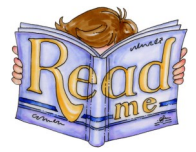


# Bridges News

2019

Spring Summer Edition



## CEO message

I am not sure why life seems to be moving at a greater pace but it is and we are now at the end of the year celebrating the Christmas season. December is a good time where we start to slow down as our social support classes and transport close for a month to allow our volunteers and staff to rest, take a breath and then be re-energised and ready for the start of the New Year.

I hope you all take time to rest and recharge your batteries. For our clients who do not appreciate the break, give us a ring and let us know. We have our Phone a Friend program and Pet Companion program that continues and only stops for two weeks so we can keep you connected over the break even if only by phone until our classes resume in 2020.

It was with great sadness that we farewelled two of our Board directors, Charles and Janette. Charles has been a director for five and a half years and Janette has been a director and chairperson for three and a half years. I would personally like to thank both directors for their support in my position and for their hard work, dedication and the commitment they have graciously shared with Bridges, always embedding good practice and administration, focusing on great governance.

We welcome onto the Board Anita Grindlay as Chairperson and Andria Pugh as Deputy Chairperson, they both bring great corporate skills and strategic planning experience to the dynamics of our Board. Next year we look forward to Board expansion with another two potential directors being elected. This

will be a very exciting year for our Board as we head into strategic planning, reviewing our current business model, identifying any short term or future transformation opportunities that will improve efficiencies and effectiveness of our operations and governance.

It was great to have two of our volunteer drivers, Judy Davies and Charles Carew, recognised in the Aston Awards this year, in the category of Senior Volunteer. Judy has been a volunteer driver with us for nearly 20 years with 13 years volunteering with the assisted shopping program and still shopping with one of our foundation clients. Judy has been a reliable and hardworking volunteer who also enjoys knitting and volunteers in our knitting group. It was great that Judy was nominated and recognised for all her wonderful service at the award night, thanks Judy.

Charles has been a volunteer driver with Bridges for nearly 12 years as well as a director. Charles and his wife Coral were recognised for all their volunteering work in the community over the years from the Studfield Community newspaper, the Basin Community House and Bridges. They won the Senior Volunteer award presented by MP Alan Tudge. The Aston award night was a great night and so inspiring when listening to each nominated persons volunteer history. Our Knox community is so rich and deep in the volunteering spirit, a result of all the volunteer dedicated hours embedded into Knox over the years and we thank them all.



6 Griffith Street  
Knoxfield 3180

ph: 9763 9700

fax: 9753 3791

[www.bridgescc.com.au](http://www.bridgescc.com.au)

Hours

Monday - Friday  
9.00am - 5.00pm

Closed

Weekends and  
public holidays

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facebook

We're on Facebook!

View our Page  
or

Visit us online at  
[www.bridgescc.com.au](http://www.bridgescc.com.au)

I would like to thank all our wonderful Volunteers who give each day and each week to ensure our clients are connected and able to participate in their community. You are all amazing and an inspiration for the generations to come.

A special thank you to all our Pet Companion Volunteers as the program reached its 20 year milestone this year. Our clients are very thankful for the service and appreciate the care given to their furry loved ones. Leonie does a great job coordinating the program and I thank Leonie for her dedication and commitment to the

program over the years.

To all our clients I have enclosed the new Charter of Rights under the aged care law. Bridges is required to give you a copy that sets out your rights whilst using our services. You may choose to sign the charter and return it to us but you do not have to.

As we finished off the year, I hope you all have a happy and safe Christmas and New Year and I look forward to working with you all next year.

*Rita*

## Ashton Awards



Winners of the Senior Volunteer Charles and Coral Carew accepting their award from MP Alan Tudge

Nominated for Senior Volunteer Judy Davies



CONGRATULATIONS CHARLES, CORAL AND JUDY!

## Knox Senior Safety Register

The Knox Senior Safety Register is now operating at Bridges with 26 clients that are regularly contacted by phone with the aim to reach more of our disconnected residents.

