

DEC The Bugle

UnitingCare Community Options

If you would like to contribute to The Bugle, please email info@ucco.org.au or ring (03) 9239 2500. We welcome any ideas or suggestions you may have.



Together-in-Service Presbytery Award winner, Kevin Nunan, with Rev. Steve Terrell from the Port Phillip East Presbytery (left) and Secretary of the Presbytery of Yarra Yarra, John Cranmer.

Annual Report 2011

PARTICIPANTS, Board members, sponsors and staff turned out in droves for the 2011 UnitingCare Community Options (UCCO) Annual Report to the Community in October. This much anticipated event provided a rare opportunity for everyone connected with the organisation to take a breath and reflect on the achievements for 2010/11 and consider what 2011/12 might bring.

The day began with a look back on the year from the UCCO Board's perspective by Chairperson, Dr Nancy Nicholas, followed by an observation of the many achievements the organisation had made as a whole, by Chief Executive, Scott Sheppard.

The various presentations made on behalf of each department were informative, with some supported by a heart-warming video,

featuring a participant telling their own story of how UCCO had helped improve their quality of life.

One of many highlights for the day was the presentation of this year's awards, starting with the staff recognition. Some awards were presented for long service, others were for outstanding achievement, but all were thoroughly deserved.

UCCO Participant Committee member, Kevin Nunan, was also presented with the 2011 Together-in-Service Presbytery Award in recognition of his dedicated community work.

You can see a full list of award winners on page 8 and, if you would like a copy of the 2010/11 Annual Report, please visit the Publications section on the UCCO website.

CHRISTMAS CLOSURE

After a busy year, UCCO will be taking a break for a few days during the Christmas/New Year period.

This year the UCCO office will be closed from 12pm on Friday 23 December until 9am on Tuesday 3 January 2012.

Please talk to your Partnership Worker or Service Facilitator before then to ensure we accommodate any needs you might have during that time.

If you have an urgent need during this time, please call 1300 651 463 and one of our staff will assist you with one-off changes to care plans or with emergency respite. If you have any questions or concerns, please call us before 23 December.



www.ucco.org.au
'A Good Life For All'.

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A message from the Chief Executive's Desk

OUR Annual Report to the Community is one of my favourite days of the year because it allows our organisation – the Board, staff, participants and business partners - to stop and reflect on our achievements for the past 12 months, before firmly setting our sights on the year ahead.

I am incredibly proud of what we achieved in 2010/11 and am particularly grateful to all our staff for their unfailing commitment and dedication to providing 'a good life for all' throughout the year. Some were presented with a Staff Achievement Award during this year's event in recognition of their exceptional, person-centred approach to their work. You can read more about their achievements and see how the Annual Report unfolded on pages 8 and 9.

The UCCO Participant Committee has wrapped up another busy year which you can read about on page 10. This Committee is a vital link between participants and our organisation and allows us to stay in tune with the changing needs of the people we work with. We are currently looking for some new Committee members for 2012 so please be sure to read this article if you are interested in getting involved.

Page 12 features a summary of the two recent graduation ceremonies for participants in our Opening Doors program. I've witnessed some remarkable personal growth in the people who have taken part in this social inclusion initiative so, if you would like to help make a difference to your local community, be sure to register your interest in the 'class of 2012'.

In this edition we also introduce a new feature called 'Spotlight On....'. This will be the first in a series of regular articles which take a closer look at one of the many services we provide. We kick off by catching up with the team behind Direct2Care on page 15.

Finally, on behalf of everyone at UCCO, I would like to thank you for your ongoing support throughout 2011 and wish you and your loved ones a safe and happy festive season. I look forward to sharing more good news with you throughout 2012.

Regards,

Scott Sheppard

Chief Executive

COPING WITH EXTREME WEATHER

WITH summer upon us, now is a good time to ensure you know what to do in the event of an extreme weather incident.

Extended periods of extreme heat can lead to health problems such as heat cramps, heat exhaustion and heat stroke so remember to keep cool, drink plenty of water and stay out of the sun. For more advice on dealing with extreme heat (including contact numbers) visit:

www.health.vic.gov.au/environment/heatwave/know.

