mgcci.org.au)

### **Wednesday 21st | 9.30am to 10.30am** **SENIORS WEEK MORNING TEA**

Join the community centre for a social morning tea to celebrate the societal contribution of senior Australians and an age inclusive community. Please RSVP to  
[community@mgcci.org.au](mailto:community@mgcci.org.au)

## SEPTEMBER

### **Tuesday 10th | 6pm to 7.30pm** **VOLUNTEER INFORMATION NIGHT**

Come and find out how you can get involved in the Mount Gravatt Community Centre Inc. Join us for a fun night to meet new people and find out about the programs and services while sharing food, games and laughter. Please RSVP to  
[community@mgcci.org.au](mailto:community@mgcci.org.au)

## OCTOBER

### **Thursday 3rd | 6pm to 7.30pm** **FOOD JUSTICE AND FAIRNESS FORUM**

Join us for a night of discussion and learning to investigate what the future of food could be for the Brisbane South region. With the challenges of rising food prices, climate change and topsoil loss how can community lead food resilience and equity projects. Please RSVP to  
[community@mgcci.org.au](mailto:community@mgcci.org.au)

### **5th-13th of October**

### **MENTAL HEALTH WEEK IN MOUNT GRAVATT**

Keep an eye out for events coming up at the community centre to raise awareness about mental health challenges in our community and learn about how to live healthy and balanced lives that support mental well-being.

## NOVEMBER

### **Thursday 21st | 4.30pm to 7.30pm** **MOUNT GRAVATT COMMUNITY CENTRE** **ANNUAL GENERAL MEETING**

Join members of the Mount Gravatt Community Centre Inc to celebrate the successes of 2019 and look forward to the community service and development opportunities of 2020. Please RSVP to  
[community@mgcci.org.au](mailto:community@mgcci.org.au)

## DECEMBER

### **Wednesday 4th | 12pm to 2.30pm** **MOUNT GRAVATT COMMUNITY CENTRE** **COMMUNITY CHRISTMAS PARTY**

Everyone is welcome to come along for the MGCCI annual community Christmas party. Bring some food to share and get ready to meet new people and celebrate the festive season with your neighbourhood. Venue TBA. Please RSVP to  
[community@mgcci.org.au](mailto:community@mgcci.org.au)

FOR MORE INFORMATION ON ALL EVENTS VISIT OUR FACEBOOK PAGE, DROP IN OR CONTACT US ON (07) 3343 9833



1693 LOGAN ROAD, UPPER MOUNT GRAVATT QLD 4122



/MTGRAVATTCOMMUNITYCENTRE/

## Seeking Volunteers to Assist the Kuraby Homework Club

Recently the Kuraby Homework Club has found a new venue for its weekly events at the Kuraby Special School. The homework club provides a space to meet on Sunday afternoon from 3-5.30pm and on Monday afternoons from 4pm to 6pm. The group hopes to start some new meeting times on Tuesdays and Wednesdays from 4.30pm to 6pm.

Volunteers are needed to support the group setting up and cleaning up the event as well as supporting children and their families in playing games and completing homework.

The homework club has become an important community meeting place for Somalian families around the Kuraby area. Anyone interested in supporting this community led peer support group to continue the important job of supporting children with their learning please contact Ahri on [ahri@mgcci.org.au](mailto:ahri@mgcci.org.au) to find out how you can help!

### Also at MGCCI...

**Grow Mental Wellness Group** - Grow is a mental wellness support group, offering participants practical steps and peer support to help recover mental health and achieve personal goals. The group is open to all and will meet at MGCCI every week on a Wednesday as of this week.

**Tax Help** – A service provided by ATO volunteers to assist individuals to complete their tax returns. Assistance is based on eligibility.

Please contact the Mt Gravatt Community Centre for more information on Ph 3343 9833



Mt Gravatt Community Centre Inc.  
1693 Logan Road  
Mount Gravatt Qld 4122  
Phone: 3343 9833