A newsletter is distributed throughout the year to raise awareness and education on current issues, eg: scams/heatwaves.

We thank Senior Constable Ross Mitchell of the Knox Police & Leading Senior Constable Linda Hancock from YR Police for their great support.

This program is ideal for isolated residents living alone. To join the register or find out more about the Register Contact Liz at Bridges on 9763 9700 or email [kssr@bridgescc.com.au](mailto:kssr@bridgescc.com.au)



## COMMUNITY ACCESS

**TUESDAY & THURSDAY OUTINGS ARE VERY POPULAR**  
**CHECK OUT WHAT'S ON (page 6) FOR MORE INFORMATION**

### Warrook Farm Outing

Warrook is a unique historical farm, over 100 years old, and we were lucky enough to take 34 clients and volunteers on this adventurous outing in October.

We were able to join in hands-on farm experiences and demonstrations. They also fed kangaroos and enjoyed Australian wildlife in the fauna park. This was followed by a delicious 2 course lunch.



## TRANSPORT



We are looking for volunteer drivers who would be willing to assist clients so that they can do their local shopping. Fortnightly commitment and 1 hour duration. Please ring Maureen 9763 9700.



Please try and have the correct money for drivers as you can appreciate not all drivers will have change on the day.

## Total Fire Ban Days. No Drives in Yarra Ranges.

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



★ Please do not advise  
Volunteer drivers of  
cancellations or changes to  
your transport.

Clients must contact the office on  
9763 9700 to notify the  
Transport Coordinator



# Pet Companion Program (PCP)

## Pet Companion Program – 20 Year Anniversary!

I'm delighted to tell you that the Pet Companion Program is celebrating its twentieth anniversary! The program started in November 1999 with 11 clients and 25 volunteers and today on average there are around 90 awesome volunteers providing support to nearly 70 clients in Knox, Maroondah and Yarra Ranges. I believe the strength of a program can be indicated by its longevity and after twenty years of going strong the Pet Companion Program is indeed a much valued service in our community.

I'd like to give a great big shout out to the wonderful people at Victorian Dog Rescue Group (VicDRG). Earlier this year after a lengthy hospital stay one of the PCP clients sadly passed away. Her little dog needed a new home and fast. The clients family were not able to look after the dog and asked PCP for help. I called on VicDRG to ask for their help and they came through with flying colours. They collected the dog from the family in record time and placed him in foster care where the dog was well cared for until he was rehomed with a loving couple.

Without the amazing help from VicDRG I don't know what would have happened to the little dog. If you'd like to support this great organisation please visit <http://www.victoriandogrescue.org.au> to find out more.

As usual the year has flown by and we're fast approaching Christmas. Thank you again for your continued support of the program in 2019, it's so much appreciated. I hope that you and your families have a safe and restful holiday period and I look forward to working with you again in the New Year.

Leonie

## First Aid training

Free First Aid training is available to our volunteers, there are 20 places left. If you are interested in completing a first aid course, please contact Lyn by email: [lynm@bridgescc.com.au](mailto:lynm@bridgescc.com.au)

**A BIG Thank you** to the dedicated volunteers who staff our BBQ station at Bunnings.

The BBQ is usually held the third Friday of the month at Bunnings Knoxfield. However we have had to change a few of the dates this year at the request of Bunnings. We are also in a ballot to obtain a weekend spot at some stage later next year.

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](mailto:lynm@bridgescc.com.au), or phone the office.

Please see dates below for early next year  
30 Jan, 20 Feb, 19 March, 16 April, 15 May



### 2019 Footy Tipping Competition

#### Congratulations to our SSG winners:

- 1<sup>st</sup> Linda Vail
- 2<sup>nd</sup> Deanna Johnson
- 3<sup>rd</sup> Lorna Wadeson

#### and our office winners:

- 1<sup>st</sup> Lyn Maestri
- 2<sup>nd</sup> Rita Lang
- 3<sup>rd</sup> Rob Murphy



"An investment into the Motor Group is  
An investment back into the community"  
[www.ftggroup.com.au](http://www.ftggroup.com.au)



Rotary Club of Emerald & District  
ABN: 82 067 243 951 Reg. No. A0020647W  
Chartered 28<sup>th</sup> March 1950



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 750 tickets which resulted in \$1,500 towards our fundraising.

