

# YOUR NEWS

Newsletter: March 2017

Issue No. 1

## WELCOME TO THE FIRST EDITION

We are delighted to bring you the first edition of 'YOUR NEWS'. This newsletter will be circulated on a quarterly basis with the aim of keeping you updated on:

- ♦ Your rights as a service user
- ♦ What's happening at our neighbourhood centre
- ♦ Information you need to know about services we deliver in our community
- ♦ Regulatory and funding requirements for the community services sector
- ♦ Implementation of quality improvements as a result of your feedback



**Mt Gravatt**  
COMMUNITY CENTRE INC

## FRONT PAGE

Welcome to The First Edition .....	1
'Your View, Our Direction' .....	1

## INSIDE THIS ISSUE

Welcome our new CEO .....	2
Client Invoicing .....	2
Individual Services .....	3
Community Centre .....	3
What's On @ MGCCI .....	4
What's On @ MGCCI .....	5
Community Centre Survey .....	6
Community Centre Survey .....	7
Living with Dementia Information Sessions .....	8
NDIS Information Sessions .....	9
Your feedback is important to us .....	10

## 'YOUR VIEW, OUR DIRECTION' PROJECT

Mount Gravatt Community Centre Inc. is developing a new Strategic Plan to determine the organisation's direction for the next 3 years. We would like to invite you to contribute your ideas and views. We will be distributing a survey monkey, mailing questionnaires, having focus on groups and chatting with individuals from mid-March.

If you would like to know more information, please contact **Sandiellen Black** on **communityengage@mgcci.org.au** or phone: **07 3343 9833**.



# WELCOME TO OUR NEW CEO



We are delighted to inform you, the Board has recently appointed Mel Hilditch as Chief Executive Officer at Mount Gravatt Community Centre.

Mel has been working here at the centre since April 2015 in various roles including Community Engagement Manager and more recently Chief Operations Officer. Mel is passionate about the vital role community centres play in bringing similar and diverse people together to improve their own and others experience of living in a locality. Not to put too fine a point on it, she declares

herself a proud south-sider, having lived and worked here most of her life and has very much enjoyed getting to know the vibrant community connected to MGCCI.

We are all looking forward to working with Mel to continue delivering high quality services that are supportive and inclusive of our community.

## CLIENT INVOICING

We have ceased using PayPal and are currently investigating options for another "point of sale" payment system. We apologise for any inconvenience this has caused and provide the following options for paying your account:

Cheque - cheques must be made out to Mt Gravatt Community Centre Inc.

On-line Internet transfer

Visiting your own bank and initiating a bank transfer

Visiting a BOQ branch to deposit directly into our account

Current banking details:

**Bank:** Bank of Queensland

**BSB:** 124-060

**Account No:** 22408414

**Account Name:** Mt Gravatt Community Centre Inc.

***Our mission is to deliver high quality services that are "flexible, accessible and responsive to changing community needs".***

## INDIVIDUAL SERVICES

MGCCI Individual Services Team deliver supports to our community via three funded programs designed to assist clients to continue living independently, safely and securely in their own homes.

**Aged Care** supports include

- **Minor Home Modifications** required to improve a client's mobility and access in and around their home,
- **Domestic and social support** services which contribute to people participating and contributing in community life and maintaining or improving their own health and well-being,
- **Flexible respite** options for Carers of aged persons,
- **Personal care** assistance
- **General Minor Home Maintenance** tasks, such as installing smoke alarms, minor plumbing and electrical repairs.

**Disability Support program** provides client focused care to assist younger members who have a disability or condition that affects their ability to carry out activities of daily living and their Carers. This includes support with:

- **Domestic assistance,**
- **Social Support** for people to maintain or increase relationships and social linkages
- Services to provide lower cost **home maintenance** and **modifications**.

Please call or visit us at the centre to find out more about eligibility and availability of these programs. Phone: 07 3343 9833

## COMMUNITY CENTRE

The community centre has started off 2017 in busy form with all of our groups and partner activities back up and running after the Christmas break.

We are very excited to be welcoming new partnerships with **QSTARS- Qld** state-wide Tenant Advice & Referral Service, with our very own Tenant Advocate, Paty Soto located here in the centre on Thursdays. We are also trialling a **Centrelink** officer, one morning a month for individual appointments. You will need to contact us to book in for these services.

**Silky Oaks and QUIHN** continue to offer their services here for local people. The **Mt Gravatt-Mansfield Lions club** have recently donated fresh food products for our food pantry. They have committed to assisting us for the next 5 months and we are extremely excited and thankful for their support.

Please put the 14<sup>th</sup>, 15<sup>th</sup> & 16<sup>th</sup> July in your diary as our **Paint Pals** group are having their inaugural art show here at the Centre. You can come on down and check out the artworks and maybe even take one home with you.

