



MCVA IS FUNDED BY FEDERAL & STATE GOVERNMENTS



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**19 Palmer Str.
N. Mackay
Qld. 4740**

**Phone:
07 49 534878**

**Fax:
07 49 577166**

**Mobile:
04 28 534878**

**Email:
visitors@mackay.net.au**

Message From The Coordinator

Almost Christmas!! I would like to wish everyone a safe and happy Christmas and all the best for the coming year.

It has been a very busy year for MCVA and I have thoroughly enjoyed being a part of it. Every day I am grateful to be associated with such a worthwhile organisation.

Thank you to the fantastic MCVA visitors for the job they do, other agencies for their help and recognition and Lauriann Trevy (Hacc) and Nella Alba Calabrese (CVS) for their continually support, friendship and humour.

I will be on holidays from 24 December until 14 January, so the office will be closed. For emergencies contact can be made by telephoning the mobile or sending an email.

I am looking forward to 2008 and am hoping the organisation will continue to grow in numbers and reputation.

Again, I wish you all the best of things for 2008 and hope Santa finds you all. See you next year.

Tracey

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Goodbye

Joan Manion and her husband Paul recently left the area and will be sadly missed by many. Joan has been a long serving visitor and recently Paul also joined volunteer ranks with MCVA.

We wish them all the best in their new home.



I Am Rich

This morning I searched my wallet
It was empty.

Then I checked my pockets
I found no coins.

I then searched my heart and
remembered you, my friend
I realised then how rich I really
am.

Life is not about the breaths you take.

It is about the moments that take your breath away.



The Staff and Management Committee of Mackay Community Visitors would like to acknowledge and welcome our recruitment of new volunteers. Over the past few months volunteer numbers have increased and we wish all our new visitors a happy and rewarding time with their friends.

Who Can Be Community Visitors?

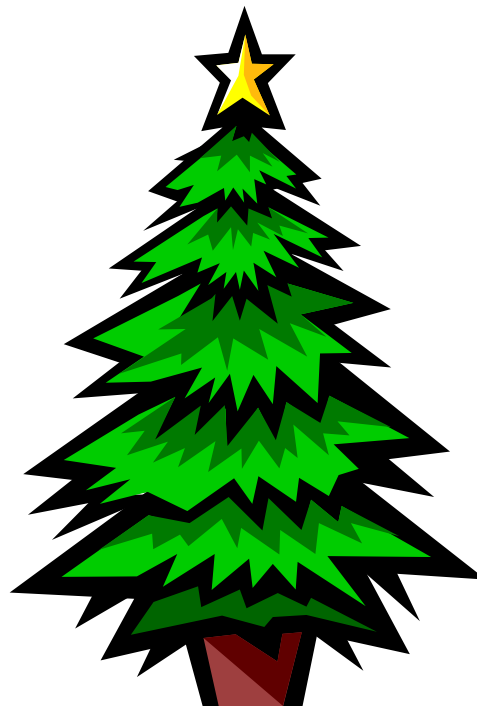
Anyone who cares about and respects older people, and can make a commitment to visit for at least one hour per fortnight. Community visiting makes a difference to the lives of those being visited and the volunteers who visit.



What is The Home and Community Care (HACC) Program?

The Hacc program provides services that support and help frail older people and younger people with disabilities to live independently at home. Hacc services provide eligible people with help at home, help with getting out into the community, and a break for carers.

MCVA is one of the many services funded by this program. Others include Nursing and Mobile Allied Health Services, Meals on Wheels, Homecare, Home Assist, Respite Centres and Incontinence Support.



**Growing old is mandatory
Growing up is Optional
Laughing at yourself is therapeutic**

MCVA Annual Christmas Party

Our Christmas Party which was held on Wednesday 28 November was great fun and enjoyed by around forty volunteers who attended the day. It was nice to be able to all get together and share stories and have a chat.



Information for Hacc Clients

All Hacc eligible clients have the right to be informed about the services which are available and how they are able to access them. Clients have the right to be in control of the care they receive by being involved in the planning and decision process about the services which are provided to them. All clients have the right to privacy and confidentiality and also to have access to the information kept by agencies. Hacc clients also have the right to provide honest feedback and also submit a complaint without fear of losing the service.

MCVA Hacc Representative

Mackay Community Visitors encourages clients to contact the organisation's Hacc Client Representative should they feel the need to discuss any issues with him relating to service and service delivery.

The Hacc Client Representative will provide information and act as an advocate for the client should it be necessary. All contact with the Hacc Representative is confidential.



**I don't suffer from
insanity,**

**I enjoy every moment
of it!**

**We do not stop playing
when we grow old.**

**We grow old because
we stop playing.**

At 5 you believe in Santa Claus,

**At 10 you don't believe in Santa
Claus,**

At 30 you are Santa Claus,

At 50 you look like Santa Claus.

I don't mind going to work.....

**It's the eight hours waiting to
go home that gets tiring.**

The Aged Care Assessment Team (ACAT)

The Aged Care Assessment team is a national program that provides assessment, information, and advice to older people.

The team can help make an informed decision about residential and care services, and in-home care packages.

The Mackay ACAT is a small team of health professionals consisting of a physiotherapist, Clinical Nurse, Medical Officer and a Dementia Support Position.

Referrals can be made to someone including your GP, hospitals, community services, carers, family members or the client themselves. Contact Tracey at the MCVA office for further information or telephone Mackay Health Service on 49683823.

Community Visitors Scheme

The objective of the Community Visitors Scheme (CVS) is to provide one-on-one volunteer visitors to residents of Australian Government funded aged care homes who are socially isolated and whose quality of life would be improved by friendship and companionship.

These residents include those who do not have regular and frequent contact with friends or relatives from outside of the home, residents who do not have contact with others on a one-to-one basis and those residents who are isolated due to mobility, health or frailty.

The goal of the program is to provide a one-on-one friendship which will enhance the life of the resident, through diminished feelings of depression and anxiety and promote a sense of care and connection to the community. It is also envisaged that a resident will gain increased independence and self-esteem which will promote increased well-being.

MCVA is funded under the guidelines of the Community Visitors Scheme for volunteers who visit within the local aged care centres.

A Friend

Can't change your past with all its heartache and pain
nor the future with its untold stories,
But a friend can be there now,
When you need them to be.



Dementia

Written by Australian Department of Health and Ageing

Dementia is the term to describe the symptoms of a large group of illnesses that cause a progressive decline in a person's cognition and ability to function.

It is a broad term to describe a loss of memory, intellect, rationality, social skills and what would be considered normal emotional reactions.

Dementia is not a part of normal aging and there are many different forms and each has its own cause. Alzheimer's disease is the most common form of dementia.

Thanks from Tracey

2007 proved to be a challenging year for me personally for various reasons, so I would like to thank a few people for their help, support and advice.

All my volunteers for being the people that they are and for the best wishes in the purchase of my new home. My children and I are very excited.

My friends in other agencies and aged care homes.

Fiona Bishoff (Blacks Real Estate) Damien Carroll (Macrossan & Amiet) Ross Newton (Ross Newton Motors)

AND
Last but not Least- My fantastic management committee, who have supported, helped and encouraged me, offering understanding and flexibility.

Particularly Charles for his knowledge, wisdom and committed effort to keeping me in line. Thank you.



CVS Guidelines

On occasions when an MCVA visitor is unable to visit their friend in the nursing home, during the fortnightly required period, a phone call can be recorded as 'reasonable contact'.

MCVA Website

www.communityvisitorsmackay.org.au