

Bridges News

2018

Spring Summer Edition



CEO message

Life is just busy and the year is almost to an end as we sit back and enjoy the beauty of our Spring weather. The daffodils and tulips bring massive colour to our gardens, there are beautiful cloudless blue skies and the teasing of warmer days. I'm sure we are all ready for summer, considering we shivered in Melbourne through the coldest late season mornings in 60 years.

Bridges is now operating within a faster paced environment as our services stretch to meet the increase in referrals through My Aged Care. Last year Bridges delivered many and varied services to 620 clients supporting their independence and promoting socialisation. We welcomed 399 new clients to our service. I cannot thank our Volunteers enough as they selflessly give up their personal time to share this journey with Bridges. They helped clients achieve their goals and remained engaged and connected with our community.

At the end of September, we farewelled our Volunteer Driver, John Giddings who retired from Bridges. I would personally like to thank John for dedicating twelve years to driving our clients, offering them a means of mobility within their local community and being an advocate. John also took on the role of coordinating our Shopping Bus and driving our clients to Studpark or Knox City shopping centre each week. John has been a wonderful ambassador for Bridges and was nominated as a Senior Volunteer in the 2017 Ashton Awards. I thank John for sharing his time and making a wonderful contribution to our community. I wish John all the best as he now spends more time with family and friends.

Bridges continues to face many challenges and changes within our sector and in July next year we face a

new change as we transition to The Aged Care Quality Standards. The new single set of Standards will replace four Standards including the Home Care Standards that we operate under now. The new standards focus on quality outcomes for clients rather than Bridges processes so it is important that we're continually meeting our client's goals.

Our Inclusion Project, which is specifically focused around the CALD and LGBTI community, has been led by Ruthi and will complement Standard One which is Consumer dignity and choice. The outcome for the client is that they are treated with dignity and respect, and can maintain their identity, they can make informed choices about their care and services, and live the life they choose. Bridges must demonstrate it has a culture of inclusion and respect for clients; and supports clients to exercise choice and independence; and respects consumers' privacy.

Ruthi has undertaken a massive job in working through our Governance Policy, Policy and Procedures Manuals, operation forms and marketing material (including our social marketing platforms) to ensure we're using inclusive language within our administration framework. Ruthi has assembled a Steering Committee to help with the project and I thank each of person for their commitment, contribution and dedication to this group.

Ruthi invited Dale from EACH to run two Inclusion workshops for staff and the steering committee. They were made aware of why there are special needs groups specified in The Aged Care Act and how they need support within the community. Discussion took place around inclusion and respect offering tools and resources for further reading. The session demonstrated how to be



6 Griffith Street
Knoxfield 3180

ph: 9763 9700

fax: 9753 3791

www.bridgescc.com.au

Hours

Monday - Friday
9.00am - 5.00pm

Closed

Weekends and
public holidays

In this Issue

CEO Message	1
Support Bridges	2
Community Access	3
Pet Companion Program	4
Carer Support Group	4
Transport	4
Volunteer Manager	5
Bridges Inclusion Project	5
Whats On	6
Donations	8

facebook

We're on Facebook!

View our Page
or

Visit us online at
www.bridgescc.com.au

inclusive putting our new policies into practice ensuring Bridges reflect best practices. These informative sessions have been essential in setting the foundation for Bridges to develop a culture of inclusion across the organisation not just to comply with legislation but because all people have the right to live a fulfilled life and to be included in community.

The next step for our Inclusion project is for all volunteers to undertake our Inclusion Training and I hope that you take this on as brilliantly as our staff and steering committee. You will be hearing from Ruthi around Volunteer Professional Development Training sessions which are an opportunity for further professional development to support you in your volunteering role.

I have heard feedback in regard to our phone system. Please note with the demand for services this has increased the calls coming into our office. If you require transport you are

welcome to leave a message on our system and we will return your call to confirm the booking. If you require a person to answer your call you can push option 3 when prompted and a staff member will answer your call.

Over the past few months I have undertaken professional development specifically in digital marketing to build on our marketing strategy specifically utilising our social media platforms for volunteer recruitment. It is an interesting field and if there are any volunteers out there with these specific expertise I would welcome a call. The more I continue to work at Bridges the more I feel I am aligned with the saying "Jack of all trades and master of none".