Wild storms are also a common occurrence during summer and you can stay up-to-date with how the storm is tracking by visiting the Bureau of Meteorology website (www.bom.gov.au). The State Emergency Service (www.ses.vic.gov.au) website is another good source of information,

however, should you require emergency assistance, the best advice is to call their Emergency Hotline on **132 500**.

If you live in Melbourne's outer East, it is important to know what to do in the event of a bushfire. That means knowing how to reduce the risk of fire around your property and having a clear fire evacuation plan. The Country Fire Authority website (www.cfa.vic.gov.au) is a great source of tips and advice, however you can also call the Victorian Bushfire Information Line (VBIL) on **1800 240 667**.

Most important of all, if you know someone who may be vulnerable during an extreme weather event, please check in with them and see if they are ok.

A simple phone call or a visit can make the world of difference.

NDIS: A Participant Committee update

By Peter Anderson, Committee member

Members of the Participant Committee have been actively supporting the introduction of the National Disability Insurance Scheme on behalf of the participants of UCCO, by communicating our message to the wider community and many of our local Federal and State members of Parliament.

Some of the Committee members were present at the UCCO sponsored DisabiliTEA event, with some giving personal accounts to the three local MPs present. Matt Simpson, a long standing Participant Committee member, also gave a public presentation during the formal part of the morning, outlining the difference that an NDIS would make to him.

You can read this presentation in the September 2011 edition of the Bugle (available on the UCCO website).

When Bill Shorten was Parliamentary Secretary for Disabilities and Children's Services, the Committee invited him to a meeting so we could share some stories that might support the introduction of a NDIS.

Before the meeting could take place, Mr Shorten was replaced by Senator Jan McLucas and, despite both written and verbal contact with her office (begun in 2010), she is yet to commit to a meeting.

In our last conversation with her office, we were informed the Senator's schedule may permit a meeting some time in 2012.

Given the public commitment to the NDIS by most politicians, we believe it is in the interests of all those in government to meet with people for whom disability is a constant in their daily lives and who want to demonstrate the possibilities for fulfilling potential when there is attitudinal and resource support.

UNITING CARE COMMUNITY

80k support NDIS

THE campaign for an National Disability Insurance Scheme (NDIS) continues to attract new followers with the number of supporters closing in on 80,000.

While this is a great result, we need more people to hear about the campaign if we are to reach the 100,000 mark. If support grows and momentum builds, the NDIS will be secured for all Australians.

