

December 2010



1 Marryatt Street
WEST MACKAY
QLD 4740

PO Box 3467
NORTH MACKAY
QLD 4740

Telephone: 49534878
Fax : 49577166

Mob: 0428534878



The Three C's of Life

Choices, chances and changes ~

*You must make a choice to take a chance or
your life will never change.*



*Instead of thinking
about what you're
missing, try
thinking about what
you have that
everyone else is
missing.*

How To Make a Complaint

We want our clients to feel comfortable enough to lodge a complaint regarding service delivery if you feel the need to do so.

This assists us to improve our service to you. We cannot make improvements if we are unaware of the issue.

Please contact Tracey, our HACC Client Representative or a member of the MCVA Executive Committee in writing.

If you feel the need to lodge a complaint regarding another HACC funded agency, write directly to the service involved.

All complaints will be managed with absolute confidentiality and will not affect service delivery to you.

Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain love for other people.

Erma Bombeck



Website:

www.communityvisitorsmackay.org.au

Another year almost over!! This year has flown and what a year it has been for MCVA!!! In February, Jeff joined us as our Treasurer, just in time for the launch of MCVA Transport. May, saw Kath take on the role of Transport Officer and in June we moved into our little house on the other side of the river. Our funding was increased and we began to service Clermont and Moranbah. I finally have help in the office, with our ever efficient admin assistant, Anne and there is my beautiful, fast new red work car.

We have celebrated the wonderful work of our volunteers with a Dinner Dance, our fantastic Volunteer Retreat Weekend and recently Christmas Dinner. There are still Christmas celebrations to come with volunteers in Moranbah, Clermont and Proserpine. We have organised numerous training sessions for volunteers including Dementia and Senior First Aid. Our clients joined us for our first information day and helped make it a great success. We have also hosted a successful AGM, annual Meet and Greet, morning tea for clients and a celebration for our office opening.

Many people have contributed to the growth and success of MCVA over the past year. Our volunteers, for doing such a fantastic job. You are such special people, thank you. To our clients, thank you for the opportunity to provide you with our service and to our transport clients, thank you for your support.

Katherine, thank you for being the person you are, a super efficient worker, my friend and such a great coffee maker. You make coming to work such a pleasure. I can't imagine MCVA without you.

David, thank you so much for the wonderful care and help you give our transport clients. You have played a major role in the success of the program.

Anne, thank you for all your help in the office. You make my life so much easier and so tidy!!!!

Thank you to Marie, Morrie and Bronwin for recently joining the 2010/2011 committee of MCVA.

Trixie and Lauryn, thanks to you both for your help and for supporting Jeff and Dean within their roles.

Toni (First Class Accounts) our bookkeeper, thank you for making my job so much easier and for your friendship and sense of humour. We are so lucky to have you as part of our MCVA family.

Service providers and nursing home staff, who support MCVA, many of whom, I consider, friends, thank you for both your support and friendship. Jan in Clermont and Marion in Moranbah, thank you for all your help in establishing our service in your areas.

Lauriann, thank you for your advice, help and knowledge in your role as Area Hacc Manager and for your support and friendship at a low point this year.

My kids, thank you for your help with various things. Love ya.

Although 2010 has been a very big year for MCVA, I am hoping next year will surpass it. 2011 and will see MCVA celebrate 21 years of operation and mark 5 years for me with the organisation. I think that deserves a party to be remembered.

So, until 2011, Merry Christmas and all the best for the coming year. Take care of yourself and others and I look forward to seeing you all next year.

Tracey xx00xx



MCVA would like to thank Dean and the staff of Snap Print for the work they do for us and acknowledge the creative talent of graphic designer, Jamie. Thanks, Jamie.

All our Community Visitors who did not attend the recent Christmas Lunch please call to the office before the break, to collect your Christmas gift.



Tracey, Katherine, Peter, Dean, Anne, Jeff, Marie, Morrie, Bronwin, and David would like to wish everyone a safe and happy Christmas and a bright and prosperous New Year.

"Being unwanted, unloved, uncared for, forgotten by everybody, that is a much greater hunger, a much greater poverty than the person who has nothing to eat. "

Office Closure

Mackay Community Visitors will be closed from 27 December until 13 January 2011

MCVA Transport will be closed on the following dates-

27 December
28 December
3 January



Thank you to Mastermyne Services for their support in 2010.