I wish you all well as we head into the Christmas season.

Rita

HOW TO SUPPORT BRIDGES

- ★ Donate your time by volunteering
- ★ Donate your friends by inviting them to volunteer with Bridges
- ★ Donate your time to 'Like and Share' our Facebook page
- ★ Donate a raffle prize (Bridges holds an Easter and Christmas Raffle throughout the year)

Include a Charity Week was held during the week of 10 - 14 September. This is a campaign of Fundraising Institute Australia. Include a Charity is a social change campaign, their goal is to encourage more people to leave a gift in their Will, increasing the funds invested in the charitable sector and thereby increasing the positive impact these organisations have on our society. They believe by working together, they can change charitable giving forever so that over time, gifts in Wills become the norm for many rather than just a few. During this week Bridges launched our Bequest A Gift page on our website to align with "Include a Charity Week".

Bequeathing a gift to Bridges Connecting Communities in your will is a powerful way of supporting vital work in strengthening our community. You do not have to be wealthy to leave a gift and Bridges promises to you that the gift will be spent, doing what they do best, helping our aged and disability community who are at risk of isolation. Supporting our clients in the Knox and the South West Yarra Ranges by offering them a means of mobility and keeping them engaged and connected with their community has a lasting and positive impact on their health and well being.



We would recommend that you speak with your family and solicitor to arrange leaving a bequest to Bridges, they will ensure your estate is lawfully distributed in a way that meets your wishes.



Bridges is a not for profit charity with Deductible Gift Recipient (DGR) status and can receive tax deductible gifts. Many individuals already support Bridges and the work that we do in our community. When you give a donation you are given a Tax Receipt for your tax purposes. If you would like to join our wonderful band of donors please refer to the back page to select an option of your choice. You are not just making a donation but making a difference!

From the Community Access Desk!

EXISTING CLIENTS ARE WELCOME TO COME ALONG FOR A FREE TRIAL TO ANY OF OUR ACTIVITIES -



Ring the office and speak to Lyn or Fiona

Have you ever wondered what you do at a
Social Support Group!



There is something for everyone:

*Coffee shops
Knitting
Singing*

*Evergreen Social
Morning Melodies
Outings*

*Woodwork
Craft
Movers & Shakers Exercise*

Clients are invited to attend our

Tuesday outing group

*Outings include:
Various Shopping centres
Movies
Lunch/Morning teas*

Our Programs include:

*Phone a Friend Program
Friendly Home Visits
Pet Companion Program*



Carrington Park Activity Groups

Monday Madness group - This is a very friendly and fun group, which is full of discussion, and an assortment of trivia and games. A great way to start the week.

Monday and Wednesday Knitting groups - Our ladies have been busy knitting and have produced beautiful items. Some work is given to KOGO (Knit One Give One) to help vulnerable people within the community. The knitting groups are friendly and welcoming, are a great place to share ideas, make new friends, and enjoy a coffee and chat.

Wednesday Coffee group - Our coffee group is growing. We meet at different venues weekly, to enjoy each other's company, and good coffee.

Thursday and Friday Craft group - Clients have been busy making a variety of lovely craft items. With Christmas fast approaching, we will soon be starting our Christmas Crafts. These groups are such fun, where we all brainstorm ideas and enjoy each others company.



HEAT POLICY



Please note that there will be no Social Support Groups on days where the temperature is expected to exceed 35 degrees.

You will be notified by phone if class is to be cancelled.

Laurence has been proofreading our newsletter and is available as a Professional Wordsmith for all your writing, editing and proofreading needs. Please contact Laurence on 0409456448.

For a full list of his services check out his website. <http://ghostwritingspot.com> or blog

<http://laurencewins.com>

Pet Companion Program (PCP)

On Thursday 13th September, a team of six corporate volunteers from Mars Pet Care participated in our PCP. They teamed up in pairs and ventured out into the community to assist twelve lucky PCP clients by giving their dogs an extra walk that week and donating some goodies for them.