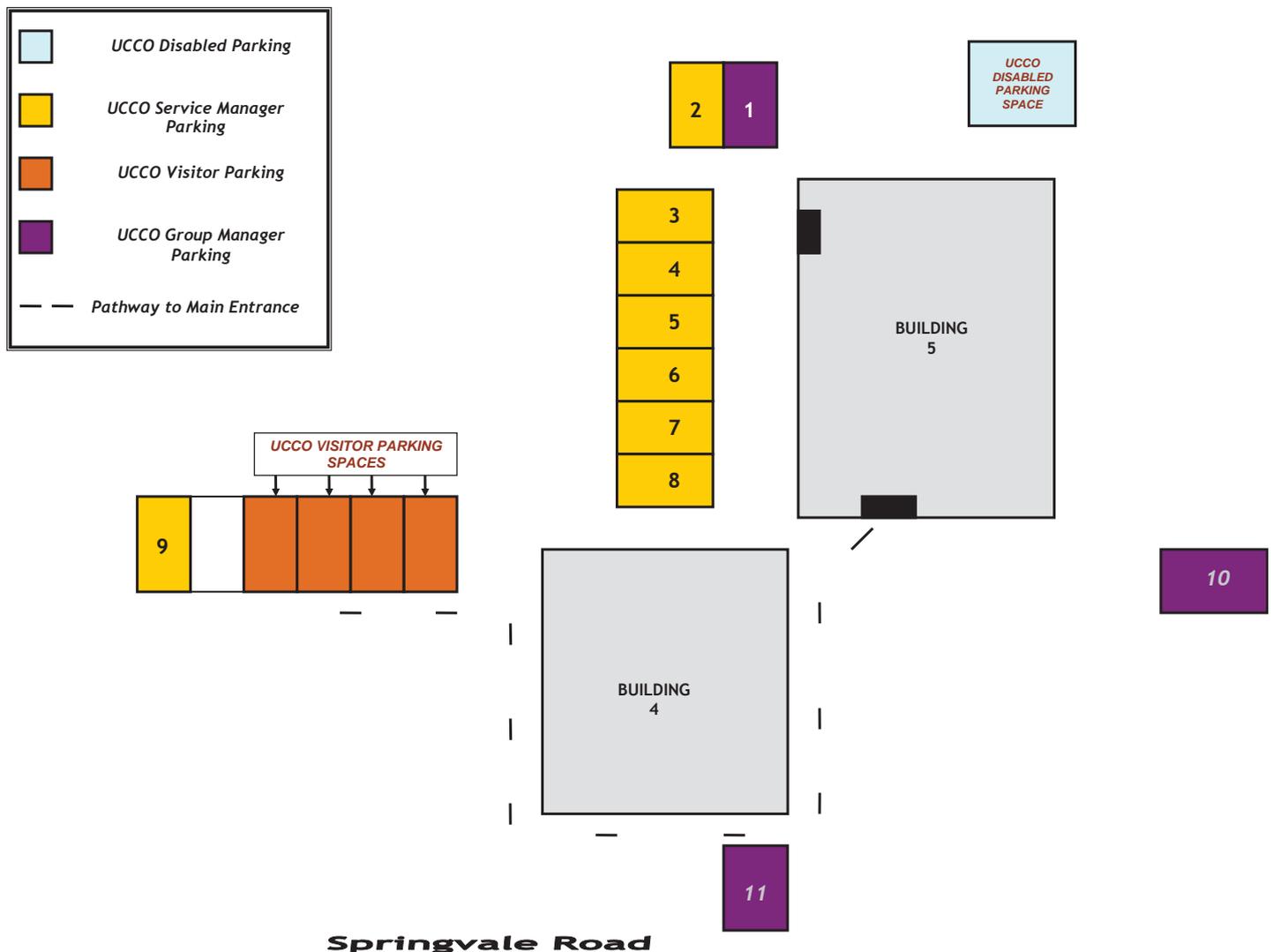
If you or your friends and family haven't done so already, please visit www.everyaustraliancounts.com.au and register your support.

New car parking at UCCO

Our visitor parking arrangements have recently changed so please be extra careful next time you visit us at our Brandon Park office.

The usual disabled parking bay still exists but, if it is full, you may ONLY park in one of the four UCCO visitor parks marked in orange on the map below. Each parking bay is clearly marked 'UCCO Visitor' and is very easy to find.

Once parked, please ask our Reception team for a 'Temporary Pass' to place on your dashboard so we can easily identify your car in the unlikely event that it needs to be moved. We look forward to your visit soon.



OPTIONS NEWS AND VIEWS

UCCO on show

We were a co-sponsor of a special expo at the Brandon Park Community Hall in September to demonstrate the latest services and aids available in the Disability Sector.

More than 50 service providers exhibited at the free event which also featured music, craft workshops, massage and beauty treatments, individual respite advice and the DisAbility Art Gallery.

UCCO's Disability team operated a stand throughout the day, and took the opportunity to take many of the hundreds of people who visited the expo through the various services we provide.



CHC Forum

UCCO's Ageing team received a first-hand look at all the latest developments in community health at a special forum in October.

Nine Allied Health representatives attended the two-hour get-together to present a brief summary of the many services available through their respective Community Health Centres.

Following the presentations, the UCCO Boardroom was transformed into a mini expo, as each representative hosted a table and invited informal discussions about what they could offer.

The day was a great opportunity to share knowledge and ensure UCCO staff are well equipped to provide the best and most relevant services to all participants.

Spirit of Yearning

UCCO Pastoral Care Worker, Pam White, was one of three mental health ministers to contribute to a special report examining the role of spiritual care in mental health services.