The winner of the Nissan Qashqai ST, donated by Ferntree Gully Nissan was P Smith from Upwey.

## Social Support Groups

Our Monday Madness Group is growing! We enjoy a variety of trivia, games, reminiscing, discussion & guest speakers. Because this Group is rich in discussion, we have learned much about each other, resulting in friendships being formed. Jack (one of our much loved Group members) presents a talk weekly. Jack researches a famous (or infamous) event or person, or even an interesting topic. We were very fortunate on Monday 16<sup>th</sup> September, as we were entertained by guest Peter Mason. Peter brought along different size saxophones and played each one. Not only is Peter a talented musician, but he is also a comedian. In addition Peter incorporated magic tricks into his act.

We have many avid knitters and crocheters that join our knitting Groups a Monday and Wednesday afternoon. We have one client who produces lovely hats, blankets and scarfs using a loom. Items created are jumpers and cardigans for babies and children, scarfs, beanies, toy animals, blankets, knee rugs and squares. Many items are delivered to the charity KOGO (Knit One Give One). These are delivered to KOGO in Caulfield by one of our committed volunteers, Judy Davies. Much conversation and laughter takes place, as well as knitting.

Our Wednesday Coffee Group meets at a different venue weekly, within the City of Knox. Once a term we travel a little further afield. On these occasions a popular venue is Wyreena Gardens Conservatory in Croydon. We enjoy each other's company and conversation, as well as delicious coffee and food.

Our Craft Groups are held on a Thursday and Friday. We are kindly donated a wide variety of craft supplies. Our clients, volunteers and students are very creative, with clients producing amazing results. In this group everyone brainstorms and shares their thoughts and ideas. We have been working on weaving (using colored pipe cleaners, ribbon, wool and nylon), decorating boxes using rolled magazine pages, paper flowers, cards, pom poms (which we make into all manner of things!), dolls (including one footy doll) made from wool, decorated coat hangers and so much more! With Christmas fast approaching we will be beginning our Christmas Crafts. What I love about these Groups is the encouragement and support everyone gives each other.

**Volunteers and students have added to the vibrancy of all Groups. I am so thankful to these people. Without their enthusiasm & passion the Groups would not be the same**



**Please note that we will contact Social Support Group clients on days where the temperature is expected to exceed 35 degrees.**

## Donations

**Thank you to everyone who supports Bridges and the work we do in the community by donating.**



A special thanks to Priority 1 in Ringwood North and Commonwealth Bank Studfield Branch for their kind donations of \$500 each.



Bridges Management and staff receiving the cheque from Commonwealth Bank, Studfield Branch



## What's On...

Upcoming outings and activities.

Dec 2019 - Jan 2020

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

\*Bookings essential prior to all outings\*

Jan	2	Office re-opens
	8	Wednesday Shopping bus resumes
	13	SSG and Transport resumes
	13	Mens Lunch - Feast FTG
	16	Thursday Community bus resumes
	21	Shopping outing
	27	Australia Day Public - Office closed
	28	Shopping outing
Feb	30	Fundraising Bunnings BBQ
	3	Mens Lunch - Feast FTG
	4	Movie outing
	17	Council bus outing
	18	Morning Melodies - Venue TBA
	20	Fundraising Bunnings BBQ

Mar	2	Mens Lunch - Feast FTG
	9	Labour Day - Office closed
	10	Morning Melodies - Venue TBA
	19	Fundraising Bunnings BBQ
April	6	Mens Lunch - Feast FTG
	10	Good Friday - office closed
	13	Easter Monday - office closed
	16	Fundraising Bunnings BBQ
	28	Morning Melodies - Venue TBA

**Our What's On brochure can also be accessed via our website**  
[www.bridgescc.com.au](http://www.bridgescc.com.au)

## New Staff



Pip

We welcome two new staff members to our Bridges team.