Team member Krishanie said of the day, "I absolutely loved volunteering as part of the Bridges program. It gave me and my colleagues the opportunity to connect with local dog owners, provide some exercise for their furry friends (and ourselves in some cases!) and ultimately participate in a meaningful service that you're providing to the community."

This is the third year that team members from Mars Pet Care have volunteered with the PCP and I feel like it won't be the last as they thoroughly enjoy themselves meeting the clients and their dogs.

I'd like to say a huge thank you to the amazing volunteers that have supported the PCP throughout 2018. It wouldn't be possible to offer this valuable service to the community without your dedication, commitment and precious time that you give so generously. You are all wonderful and I'm truly grateful for all you do. I look forward to working with you in 2019, hopefully it won't zip past as fast as this year seems to have done.

Leonie



Carers' Support Group

Bridges Carers' Support Group meets on the third Tuesday of the month for lunch. Some of the great venues we've attended this year are Keystone, Lorna Café, Royal Hotel, Forage and Bees Knees. The aim of the group is to provide a safe and friendly environment where carers can come together to share their experiences and to give and receive support to each other. If you are in a caring role and would like to join this group of friendly folk for some lively conversation and a few laughs, please call Leonie on 9763 9700.

Transport



Total Fire Ban Days.

No Drives in the Yarra Ranges.

As summer is here, please remember that on Days of Total Fire Ban, drives in the Yarra Ranges will be cancelled.



We are looking for volunteer transport drivers available for assistance with drives on Fridays.

From the Volunteer Manager's Desk!

The value of volunteers is irreplaceable.

I recently saw this Camellia plant named "Volunteer", which made me think how fortunate we are to have a team of fabulous volunteers.

I would like to say a big thank you to all our wonderful volunteers.



A gloriously ruffled **Camellia**, **Camellia Volunteer™** was bred in New Zealand by Mark Jury, and named to honour **volunteers** everywhere.....

Camellia Volunteer™ grows into a tall shrub or small tree two metres high. The foliage is a glossy dark green and the flowers are produced from May to September.

Bridges Inclusion Project

Thank you to all clients, volunteers and staff who returned the Inclusion Surveys. We appreciate your time spent completing these forms, as it helps improve our services.

If you're a volunteer please register for our Volunteer Professional Development training running throughout November. You can do this via email, either by using our online form or emailing Ruthi at ruthi@bridgescc.com.au. You can also call the office to register. It's important that all volunteers attend the training as Bridges must comply with Government standards of professional development.

The training will be held on the dates below, at various times during November. The location of training sessions will depend on registration numbers.

Training dates: 15th, 16th, 17th, 19th, 21st and 27th November 2018

CHRISTMAS NOTICE FOR CLIENTS



Everyone loves to give presents at Christmas time to thank their Volunteers and Staff for the great job they do throughout the year. We ask that you refrain from giving money or gift cards as our policy states '**Monetary gifts MUST NOT be accepted under any circumstances**' but small gifts such as plant cuttings, sweets, biscuits, flowers or inexpensive tokens may be accepted.

Own your happy place.

Connect Home Loan Package

3.89% pa* | **4.15%** pa*

Connect Home Loan Package | Standard Comparison Rate

Plus save \$625 on establishment fees[#]

Your sanctuary, your haven, your happy place. Whatever you call it, we'll help you own it.

Drop into our branch at Wantirna Mall, 348 Mountain Highway, Wantirna or phone 9720 4122 to find out more.



Wantirna **Community Bank®** Branch

Terms, conditions, fees and charges apply. All information is correct as at 1 July 2018 and is subject to change. Full details available on application. Lending criteria apply. *Interest rate is current as at 1 July 2018. Rates and fees are subject to change. The comparison rate displayed is calculated for a Residential Variable Rate, Owner Occupied, Principal and Interest loan based on an amount of \$150,000. WARNING: This comparison rate is true only for the example given and may not include all fees and charges. Different terms, fees or other loan amounts might result in a different comparison rate. Offer is available to customers with new Owner Occupied, Principal and Interest home loans above \$150,000 with a loan to valuation ratio of up to 80%, and three additional or complimentary products taken as part of the Connect Package. Complimentary products cannot be from the same product type. Offer ends on 30 September 2018. Credit provided by Bendigo and Adelaide Bank Limited ABN 11 068 049 178 Australian Credit Licence 237879. #To be eligible to save \$625 on home loan fees, application must be received by 30 September 2018. A new loan must be for External Refinance and/or Purchase and/or Construction for Owner Occupied property. (1205953-1212757-3) (410877_v1) (3/09/2018)

What's On...