The "Spirit of Yearning, Spirit of Service" report - coordinated by Rev. Paul Stephens of the Presbytery of Yarra Yarra and funded by the Uniting Church's Share Appeal - was officially launched at UCCO's Glen Waverley office in September.

Author, John Bottomly, Uniting Care Prahran Mission CEO, Quinn Pawson and Rev Kevin Dobson, Chairperson of the Presbytery of Yarra Yarra, all shared some of their personal experiences in working with people affected by mental illness, while UCCO Participant, Michelle Mercer, performed a song she had specifically written for the occasion.

To obtain a copy of "Spirit of Yearning, Spirit of Service" contact the Presbytery of Yarra Yarra on 9857 1001.



(L-R) Pam White, James Godfrey, John Bottomly and Peter Sanders enjoy a tune by Michelle at the book launch.

Pastoral Care report...

By Reverend Pam White

CHRISTMAS again! Again and again, with its traditions, its joys, its hassles and even with its disappointments of loneliness and loss.

Christmas again! How wonderful that it is again, and again.

Each year we have the renewed and renewing prospect of celebrating the birth of Jesus in Bethlehem. This birth heralds a new relationship with God. God among us, human like us, vulnerable as a new born baby, at risk from political and religious powers yet embodying love.

We can celebrate Christmas as an end of year time, as an excuse to indulge ourselves and our loved ones with food and festivities. Celebrations are good. But our Christmas will be richer if we spend some time in contemplating the reason for our celebration.

For the past five years my Christmas Day has been spent in hosting a free lunch for those who would otherwise be alone. Upwards of 60 people come to the Uniting Church hall in Kew for all the company, food, carols and presents that form the focus of Christmas Day in most people's homes. Wonderful volunteers give their time. Donations of food and gifts come from congregations and other generous folk.

Most years we have had a brilliant pianist who plays Christmas music. I doubt he will show up this year. He has betrayed his friends and has not been in the area for some weeks now. He will be missed.

Maybe the person who took my camera and raided some of the gift bags last year will show up again. I shall be more careful, but he will be welcome to come and be with us.

Perhaps the woman who came with her son to spend a last Christmas with him before he was sentenced to a prison term will come. It will be a hard time for her.

Hopefully the man who, on past Christmases, drew the blinds to his apartment and drank himself to oblivion will come again as a volunteer, working hard to give other people a good time.

The unemployed man who dropped in early to ask for some gifts to take to his young nieces may call in again this year. There will be toys ready for him to take.

The woman who is estranged from her family has promised to be there to help me and that will help her as well. Despite the pain of her mental illness she will be sensitive to the needs of others and will put on a very brave front.

Undoubtedly, a group will rock up together from a rooming house and one of them will present me with a Tattsлото scratchy. I have little expectation of a windfall, but it would be churlish to reject his generosity and we can share the unlikely winnings...

These are the people for whom God has a priority, the ordinary strugglers with life, the wounded, the disappointed, the disenfranchised. And any one of us can be in that category at some time in our lives.

The Christmas message, the birth of Jesus, was announced to lowly shepherds. They would have been at home in a stable. The wise and wealthy came to pay homage, bringing their gifts. We all have a wisdom from life experiences and we all have gifts we can share.

In one part of the story it is the elderly Simeon and Anna who recognised the importance of the baby boy who was brought to the temple to fulfil the rituals of his people.

...Christmas reflections



We are never too old or infirm to recognise that God's love can be at work in our lives and that we have a contribution to make.

The guiding star and the angel choirs are all more real symbols of Christmas than the shop decorations would have us believe. They connect us with the Divine, the 'other' that is greater than ourselves. 'Away in a Manger' and 'Silent Night' are not just simple or sentimental songs but are conduits to the deepest yearnings within ourselves for meaning in our lives. This meaning tells us that we are not alone and that we are, despite all our frailties, beloved of God and that we can express this love to others in our lives.

May the blessing of the Christmas Peace be yours,

Pam.

