# Mackay Community Visitors Association

Funded by both State and Federal governments

MCVA
MACKAY COMMUNITY VISITORS ASSOCIATION

## April 2011

hacc
home and community care
A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED


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COMMUNITY VISITORS SCHEME
Friends for Older People
An Australian Government Initiative

*Life is built on hope,*
*Strengthened by faith,*
*Made richer by love and friendship.*

# Happy Easter

From Tracey, Staff & Management Committee of MCVA

**Please Note the office will be closed on the following**

| | | |
|---|---|---|
| Friday | 22nd April | Good Friday |
| Saturday | 23rd April | Easter Saturday |
| Sunday | 24th April | Easter Sunday |
| Monday | 25th April | Easter Monday/Anzac Day |
| Tuesday | 26th April | Anzac Day Public Holiday |

Thank you to Snap Print for continual support and assistance with all our printing needs.

Snap

Website:

www.communityvisitorsmackay.org.au

April
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## From the Co-ordinator

Hellooooo everyone.

Well it's almost Easter!! Where has the time gone?? I hope all have avoided growing webbed feet over the past few months. I was starting to think the rain would never stop. It has been very busy recently. MCVA Transport celebrated its 1st birthday and a good time was had by all at our birthday party. Thank you to those who attended. I have just returned from a week in Brisbane where I attended the National HACC Conference. Wasn't well while I was away, so was very happy to get back home and very grateful to be able to sleep in my own bed. Thank you to Kath and Anne for keeping the office going while I was away.

Response to our television advertisment on Channel 7 recently has been very positive and several new volunteers have been signed. Welcome to all our new visitors and I am certain you will enjoy being involved with MCVA.

All volunteers who attended the workshop held in March and ordered a book from Beyond Blue, they have arrived and can be collected from the office. Thanks.

Things with the kids have also been very busy lately. Josh recently commenced a traineeship in the at a local tyre outlet and is very excited to be joining the workforce. Tayla has done very well this term at school and this was reflected in her recent report card. Very proud of my little girl I am.

Well, everyone I hope you all have a fantastic, relaxing and safe Easter break and hope the Easter bunny finds you all.

Tracey xx00xx

## Australian Trivia

Australia is surrounded by three oceans.
Australia is the only continent occupied by one nation.
New South Wales is the oldest Australian state.
The Great Barrier Reef is the world's largest living thing.
Most of the world's opals are mined at Coober Pedy in SA.
Aboriginal art is the oldest form of art dating back 50,000 years
The Harbour Bridge took 1400 men, 8 years to build.

## Community Visitors

**Any contact made with your 'friend' via the telephone should be recorded in log sheets.**

Your heart and your mind are like parachutes.

They only work when they are open.

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## All Community Visitors

**Even if you do not claim reimbursement for mileage, log sheets which record visits, must be submitted to the office each month.**
**Thanks**

## A Reminder to Transport Clients

**It is very important that you book your trips with us as early as possible to avoid disappointment at not being able to get the day or time that you require. Please remember to make your bookings at least 2 days in advance of the day you want service to help ensure that we can provide you with as close to your desired pick up and drop off times as possible, and a reminder that cancelations are to be made by 8 am on the day of service.**

**Please also remember when making your booking that it is required to let us know of any extra stops that you will need to make other than your final destination so we can try to fit it into the daily schedule without inconvenience to other passengers.**

*Our dreams inspire us to live life to the fullest,*
*Our sorrows guide us into learning and accepting who we are,*
*Wisdom is what we achieve by experiencing both.*

## Free Computers

**Do you know someone who has a disability or is financially restricted from purchasing a computer?**

**Call Morrie on 49575042 he can help**

Doesn't Trick or Treat contradict everything we tell our kids about taking candy from strangers??????

A true friend knows your weaknesses but reminds you of your strengths.

# Katherine's Korner

A Warm Hello to all of our Wonderful MCVA Transport Clients! Well, we have successfully reached, and celebrated our first year of service! To all who were able to attend our First Birthday Party at Harrup Park last month, thank you for coming! It was lovely to see you all again, and also to meet many of our clients I have only ever spoken to on the phone. We had a great day together, to celebrate MCVA Transport's 12 months of successful service.

Having been employed since May 2010 as MCVA Transport Officer, I have been privileged to be involved in the growth of MCVA Transport from its initial stages. I would like to take this opportunity to thank the wonderful people I work with for their support, encouragement and guidance during this first 12 months of operating.

Firstly, my wonderful boss, and dear friend, the co-ordinator of Mackay Community Visitors Assoc. who had the insight, skills & perseverance to make MCVA Transport a reality. Without Tracey doing all the ground work & preparing the soil, MCVA Transport would not likely be as fertile & well functioning as it is today.

I would also like to thank Anne Garz for all her help at the office & for taking such good care of MCVA Transport while I am away. Also for her personal touch & quiet way of helping which makes the organisation run smoothly. I don't know where we would be without Anne, she does so much for us.

Next, I would like to thank David and Garth, our drivers, who continue to perform above and beyond what is expected of them when it comes to taking care of our clients and our organisation. We are so proud to have David and Garth on our team & grateful to have them as the face of MCVA Transport.

But most importantly I would like to thank all of you, our clients, for taking a chance on us & being the reason we have grown & continue to grow. Thank you for using our service & for supporting MCVA Transport to become so successful in our first 12 months.