Upcoming outings and activities.

October - December 2018

Please call **9763 9700** if you would like to book.

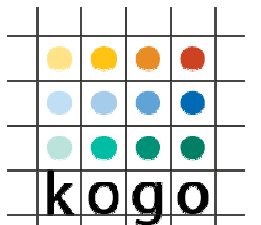
Bookings essential prior to all outings

Nov 5 Men's Lunch - Feast Ferntree Gully
6 Melb Cup Day - office closed
13 Morning Melodies - Royal Hotel
13 Carers Lunch - Venue TBC
16 Fundraising Bunnings BBQ

Dec 3 Men's Lunch - Feast Ferntree Gully
7 Last day social support groups
14 Last day Transport
14 Fundraising Bunnings BBQ
21 Last day for the office - closed for Christmas break



Jan 2 **Office re-opens**
7 Transport Resumes
7 Social support groups resume



knit•one•give•one

Bridges Knitting groups and friends donated an accumulation of 2 months work to KOGO.

In total we donated 50 scarves, 12 blankets, 9 hats, 2 pairs of fingerless gloves, 7 items of baby clothing, 3 items of toddler clothing, and a toy. Included in the donation was 83 squares to be made into blankets by the KOGO team who assemble them. A fantastic effort by all who contributed.

Please see link below for further information on KOGO.

<https://mailchi.mp/iinet/nyelkjec3b-2610901?e=fb6ff03ef6>

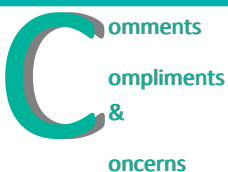


See below a letter received from KOGO thanking Bridges for their support.

Thank you to the Bridges Knitting Club for the fabulous items that you so kindly knitted and donated to KOGO. We know that the people who receive them will be absolutely thrilled. It gives them an emotional boost to know that someone in the community cares enough to create such special items to give to people who are "doing it tough".

Our finished garments are distributed through over 300 Community Partner Organisations. These agencies deal with a myriad of people undergoing hardship such as those who are homeless, refugees, children who are at risk, remote indigenous communities, women in refuges and families who are struggling to make ends meet. Again, thank you so much for being part of our team of wonderful knitters and crocheters and helping us to spread the warmth.

Kind regards, Ros Rogers OAM



Bridges prides itself on being an ever-changing organisation to meet the needs of our community, by providing the best care and service possible.

We rely heavily on feedback to be able to make continuous improvements so we remain valuable and relevant. Forms to complete can be found in all our vehicles, at our activity groups or by request. Feedback is welcomed by the CEO at any time!



1800 200 422

Mon-Fri 8am - 8pm
Sat 10am - 2pm

Find the help you need with My Aged Care

The Australian Government's My Aged Care phone line and website can give you information and help support you access aged care services, for people 65 years and over.

<https://www.myagedcare.gov.au>

Bridges Trivia Night 2018

Bridges Trivia Night was held on Saturday 6th October. We had seven tables battle it out for the winning prizes. One of our lovely clients, Peter and his wife Mary made up a table of ten and they took away first prize, winning by one point.

Bridges would like to thank all the people who attended the evening and supported Bridges.

Several games played during the night certainly got people up and having fun. It was great to see so many people get involved in the competitions which created an incredible atmosphere throughout the night. We have had some extremely positive feedback from the people who attended.

Trivia nights certainly need a great host and Colin, one of our fantastic board members, certainly delivered.

Thank you Col.

A big thank you to Bendigo Bank who donated the first prize for the raffle of a \$250 bank voucher and to all other sponsors who donated some great silent auction, raffle and prize items. This night certainly couldn't run without you.