Free Christmas Lunch

25th December, 12 noon at Uniting Church Hall, 23 Highbury Grove Kew.

Speak with Pam for details 0409 019 269.

Participant poetry

IT'S A BLESSING

You say

"It's a blessing..."

"It happened for a reason..."

"God knows you're strong..."

"You're special..."

I say

It's not a blessing

It's a bad thing.

Disability

Illness

Violence

Murder

Rape

Abuse

Bad things are bad.

They happen.

God knows they're bad

But unlike you

He won't make me hold them because I'm strong.

God allows them to be bad

He sits with me in pain and struggle

Transforming bad into

Good.

Now that's a blessing!

-By Kaye Shanks

UCCO'S ANNUAL REPORT

WHILE UCCO's Annual Report to the Community presents a great opportunity for our organisation to review the past year, it is also a time to recognise those participants and staff who have made a significant contribution to our efforts in providing 'a good life for all'.

The Staff Achievement Awards are particularly significant because they are nominated by participants in recognition of the exemplary service provided by our people. This year, 11 very deserving UCCO staff members received this award on the day.

The presentation of Staff Service Awards is also an annual highlight which allows us to acknowledge those who have been with UCCO for a significant time. In 2011, these awards ranged from recognising five years' service through to a remarkable 15 years' service.

The Community Acknowledgement Awards are presented each year to businesses that go above and beyond the call of duty in the services they provide to UCCO. This year the awards went to The Ian & Nelleke Clark Encouragement Fund and Tye's Gardening Services.

Kevin Nunan is one of the longest serving members of the UCCO Participant Committee and is a deserving winner of the 2011 Together-in-Service Presbytery Award.

Kevin was recently awarded a scholarship in 2011 in Community Leadership at RMIT and engages in multiple community activities while also caring for his ageing father. His contributions are always performed quietly, without fuss and without any thought of acknowledgement.

Congratulations to all winners.



UCCO Board Chairperson, Dr. Nancy Nicholas gets the day started.



Chief Executive, Scott Sheppard, reflects on a busy 2010/11.



UCCO Board members Jill Wells and Horace Chai.

TO THE COMMUNITY 2011

2011 Staff Achievement Award winners

Maree Lilley

Simone Edtmaier

Aimi Hilderbrand

Rebecca Chan

Natalie Pepping

Natalie Karametos

Eileen Edwardes

Lorraine Murray

Sue Sidebottom

Helen Finn

Lyndley Ah-Qune

15 YEAR SERVICE AWARD

Gabby Moretti

10 YEAR SERVICE AWARD

Michael Gelfand

5 YEAR SERVICE AWARDS

Cathy Henry

Natalie Karametos

Agata Kaspryszak

Lyn Libeau

Gordon Mathieson

Lorraine Murray

Elizabeth Ofamooni

Rozan Perera (support worker)

Kent Rogers

Rachael Scott

Rebecca Sieber

Karen Thompson

Michelle Veale

Luke White



Some of our happy five year service award recipients.



Rebecca Chan, Aimi Hilderbrand and Simone Edtmaier with their awards.



Natalie Karametos, Natalie Pepping and Sue Sidebottom.

NEWS & VIEWS FROM THE

AS we draw to the end of 2011, the UnitingCare Community Options (UCCO) Participant Committee can reflect on its busiest year so far.

In the three months since the last Bugle, the Committee has kept up its hectic pace. October saw the running of the In Your Hands Forum, which coincided with the International Day of Older Persons. This was voted a great success by both participants and staff and the celebratory afternoon tea was enjoyed by all.

The Participant Committee has continued its role as the voice of UCCO participants by providing input into the organisation's policies and procedures, its submissions for funding of projects and calls for submissions by government sectors.

The Committee also continues to assist UCCO in its advocacy role, particularly in its efforts to promote and provide information about the National Disability Insurance Scheme (NDIS). Until the NDIS is a reality, the Committee encourages participants to support UCCO by sharing information about this proposed scheme with others in your community and the politicians in your electorates.