A flower may die,
The sun may set,
But a friend like you,
I will never forget.
Your name is precious,
It will never grow old,
It's engraved in my heart,
In letters of gold.

What do these words have in common??????

RACECAR
DEED
LEVEL
PIP
ROTOR
CIVIC

They are palindromes. They read the same backward and forwards.

A Big Hello to all of our Wonderful Transport Clients!

I hope you are all well and looking forward to your shopping trips for the Christmas period.

We have had a busy schedule over the last month with the introduction of a weekly run to Calen and Kuttabul on a Wednesday, and Finch Hatton and Gargett on a Friday. Everyone seems very happy with this new service, and we are very happy to be able to service these areas. If you live in these areas, please take note of these days and make your booking with us as early as possible.

The Christmas Lights Tour has proven to be very popular and we booked out all four nights in just one week. We have arranged the tours to coincide with Mackay Regional Council's Christmas Lights Competition so this will ensure that the lights will be on when we do the tours... If only there were an extra seat on the bus – I would love to join in!

MCVA Transport's client count is continuing to grow every month, (I've actually had to get another filing cabinet!) thus ensuring the success of the program, so thank you very much to all of you who use the service. Using the service is the best way to ensure that we can maintain and continue it in the future.

Once again, 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 8am on the day of service.

Please also remember when making your booking that it is required you 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.

Wishing you all a happy month of shopping and a Merry Christmas.

All The Best, Katherine



Just before the funeral service, the Mr Thompson, the undertaker came up to Laura, the very elderly widow and asked her, 'How old was your husband?'

'95,' Laura replied. 'Just two years older than me.'

'So you're 93,' Mr Thompson the undertaker observed.

Laura responded with a wry grin, 'Hardly worth going home, is it?'

We need old friends to help us grow old and new friends to help us stay young.

Thank to Lauryn De Pinto (The Body Shop) for ordering Christmas gifts for our volunteers.



I never get jealous when I see my ex with someone else because my parents taught me to give my used toys to the less fortunate.

December Newsletter

Sometimes in your life you may be fortunate enough to meet a group of people who continually inspire you, share your visions and beliefs and make you feel like you can accomplish anything. I am so fortunate to have had that over the past year with our executive committee.

Individually they are special people, together they are exceptional. Their support, foresight, participation and their belief in MCVA is a contributing factor to the growth and atmosphere of our organisation today.

Although they tend to shy away from recognition for the work they do, their time, energy and contribution over the past year, needs to be acknowledged.

They have provided so much encouragement, advice, guidance, balance and inspiration in my role and personally I have come to consider them my family.

Peter, Dean, Anne and Jeff thank you so very much. You have encouraged and promoted a culture for MCVA which I am so proud of and given our volunteers the opportunity to come to know five remarkable individuals who share their passion and their belief in our organisation.

A wise man once told me "Surround yourself with great people and you can do great things". MCVA has done just that.



MCVA currently has 116 active volunteers, providing social support to over 127 clients in Mackay and surrounding areas, Proserpine, Calen, Sarina, Clermont and Moranbah.

MCVA Transport is servicing over 90 transport clients.



Thank you to Janet Smith First Aid and Whitsunday Key Security Training services for facilitating first aid courses for our volunteers in a fun and professional manner in Mackay and Proserpine.

Thank you also to Charlie and Staff at North Mackay Bowls club for always looking after us when we host an event and also to Hannah and Staff of the Ocean International for the care and service during our weekend retreat.

The only way to keep your health is to eat what you don't want, drink what you don't like, and do what you'd rather not. - Mark Twain

December Newsletter

An advocate can assist in the exploration of options for clients, help if an individual is feeling pressured to make a choice or advise if there is confusion surrounding an issue in relation to care or services received or withheld.

Advocates are people who stand alongside an individual and speak out on their behalf, always representing their best interests of that person.



What is HACC?

Hacc is "The Home and Community Care" program. The Program provides funding for services which support people who are frail aged, younger people with disability and their carers, who live at home and whose capacity for independent living is at risk or who are at risk of premature or inappropriate admission to long term residential care. The Australian government provides 60 percent of the funding for this program and the each state provides the residual.