A BIG thank you to all our sponsors.

Bakers Delight, Head Office and Wantirna Mall, Bayswater Hotel, Bendigo Bank - Wantirna Mall, Books & Gifts Direct, Bridges Woodwork group, Buckley and Phillips Aromatics, Bunnings Scoresby, Curves - Rowville, Grilled - Knox, Hogs Breath Cafe - Knox, Jan & Bryan Green, Knox Club, O'Reilly's Jewellers, Oscura, Paesano - Knox, Pancake Parlour - Knox, Puffing Billy, Schnitz - Knox, Woolworths - Scoresby, Zone Bowling - Knox as well as Bridges staff and volunteers, Col, Debbie, Henk, Leonie, Lyn, Marek, Robert and Vicki.

Knox Community Christmas Support—Share the Joy

Bridges are a drop off point for donated items to go to Knox Community Christmas Support. If you would like to donate any items of food or toys that may be suitable for Christmas hampers, please drop them into our office



NEEDED: VOLUNTEER DRIVERS



Knox Community Christmas Support are also looking for volunteer drivers to assist with their Christmas appeal.

Drivers are needed from 4-13th December, 9.30am-12.00pm, and would be required to pick up donations of food and toys from various donation points in Knox, and then drop them off to Rowville.

In 2017, 636 hampers were distributed within the Knox community and 523 children were able to receive gifts. If you are available to assist, please contact Sue Ellen from Knox Community Support, on Ph: 9761 1325



Bridges

Football Tipping Competition

Congratulations to our SSG winners:

- 1st - Lorna - Friday Shakers
- 2nd - Colin - Friday Shakers
- 3rd - Noelle - Monday Movers

and our office winners

- 1st - Rita
 - 2nd - Equal - John and Robert
- Thank you to all who participated.



"An investment into the Motor Group is
An investment back into the community"
www.ftgmotorgroup.com.au



Rotary Club of Emerald & District
ABN: 52 067 243 051 Reg. No. A0020647W
Chartered 28th March 1990



Rotary Club
Emerald & District Inc

Thank you to all our clients, volunteers and staff who purchased raffle tickets in the Rotary Club of Emerald Community Raffle.

Bridges sold 500 tickets which resulted in \$1000 towards our fundraising.

The winner of the Holden Equinox, donated by Ferntree Gully Holden, was from Seville Community House

A BIG Thank you

to the dedicated Bunnings volunteers who staff our BBQ station.
The BBQ is held the third Friday of the month at Bunnings Knoxfield.

If any volunteers would be interested in assisting us at the BBQ station for a time that suits you, please contact Lyn, at lynm@bridgescc.com.au, or phone the office.

Please see dates below for the remainder of the year.

October 19, November 16, and December 14





If you would like to financially assist Bridges' work in the community you have a number of options:

- ★ Fill out the form below and send a cheque.
- ★ Use your Credit Card with Givenow secure platform, see instructions below.
- ★ Do a Direct Debit transfer straight into our bank account, see details below.
- ★ Bequeath a gift

How to donate by Cheque

Yes! I would like to support the work of Bridges Connecting Communities and make a single tax deductible donation of \$ _____

My Details

First Name
Surname
Address
Postcode
Phone
Mobile
Email

Please find enclosed my cheque / money order for the amount of \$

Please make cheques payable to:

Bridges Connecting Communities Ltd. and post to: 6 Griffith Street, Knoxfield, Vic. 3180

How to donate by Credit Card:

you can donate by credit card using the secure Givenow facilities on our website page by following the instructions below:

Click on the SUPPORT button then click on MAKE A DONATION and follow the instructions.

Please note there is a 1.5% platform fee that is taken by Givenow to use this facility.

A receipt for tax purposes will be sent to you. We thank you for your kind donation.

How to donate by Direct Debit Transfer:

Deposit into our bank account as below:

Bendigo Bank: BSB 633-000 Account no. 157300468 Reference: Donor Name

If you email us your name, address and phone number we can register you on our donor list.

Making a difference in our community!

To unsubscribe from our mailing list
please phone 9763 9700 or email info@bridgescc.com.au