Finally - if you are an UCCO participant and would like to share your experiences and views to help improve our services, then we want to hear from you! Nominations are now being taken to sit on the 2012 Committee. To get involved, simply contact the Committee through a Community Development Worker, or talk to your Partnership Worker.

What to do next...

- Would you like further information?
- Are there any topics or issues you would like the Committee to address?

- Are you interested in becoming a Committee member?
- Or, can you help out on a working party to assist the Committee as it acts for the benefit of all UCCO participants?

If so, please contact:

Barbara Blakey: Community Development Worker – Consumer Participation (part time), on 1300 651 463 or barbara.blakey@ucco.org.au

If there is no answer, please leave your phone number and Barbara will return your call.

Letting Go

By Beryl Wilshusen, Committee member

Letting go of someone you love is never easy.

My husband Bob had been sick on and off for many years and was slowly deteriorating. He had been admitted to hospital on several occasions and on his last visit, it was suggested that I see a social worker. This came as a shock at first as I thought I was coping quite well looking after Bob.

I knew then that I couldn't do it anymore! Even with all the assistance I was receiving.

Within 2 days, Bob was accepted into permanent full-time low care.

When he came home from hospital, we were both assessed and the decision was made to organise nursing care in the home for Bob and home care for me. This is when UCCO came into our lives.

I have always been very independent and was unsure about accepting the help, but it has been truly wonderful.

PARTICIPANT COMMITTEE

I was assigned a Partnership Worker who sat with me and discussed the help I needed and what we were eligible for, before making all the telephone calls to organise the services that both Bob and I would require. She was also able to help me think through plans for the future.

Bob had been in full time respite care on several occasions and in various care facilities. I therefore had a reasonable insight into the type of places available and the quality of care they offered and was able to prepare myself for what lay ahead.

We continued on for some months with regular visits from home care staff. We had our ups and downs; some days difficult and some really good. On the good days I thought I could manage and everything was ok.

Then came an unexpected visit to hospital by ambulance late one evening.

After the shock of him leaving home for the last time, I also realised just how tired I was and what a toll taking care of him had taken on my own health and quality of life. Then the guilt set in.....and the stress.....

- Could I have kept him home a little longer?
- Had I done the right thing?
- Will I be able to manage financially?

Even though I know Bob is well cared for, it's not the same as him being at home.

He was always so well groomed and took great pride in his wellbeing.

Some visits can be quite distressing: his appearance and grooming are often neglected and his short term memory often fails him. Some days he's quite content and others he seems sad and often asks when he can come home.

He is always so grateful for a visit and so happy to see the family. Then I feel bad that I don't visit more often.

Staff are always considerate of Bob's needs and are more than happy to accommodate my requests for him, time permitting.

I can take him on outings anytime. I regularly visit with our dog Ned which the other residents also enjoy. We have two daughters who visit Bob and often take him home for a meal and to see the grandchildren.

The worst times are always when Bob asks, "when can I get out of this place?" or "who can I see that can help me?" I am always honest with him and tell him I cannot look after him anymore.

We have been married 50 years and Bob has been in care now for 12 months.

I try to keep a positive attitude and Bob is always so grateful to have me visit, that our times together are always good.

I still have concerns and perhaps as time goes by I will learn to accept what I cannot change, knowing that I have done everything I possibly can to make this stage of his life as good as possible.



OPENING DOORS

.....2011 graduates kick up their heels

THE Opening Doors Program wrapped up another successful year in November, with 36 community members from the Inner and South East regions celebrating their graduation.

Opening Doors is a special Community Leadership Program that empowers members of the community with the strengths, skills and confidence they need to help develop a more socially inclusive society in their local area.

This year was the first time the Program has run in the south eastern suburbs and almost 100 guests from government, services and the community turned up to see each of the 16 graduates receive their certificate of completion from Mayor of the City of Greater Dandenong, Cr. Roz Blades.

It was an exciting day for everyone, with one graduate saying she 'didn't know a graduation could be this good' and another in his 50's confessing it was the first graduation he had ever been to. One of many highlights on the day was the multicultural flavour, with many graduates dressing in their national dress and bringing favourite foods from their culture to share with the guests.