Please feel free to drop into the centre from 9am – 1pm Monday – Friday and chat with myself, our first contact officer on duty, or one of our fantastic volunteers.

If you are interested in driving our mini-bus then give us a call. We are looking for a driver for the 2<sup>nd</sup> Wednesday of the month to take our seniors on their **social outings**.  
Denise Foley, Community Engagement Coordinator

***Our vision is to "provide, without discrimination, service to our community".***

# WHAT'S ON @ MGCCI

Crochet Friendship Group  
Afternoon Friends Group  
Paint Pals Social Art Group

ConneXions Support Group  
Friday night food van  
QUIHN Counselling  
Weight Watchers  
A Place to Belong Reading and Writing Group

Card Making  
Seniors Social Group  
Bus trips  
English Conversation

English Conversation  
Musically Speaking  
Forms Assist (free)  
Homework Club



ROOM HIRE  
AVAILABLE

Health & Wellbeing

Support  
Socialising  
Learning

## What's new at the centre:

No Interest Loans Scheme (NILS)  
Q Stars tenancy advice  
Centrelink Advice  
Man up (Men's support group)  
Yoga classes at Bernie's  
Gentle Chair stretch classes  
In Stitches Sewing Circle  
Ukulele Group

Please call us on **07 3343 9833** or drop in to find out more about times/days and costs of the above activities.

Room enquiries welcome

**Opening Hours:** 9am-1pm  
**Incoming calls:** 9am-4pm (Mon to Fri)



# WHAT'S ON @ MGCCI



Some clever work  
by the talented  
Crochet Club



Our wonderful Homework Club volunteers



iPad classes



**Mt Gravatt**  
COMMUNITY CENTRE INC

Denise, accepts much needed  
donations from Lions Club,  
Mt Gravatt -Mansfield



Sue, one of our awesome  
volunteers busy at Food Bank



Life time member  
Vi Bowman, donated  
her beautiful artwork  
to our centre. These are  
Janene's favourites!

# THANK YOU FOR PARTICIPATING IN OUR COMMUNITY CENTRE FEEDBACK SURVEY

Thank you to everyone who participated in our Neighbourhood Centre Feedback Survey conducted October/September 2016. Your feedback has assisted in making improvements. Your suggestions have also helped us plan for future activities. Some new activities have already been implemented because of your feedback.

## **Some of you were unsure about how to raise a complaint or give us feedback.**

- At the front desk we have '*Help us Improve our Service*' brochures available that explain our complaints process. Please feel free to take one. We will also make printed copies of complaint forms available in the reception area.
- On the back page of this newsletter, there is further information on the different ways you can give us feedback and who to call to find out more.

## **Some of you were unsure or not aware that we had a procedure about protecting your right to privacy and confidentiality.**

- We do indeed have a privacy and confidentiality procedure and we are happy to provide you with a copy at any time. We will also be publishing this procedure on our website and posting flyers in the centre.

## **You gave us lots of suggestions about future activities. Your suggestions included exercise classes, help with using iPads, a movie group and healthy items for school lunches. Some of you raised concerns about the parking and the phone system.**

- We have recently introduced more exercise activities with Chair Yoga and Yoga classes. See our "What's On", page 4 of this newsletter.
- We also ran 6 workshops on using iPads/IT and we will be running more soon. We will keep you posted through our 'What's On' brochure.
- The Lions club Mt Gravatt – Mansfield are kindly assisting us in providing some additional grocery items. Because of their support, we can purchase some healthy food items for school lunches. Thank You Lions Club!

## COMMUNITY CENTRE FEEDBACK SURVEY CONTINUED...

- We are currently investigating options to improve parking for centre users. Thanks for your feedback, we will keep you informed of future developments.
- Some of you would like to start a group to go to the movies. Please register your interest by calling us. With enough interest we would like to make this happen.
- Because of your feedback, we have recently made changes to our phone system. We will be monitoring the effectiveness of these changes. Please let us know if you are experiencing any difficulty.

**Thanks for your feedback. Go to page 12 to find out more about how you can share your ideas and make suggestions to improve our services.**



# LIVING WELL WITH DEMENTIA IN 2017



## Your Invitation

Are you concerned about your memory or that of your loved one or friend?  
Would you like to find out more about dementia?

Join Mick Carmody (Dementia Alliance International, a membership and advocacy organisation for people dementia) and Catherine Ross (Ozcare's Dementia Advisory & Support Service) for a conversation about living well with dementia in 2017.