Pip will be working in the role of Inclusion Training Officer to complete the work started by Ruthi with the aim to complete our Inclusion training for staff and volunteers.

## Seniors Week 2019

Bridges hosted a Dumpling cooking class in October as a Seniors Week activity. We were fortunate to have one of our volunteers Joseph, who is a Chef, conduct the demo. Feedback from the 12 participants said that it was a wonderful and delicious afternoon, and we thank Joseph for all his assistance with this event.



**C**omments  
 compliments  
 &  
 concerns

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!

  
**myagedcare**  
 Commonwealth Home Support Programme

 **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>

# Home Care Packages

I have been following the Royal Commission into Aged Care, as I am sure many of you will have been as well. One of the recommendations that has come out of this Commission is for the Government to provide more Home Care Packages to reduce the waiting list for higher level care at home. This is a good time to explain the relationship between Bridges and Home Care Packages (HCP).

Bridges is funded through the federal government through the Commonwealth Home Support Program (CHSP) this is the first entry level to government-subsidised care, for a person over 65 years who has basic needs. Bridges programs specifically support the basic needs of our clients while they live at home to support their independence, socialisation and a mobility solution for transport disadvantaged clients. CHSP is designed to provide single services or a few services to a large number of people who need only a small amount of assistance or support to enable them to maintain their independence, continue living safely in their homes and participate in their community.

The second tier of support that is subsidised by the government is a Home Care Package (HCP); a person over 65 years will be assessed and then assigned a Level 1, 2, 3 or 4 HCP, according to their needs. Each level of HCP provides a different subsidy amount, which contributes to the total cost of service and care delivery. The higher levels of HCP provides a subsidy towards the cost to support clients with higher intensity, ongoing services and case management. The HCP provider will develop a care plan with the HCP client and set out how available package funds from their individualised budget will be used to deliver the care and services to meet their needs.

There is an issue as Bridges' clients move onto a package as the government has told us that a person using Bridges under the CHSP subsidised rate cannot use Bridges as a HCP client as they are both being subsidised by the government and it is considered double dipping. Therefore, the government has stated that we can service clients on a HCP but they must come on the fee for service rate, which is the full cost of the service. Bridges can only supply additional CHSP services to HCP clients where they have capacity to do so. If you can imagine there are two buckets of money CHSP and HCP. Whilst you are not on a package you pay under the CHSP rate for service and if you are on a HCP, you pay the HCP rate, which is much higher, but it comes out of the package that the government has provided you. Bridges will support our clients already using services but will not be taking on new clients on HCP because Bridges is at capacity with their programs at present.

If you find that you are looking to take on a HCP, please ring us and let us know so that we can talk to you about the HCP fees for service. We can also liaise with your Home Care Package provider that you elect to take on the package with to ensure it fits into your HCP budget. This is a confusing time for all of us and we will ensure there is a continuity of services but please understand Bridges may not be able to support you as you move from basic needs to more complex needs but your HCP support worker will be able to support you to transition to another service provider if needed.

Feel free to ring the office and speak to me about HCP if you need further clarification or are still not sure. The government has an aged care system that offers older people a range of options as their care needs change over time. It is great the government is investing in more HCPs to support our senior community to live in their homes longer by providing supports that meet their needs rather than enter residential care, which is the third tier to subsidised care.

For more information you can also visit the link below or ring My Aged Care on 1800 200 422  
<https://www.myagedcare.gov.au/help-at-home/home-care-packages>

*Rita*





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

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## 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

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## 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.

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## 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.

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## Making a difference in our community!

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To unsubscribe from our mailing list  
please phone 9763 9700 or email [info@bridgescc.com.au](mailto:info@bridgescc.com.au)