Bottom left: Graduates from the South East Program celebrate their graduation. Above: The Inner East graduates proudly show off their certificates.

The graduation ceremony for the 20 participants in the Inner East Program at the Clayton Community Centre was similarly well attended, as participants collected their certificates from Mayor of the City of Monash, Cr. Greg Male.

An important part of both ceremonies was the opportunity for each graduate to present the Social Inclusion Project they have developed through the Program to the ceremony attendees. Many were encouraged by the feedback they received from guests and gained some good ideas for potential venues they could use and people they could connect with.

There are up to 35 Projects underway with potentially 1000 new ways to positively engage with their community.

It is hoped the Program will run again in both regions during 2012 so, if you would like to know more, please contact Project Manager, Jane Oldfield, on 9239 2500, visit us on www.ucco.org.au or find and like us on Facebook.

CARING FOR THE CARERS

Carers Week 2011

CARERS Week is a national celebration of the vital role that carers of people with a disability, age-related frailty or mental health issues play in our community.

Through the generous provision of their time and spirit, they enrich the lives of those they care for as well as those around them, so the UnitingCare Community Options Commonwealth Respite and Carelink Centre team were only too happy to take a couple of groups out for a bit of pampering.

Tuesday 18 October saw the first group travel by bus to Tarrawarra Estate, in the picturesque Yarra Valley. Renowned for its spectacular scenery and the famous TarraWarra Museum of Contemporary Art, TarraWarra Estate is also home to some of Victoria's finest wine and food. The views from the restaurant were beautiful landscapes in themselves, and the accompanying three course meal completed a memorable day for everyone.

The next day, the second group travelled to the equally picturesque Mornington Peninsula to enjoy some fine food at Sorrento's All Smiles restaurant. The group sat down to a sumptuous lunch while taking in the breathtaking ocean views, before walking it all off with a long stroll on the beach.



Both days provided a rare opportunity for carers to relax, take in the scenery and good food and intertwine stories and experiences about caring with some fun conversations about food, art and places to visit.

Feedback from those who attended was very positive, including:

- "A perfect day, nice weather, beautiful place and a nice bunch of people."
- "A day of not having to make any decisions with all the planning done for me – wonderful!"
- "Today has been perfect for me. The companionship of people in similar circumstances is very affirming."
- "A great day, very relaxing, very special. The food and atmosphere was something to remember."
- "Everything was fabulous. The museum was very interesting, the food was great, the company of other carers was priceless and even the weather was good!"
- "We need to know that someone understands that we still like to be ourselves and to be given a treat."

If you think you might benefit from respite or any other assistance from the Commonwealth Respite and Carelink Centre please give us a call on 1800 200 422.

2011 full of fun.....

...for Young Carers

THE Young Carers team is already planning out a fun-filled calendar of events for 2012, after wrapping up another bumper year of activities, camps and celebrations.

As always, the September-October school holidays were very eventful and this year took in some snow play, Smurfs and a visit to the Royal Melbourne Show.

Young Carers in Secondary School headed up to Falls Creek and were treated to the last snow dump of the season. It snowed for most of the time they were there, which provided a great opportunity for the group to ski down slopes of soft fresh snow, have snow fights and make snow men. Everyone had an awesome time!

Young Carers in Primary School headed off to the Royal Melbourne Show and had a brilliant time going on as many rides as possible, watching monster trucks, choosing a show bag and winning prizes.

The Young Carers team also took 29 young carers of all ages to eat pizza and pasta and see the Smurfs in the luxury of Gold Class to finish the holiday's off.

Carers Week (16-22 October) provided another opportunity to get together. This annual week is a national celebration of the valued role that carers of all ages hold in our community and this year, the Young Carers group kicked up their heels at Sidetracked for an afternoon of arcade games, laser tag, ten-pin bowling and of course go kart racing.