### **Come along to:**

#### **Carindale Library: 2-3 pm on:**

Tuesday 7th March 2017  
Tuesday 23rd May 2017

#### **Holland Park Library: 3-4pm on:**

Tuesday 4th April 2017  
Tuesday 20th June 2017

#### **Garden City Library: 2-3pm on:**

Tuesday 2nd May 2017  
Tuesday 6th June 2017

**Any questions, call Catherine Ross from Ozcare on**

**0439 266 154**

**or email: [catherine.ross@ozcare.org.au](mailto:catherine.ross@ozcare.org.au)**





## NDIS INFORMATION SESSIONS

**Community Resource Unit Inc. (CRU)** is one of ten organisations funded by the Department of Communities as part of the NDIS Participant Readiness initiative. CRU is working with people with disability and their families in Brisbane.

### **Upcoming NDIS sessions Brisbane for people with disability & their families**

People with disability and their families can now register for a number of CRU's 2017 workshops to assist them to prepare for the National Disability Insurance Scheme (NDIS).

CRU offers a 2.5 hour *The NDIS: Getting Informed* workshop which provides information about the why, when and how of the NDIS. You will learn how to access the scheme and what to do to be prepared to develop a plan with the NDIS when the time comes.

Following these sessions in some locations, CRU will offer *The NDIS: Sharing Practical Strategies*. This is a conversation about the practical strategies that can help you feel prepared, as well as

exploring ways of sharing the information about the NDIS with others in your community.

### **South Brisbane**

**Tuesday 11<sup>th</sup> April 2017:  
6.00pm–8.30pm**

### **Coopers Plains**

**Thursday 4<sup>th</sup> May 2017:  
2.00pm– 4.30pm**

### **Coopers Plains**

**Saturday 17<sup>th</sup> June 2017:  
10.00am-12.30pm**

**For more information  
CALL CRU on 3844 2211  
or email: [cru@cru.org.au](mailto:cru@cru.org.au)**

**Or call us on 07 3343 9833**

# MGCCI HOME ASSIST SECURE

**Home Assist Secure** provides low cost, targeted assistance that enables eligible people to remain safely and securely in their homes including:

- Subsidised minor home modification and maintenance and repair services to people's homes based around safety, security and access
- Information and referral to reputable tradespersons and other relevant community services

Some examples of assistance we or our contractors provide include:

Changing smoke alarms, gutter cleans, installation of grab rails, wheelchair ramps, minor plumbing or electrical repairs

## **Eligible people:**

Home owners or live in a rental property and who are:

- 60 years or over, or  
Any age with a disability; and
- Hold a current Pensioner Concession Card
- Who do not possess the skills to undertake the work; or
- Whose health and safety would be at risk if they undertook the work themselves; and
- Who are not currently able to make use of alternative forms of assistance, such as Commonwealth Home Support Programme (CHSP), Queensland Community Care (QCC), Veterans Affairs, family or friends.

**If you think you may be eligible or know someone who may benefit from this service, please call us and ask to speak to Lisa Stanhope or Brooke Nguyen on 07 3343 9833.**

# **HELP US BUILD A STRONGER LOCAL COMMUNITY**

## **Volunteering**

**MGCCI is looking for people who would be interested in sharing their time and skills to make a difference.**

**We currently are looking for mini bus driver's, general administration, home work club tutors and assistance with food parcels.**

**If you would like to find out more please don't hesitate to contact us and ask to speak to our Community Engagement Coordinator, Denise Foley on 3343 9833.**





**Mt Gravatt**  
COMMUNITY CENTRE INC

**Mount Gravatt  
Community Centre**

**1693 & 1697 Logan  
Road, Mt Gravatt  
QLD, 4122**

**PO BOX 806  
Mt Gravatt  
QLD, 4122**

**Phone: 07 3343 9833  
Fax: 3849 8638**

**Website:  
<http://mgcci.org.au/>**

**Like us on Facebook**

**@Mt Gravatt  
Community**



## **YOUR FEEDBACK IS IMPORTANT TO US**

**We want to continuously improve the way we provide services to our community.**

**Some of the ways you can provide feedback to us:**

- ♦ **Talking to us at the front desk or calling us and sharing your experiences whether positive or negative.**
- ♦ **Talking to your Support Worker.**
- ♦ **Filling in a suggestion form and putting it in the suggestion box at front reception.**
- ♦ **Submitting feedback via our website or Facebook page.**
- ♦ **Requesting a Complaint Form and emailing or posting it to us.**
- ♦ **Completing surveys and participating in internal & external audits.**

**If you wish to find out more, please call us on 07 3343 9833 and ask to speak to the Quality Officer, Caroline Rolender.**



**MGCCI's Individual Services Programs and Community Neighbourhood centre are proudly funded and supported by the Queensland Government and Federal Government.**