



Mt Gravatt
COMMUNITY CENTRE INC

Supporting the Community Since 1990

DEB: CEO Corner

As we step into the new quarter, I'm excited to share some important updates and developments happening at the Community Centre.

First and foremost, we've been working diligently behind the scenes to ensure that our services and programs are better aligned with the evolving needs of our community. This has involved revisiting our staff roles and functions, rewriting position descriptions, and making strategic adjustments to our operations to enhance efficiency and effectiveness.

Here are some highlights of what we've been up to:

Clearer Position Descriptions: We've taken the time to refine and update our position descriptions to ensure that our staff members are equipped with the right skills and resources to serve you better. These revisions will provide clarity on what to expect from our team members and how they can best support you.

Improving Service Delivery: By realigning our staff roles and functions, we're streamlining our processes to provide you with even better service. Whether you're accessing our aged care services, seeking emergency relief, or participating in our training and employment programs or the Social Isolation project, rest assured that we're committed to making your experience with us as smooth and beneficial as possible.

Community Engagement: Your feedback and input are invaluable to us. As we

make these changes, we want to ensure that your voice is heard every step of the way. We encourage you to reach out to us with any questions, concerns, or suggestions you may have. Your insights help us shape our services to better meet your needs.

Continued Support: Our commitment to serving our community remains unwavering. We're here to support you through life's challenges and celebrate your successes. Whether you need a helping hand, a listening ear, or a resource to empower you, know that you can always count on the Mt Gravatt Community Centre.

As we move forward, I'm confident that these initiatives will strengthen our organisation and enable us to serve you even better. Thank you for being an essential part of our community and for allowing us the opportunity to make a positive difference in your lives. Easter is just around the corner, please be safe on your travels over the long weekend.

Kind regards,

Deb Crompton

Chief Executive Officer

Skilling Queenslanders for Work: Unlocking Opportunities through Learning

Greetings from the Skilling Queenslanders for Work (SQW) Program.

Skilling Queenslanders for Work is a State Government initiative aimed at providing targeted skills and training to vulnerable Queenslanders who are unemployed or underemployed.

In 2023, we assisted 101 people through our three programs, providing them with a Certificate II in Cookery/Kitchen Operations, a Certificate III in School Based Education Support, and work-readiness skills.



Certificate II in Cookery/Kitchen Operations

This program is a practical course, enabling participants to work as a kitchen hand, cook, catering assistant, etc. This course was immensely successful in 2023, and we are thrilled to be offering a Certificate II in Cookery in partnership with the Institute of Culinary Excellence in 2024.

This course equips participants with the knowledge, skills, and confidence to step into the workforce. Our 2023 participants particularly enjoyed the application of theory, as they were often allowed to eat the results!

We undertook three intakes for this program in 2023, which have now concluded. Many of our participants from these intakes have transitioned into work and/or further study.

With 2023 behind us, we are preparing for another year of walking and working alongside participants as they take their first exciting steps into the culinary world. We will be partnering with the Institute of Culinary Excellence to deliver this training.

Though our first intake is full, we are accepting expressions of interest for our second intake, due to commence later this year.



Certificate III in School Based Education Support

Partnering with Adapt Education, we delivered two rounds of training to a diverse pool of participants in 2023. Through this course, participants were trained in all skills required to become teacher aides.

Part of this course is a 100-hour placement, which our participants have now completed or are in the process of completing this capstone. We are very proud to announce that several of our participants were so enthusiastic about the Certificate III's content that they have continued to further training, studying their Certificate IV in School Based Education Support with our partnered RTO!

We are once again partnering with Adapt Education to deliver two rounds of training in 2024. If you're interested in stepping into the world of education, please contact us via sqw@mgcci.org.au 0490 679 706.

If you or anyone you know may be interested in these courses,
please contact us for more information.

Website <https://www.mgcci.org.au/services/training/>

Email sqw@mgcci.org.au

Mobile 0490 679 706

Phone 3343 9833





Introducing Davinia, our Link Worker for Ways to Wellness.

You may have seen Davinia appear in the newsletter before in her previous role as Care Manager in the QAADS team, or perhaps around the centre attending various groups and activities with people new to the centre.

Davinia holds a Master's in Social Work (applied), is a keen advocate of relational base practice, and is passionate about supporting clients on their journey to social connectedness.



It may sound odd in some sense, but social connection can improve your health and wellbeing according to the University of Queensland's 18-month evaluation of social prescribing in QLD. Ways to Wellness also known as "Social Prescribing," is one of the programs that had clients participate in this study. Participants were asked to complete a questionnaire when they first started with the program, to give a baseline, and were given the same questionnaire at 8 weeks and 18 months.

Participant results at 18-months found the following health and psychosocial outcomes:

- Loneliness ratings had reduced 16% from baseline.
- 22% reduction in feelings of distress compared to baseline.
- Rating of overall health improved by 22% from baseline for social prescribing clients.
- Increased social trust was maintained among social prescribing clients.
- Wellbeing had an overall improvement of 9%

The Ways to Wellness Program often benefits people who are new to the area and are not sure what types of activities are available in the community, people who feel anxious to meet new people or try new things and people that experience barriers to getting out and about.