Throughout the year, the group also:

- Celebrated Youth Week at Luna Park
- Avoided being eaten by animals at Werribee Open Range Zoo
- Narrowly missed being splattered with eggs at Teppanyaki
- Learnt how to drive and survive VCE
- Enjoyed a winter camp at Merricks

But, most of all, the young carers have hung out with people who get what it is like being a carer while at school. It has been an awesome year at Young Carers, with 2012 bringing even more adventure and fun so we hope to see you there!

If you are interested in finding out more about the program or registering, please contact the Commonwealth Respite and Carelink Centre on 1800 200 422 (free call from a landline in the Eastern Region) or 9239 2580 (if calling from a mobile or outside the Eastern Region) or email Karen at youngcarers@ucco.org.au.



SPOTLIGHT ON.....

Direct2Care

THROUGH Direct2Care, UnitingCare Community Options (UCCO) is working with older Victorians, younger people with disabilities, their carers, family members, friends and neighbours to improve their access to community care services.

This Victorian and Australian Government initiative was established in 2008 and its success since then has seen more than a dozen access points set up around Australia, two of which are in Victoria. Direct2Care operates throughout the Eastern Metropolitan Region.

Direct2Care operates on a 'no wrong door' policy, meaning that assistance will be provided no matter what service is requested. There is no discrimination and the team happily gives their time to anyone in need of help, whether they are new to the system, experienced people looking for information, workers, participants or any other concerned party.

Direct2Care team members work in collaboration with each caller by allowing plenty of time to talk through their needs, before discussing all their options for services and, where needed, complete a guided referral for the service.

The type of assistance provided through Direct2Care is wide and varied and recent examples include:

- Discussing respite options with a carer for her elderly mother when she goes on an overseas holiday
- Referring a parent to the Commonwealth Respite Carelink Centre to access support for her child with a severe disability
- Referring a person with a disability to a local transport service so they may attend medical appointments
- Advising a lady looking to connect with local activity groups in her area

- Referring an older person to ACAS for a residential care assessment.

Direct2Care staff also regularly present to community and special interest groups such as Senior Citizens, Probus, RSL's, Neighbourhood Centres, church groups and many other community groups.

If you think Direct2Care could assist you, then please give us a call on 1300 121 121 for more information.



The Direct2Care team. (L-R) Dawn, Catherine, Despina and Lisa.

DID YOU KNOW....

.....that when you become an active UCCO participant, you should receive a collection of information about us and how we can best work together?

This information is called the Participant Information Pack and is updated and sent to all participants each year.

If you have not received a copy in the past 12 months, please speak to your Partnership Worker.

The Bugle

Issue 4, December 2011

ABOUT US

UNITINGCARE Community Options is a community services organisation, dedicated to assisting people to live good lives in their own homes and communities. We have been supporting older people, people with disabilities and the unpaid carers that support them since 1987. Each year, we support around 4000 people throughout Melbourne's east and south.

Our vision is to achieve 'a good life for all' regardless of their abilities. We aim to support people in achieving the goals they have and living the life they hope for. If you know anyone who might benefit from our support, please ask them to contact us.

RAISING ISSUES OR CONCERNS

If you have an issue which you would like to have addressed, please first raise the matter with your Partnership Worker. If your Partnership Worker is unable to solve your issue, you can raise the complaint with their Team Leader. Issues that remain unresolved will be dealt with by Senior Management.

You can also ask for support from an external advocate. See your Participant Information Pack for more information.



CONTACTING US

Direct2Care

Freecall: 1300 121 121

Commonwealth Carelink Centre

Freecall: 1800 052 222

Commonwealth Respite and Carelink Centre

Freecall: 1800 200 422

Head Office

Ground Floor, Building 5
Brandon Office Park
530-540 Springvale Road
Glen Waverley VIC 3150

Tel.: (03) 9239 2500

Fax: (03) 9239 2522

Direct2Care Office

Suite 3034, Knox Ozone
Shopping Centre,
509 Burwood Highway
Wantirna South VIC 3152

Tel.: (03) 9800 6800

Fax: (03) 9887 0554

Website

www.ucco.org.au

Interpreters Available On Request

ΔΙΑΘΕΤΟΝΤΑΙ ΔΙΕΡΜΗΝΕΙΣ
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