Access to HACC services is determined by formal assessment for each consumer; consumers are then allocated available resources according to prioritised need.

Tracey and the Management Committee of Mackay Community Visitors would like to congratulate Elizabeth Warren and Yamadi in reaching the recent milestone of 10 years of service to HACC clients. Great work Elizabeth and staff.

Anyone who believes that men are the equal to women has never seen a man trying to wrap a Christmas present - Anonymous

****Congratulations to my baby boy, Josh**
Graduating Class of 2010 – Mackay State High School**



Did you Know?????

Months that begin on a Sunday, will always have Friday 13th

People with blue coloured eyes can see better in the dark

Eggplants aren't vegetables but are really fruit

Your hair grows faster in the morning than at any other time of day

Vodka is Russian for "little water"

Albert Einstein was offered the presidency of Israel in 1952, but he declined

All babies are coloured blind when they are born

Infants spend more time dreaming than adults do

Leonardo da Vinci was dyslexic, and he often wrote backwards

Paper money is not made from wood pulp but from cotton. This is to stop disintegration as fast if wet

Lima beans contain cyanide!

All the swans in England are property of the Queen

Cats make over 100 different vocal sounds; dogs can make about ten

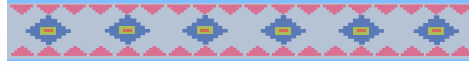
The U.S. Government will not allow portraits of living persons to appear on stamps

More than 10% of the world's salt is used to de-ice American roads

"The best and most beautiful things in the world cannot be seen or even touched.

They must be felt with the heart."

Helen Keller



HACC Representative 2010/2011 - Bronwin Bourke

Hello there! My name is Bronwin Bourke and I am your new client representative. If you have any problems please contact me via telephoning the office or in writing and I will try to resolve your trouble.

I was born in Sydney in 1938, finished my schooling and became a triple certificate sister and then got married. Marrying a soldier meant I got to travel around Australia with Tasmania being the only state I haven't lived in, had three sons who are an absolute joy (especially now I am not responsible for them) and 13 grandchildren.

When I was 50 years old I obtained a Diploma in Textiles specializing in weaving and allied forms. I then opened a School of Craft in Brisbane City and taught over 300 people differing techniques such as embroidery, Paper Mache, crocheting, patchwork and decoupage. By this time the yacht which we had been building was launched and I closed the school down and lived on the yacht whenever it was moored. I thoroughly enjoyed our ten years on the water and only left it behind due to crippling arthritis. A few years later I underwent back surgery and finally moved to Mackay for the warmer climate.

I still carry on with my weaving and embroidery and continued to work on the book I am writing about the history of crocheting.

Life has its ups and downs but each day I thank the Lord I am still alive and ask for as little as possible. My community visitor is very nice and we get on well and have some fun together. I also thank the Lord for Tracey and her cohorts for giving lonely and people with disabilities a friend.

A lot more has gone on in my life that is more book length, than article. Please feel free to contact if you have a problem or you would just like to have a cuppa.



There's always a little truth
behind every
"Just kidding".
A little knowledge behind every
"I don't know".
A little emotion behind every
"I don't care".
And a little pain behind every
"It's okay".





Message from President Peter Grant

Hi everyone,

How fast the year has gone! On behalf of the Management Committee of MCVA I would like to wish you all a very merry Christmas and a happy and healthy New Year. We look forward to catching up again in 2011.

I have been recently reminded how every special and extremely important what we do at MCVA is for our friends and for ourselves. I have just started visiting again and I really did not know how much I had missed it and how it truly does make a difference.

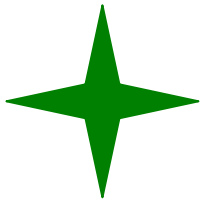
One hour a week has the potential to completely turn a life around, it is that simple, but totally amazing.

Thank you all for being part of our family and being the special people that you are.

It truly is my pleasure to be the President of Mackay Community Visitors Association because everyone involved with us makes us what we are.

Stay safe and all the very best.

Peter



HACC TRANSPORT will be closed from

22 December and will reopen on 25 January 2011. All HACC eligible clients who require transport for shopping, social outings and events during this period can travel with MCVA Transport. To do so you must be registered and have completed necessary paperwork prior to booking your travel.

All enquiries and registrations telephone
Katherine on 49531623