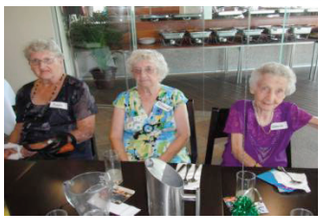
MCVA Transport is an organisation that I can genuinely say that I am proud to be involved with.
Until next time, I wish you all the very best, and a safe and Happy Easter from all of us at MCVA Transport, and I look forward to being of assistance when you call to make your bookings.

Happy Travelling!

Katherine Grant
MCVA Transport Officer

# April Newsletter

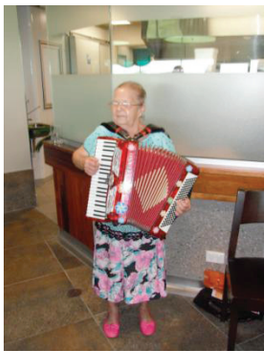
MCVA Transport 1st Birthday Cake



**MCVA TRANSPORT**

**1st Birthday**

**2011**



Edna provided some wonderful entertainment at the birthday party.

*Never regret the people, who have walked into your life,*
*They are the ones who have made you who you*
*The person you are today.*

**The police just don't have a sense of humour.**

**They sent me a photo of me speeding, so I sent them a photo of the cheque.**

**Court date in two weeks.**

## Perks of Getting Older

There is nothing left anymore to learn the hard way
Things that you buy won't wear out
Your eyes won't get too much worse
Nobody expects you to run anywhere
Your joints are more accurate than a meteorologist on the television
You can give up health foods because you need all the preservatives you can get.
Your secrets are safe with your friends because they can't remember them anyway.

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# MCVA Mystery Tours

Each month, the mystery tours continue to be a great success and we are currently taking bookings for October!!! Please book early if you wish to join us every second Monday for the Mystery Tour. We do have a waiting list for cancellations, and so you are welcome to ring and put your name down. Clients who have participated in the recent Eungella, Harbour and Airlie Beach day trips have thoroughly enjoyed them, and we look forward to any newcomers who would like to join us in the coming months for a great social day out to a mystery destination.

Here is a letter from a happy first-time Mystery Tourer!

Dear Katherine, I really want to thank you all for making it possible for me to go on my first MCVA Mystery Tour. What a great day we all had going to Eungella. We all felt secure, with bus driver David, who made sure we were all ok, helping us in and out of the bus, and pointing out special landmarks on the way.

At Hideaway Cafe, Susanne excelled at giving us a good time with her food and crafts and garden etc. That was after we'd stopped at the Post Office to have a look at the Dolls and Teddies Display.

Thanks again for the opportunity, and I appreciate the bus at other times to get from A to B.

**Regards, Kath A. West Mackay**

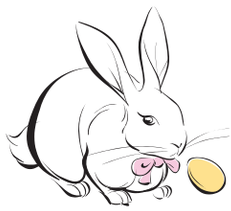
**Workplace Health and Safety is Everybody's Business**

**Everybody is responsible for health and safety in the workplace. As a community visitor with MCVA, you workplace is your friend's home or aged care facility. If a concern is identified a visitor must inform the Co-ordinator immediately.**

**Any concerns you have are to be reported, including possible risks to you, your friend or others.**

*Nobody can change the hand they are dealt.*

*But we can all change the way we play the game.*



April
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## Who am I??

1. I am known as a reason. I am known as a right and I am wanted by people who are trapped. Who am I?

2. If you utter a word I am not there anymore. Who am I?

3. You can use me to shoot others but they won't die. Who am I?

4. I am tall when I'm new and short when I'm old. I give off my own light but cannot turn it on. Who am I?

5. If you got paid with it you wouldn't be happy. The rich need it and the poor have it. But if you eat it you will die. Who am I?

**Referral to Other Services**

**All Hacc eligible clients have the right to be informed about the services which are available and how they are able to access them. Please remember that if you wish to be referred to other Hacc funded services or programmes please contact the MCVA office and Tracey will attempt to arrange it for you.**

**Hacc funded services include- Homecare, Allied Health Team, Aged Care Assessment Team (ACAT), Meals on Wheels, Nursing Service and Transport**

A young teenager, listening to some music his mother was playing asked who the band was. "The Beatles" she replied.

"Oh. Who is in the group?" asked the son.

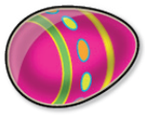
When his mother told him, he said with surprise. "I didn't know Paul McCartney had a group before Wings!"

*Wrinkles tell such a story..*

*Of laughter, tears, memories, frowns.*

*But most importantly, that you have lived!*

February
Newsletter



## Refusal of Service

Clients may at any time, refuse a service or choose to end a service for whatever reason. Mackay Community Visitors aim is to provide appropriate services that meet individual client's needs.

If, for whatever reason, the client does not feel that the service offered is appropriate, they may choose to refuse or to end a service. This will have no effect on the opportunity to re-apply or the outcome of the application if that client.

We encourage clients to re-contact even if they only require further information about the services available.

**Answers to Who Am I?**

1/ Freedom
2/ Silence
3/ Camera
4/ Candle
5/ Nothing

*Sometimes it takes just a short conversation with a stranger to make you realise that you don't have it so bad at all.*

*People can find themselves lonely and socially isolated for a number of reasons including disability, few visits from family or friends, communication or mobility limitations or simply just due to frailty with ageing which limits their relationships and ability to participate in the mainstream community.*

*A community visitor makes a difference in the individuals life by setting aside time each week to visit, developing a mutual friendship. This helps to increase a sense of purpose for the client and promotes a sense of community spirit for the visitor.*