If you have been wanting to join a group or activity but don't quite know where to start or are facing challenges that affect your ability to connect with your community, you may like to talk with the Way to Wellness Link worker. An appointment with the Link Worker will help you identify activities you might be interested in and talk through any barriers you may be facing.

The Link worker will meet you in a place convenient to you to learn about your interests and lifestyle and then together, you will develop a plan for supported engagement with a meaningful group or activity.



Exercise and Socialise

With the extreme changes in weather these past few months getting out into the community has been challenging.

Did you know that there are walking groups running Monday to Friday that stroll through the air-conditioned shopping centres before the shops are open!

This can be a safer way to exercise and socialise during hot and humid weather conditions.

These indoor walking groups and others can be found on the [Heart Foundation website](https://www.heartfoundation.org.au/).

To talk with Link Worker Davinia to learn more about Ways to Wellness give her a call on 0491 625 869 or email linkworker@mgcci.org.au. Alternatively, as the Link Worker is based at the Mt Gravatt Community Centre, you can give the centre a call on (07)3343 9833 or visit our website at <http://waystowellness.org.au>



QUEENSLAND AGEING AND DISABILITY SERVICES

QAADS is the Home Care Package division of the Mount Gravatt Community Centre.

If you are experiencing changes in your physical and/or mental wellbeing, you should contact your Care Manager. They will review your goals and needs and will recommend an increase of services, if necessary. Your Care Manager will request a review of your services by My Aged Care so you can access the help you need. You may be assessed and recommended for a Home Care Package.



What is a Home Care Package?

A Home Care Package is part of a government-subsidised Aged Care service and is for clients who have more complex needs than the Commonwealth Home Support Program. A Home Care Package is simply receiving more regular assistance and/or care in your own home. Funding is allocated to you by the government to support you to stay independent at home for as long as possible. There are four levels of home care depending on your needs.

How do I access a Home Care Package?

To receive Home Care Package services, you will need to be assessed by My Aged Care assessment team. An assessor will arrange a time to visit you in your home. You receive assistance from a support person, your MGCCI/QAADS Care Manager, or an Aged and Disability Advocate, during the

assessment. They can support you and advocate on your behalf. Your Care Manager can also advise on what to expect during the assessment.

Following the assessment, you will receive a letter from My Aged Care to advise you of the outcome and whether or not you have been approved for funding. If you are approved for a Home Care Package, you will need to contact Services Australia (1800 200 422) as they will advise if you will be required to contribute to the cost of your care under the Home Care Package Program.

If you are eligible to receive an increase in support, you will join the national waiting list. You may need to wait a few months before the Home Care Package is allocated. You can continue to receive services under the Commonwealth Home Support Program while you are waiting.

Once your home care package has been allocated, My Aged Care will send you a second letter with your unique referral code. You can then start looking for a provider. You will have to sign a Service Agreement with your provider of choice. After that, you will be able to start receiving Home Care Package services.

Why choose QAADS?

While the process of changing the level of care can be daunting, your Care Manager will be there with you every step of the way. If you choose to receive services with QAADS, it means that the same people who have been supporting you under the Commonwealth Home Support Program will be able to keep attending your services. Your regular services can be kept at the same time, with the same worker, only the funding will change. It also means that you could see your preferred worker more frequently, several times per week, depending on your needs.

QAADS has a similar ethos to MGCCI, that is we have a mission to provide an extensive range of services to all people living within the communities of South East Queensland.

Our vision is to enhance the quality of life and wellbeing of all people within the community, and to specifically help older people, people with disabilities, their carers and family, by aiding with their daily living so they can remain independent and continue living in their own home.

Our team of dedicated support staff, carers, care managers and nurses, are the same people providing services across the Commonwealth Home Support Program and Home Care Packages. You have probably met them or talked to

them for your previous services. QAADS also collaborates with allied health professionals, goods and equipment providers, and other health professionals to provide an all-inclusive approach for your care.

At QAADS we are dedicated to helping you to live independently in your home for as long as it is safe to do so. We work with you, your family, your carer or advocate, to select the right care and support services that best suit your needs and care goals as outlined in your care plan. We know everyone has their own unique situation and we believe that the best care caters for all and provides you with dignity of choice.

If you would like more information about Home Care Packages, feel free to contact your Care Manager or our friendly office team on 3343 9833.

Queensland Ageing and Disability Services, Your Care, Your Way.



YOUR AUTUMN HOME MAINTENANCE GUIDE

Let's hope the hot and humid weather we have experience this summer is behind us and we can start to enjoy some cooler temperatures.

It might be a good time to consider the following home maintenance.

- Clean air conditioning filters. (Clogged units will cause the system to work harder)
- Consider a professional clean of your air conditioner to prevent mould and bacteria build up.
- Clean ceiling fan blades.
- Clean pathways or gurney off mould and dirt build up that cause areas to become slippery.
- Clean out your gutters and downpipes. It's the first step to preventing roof damage.
- Have overhanging trees and branches cut back from the roofline.
- Have your solar panels cleaned so they work more effectively.
- Check your smoke alarms and replace old batteries.

- Test the safety switch on the electrical board.
- Clothes dryer – really important to clean out the lint filter as they can be a major cause of house fires.
- Check door and locks are all working correctly and easily.
- Replace fly screen mesh on doors and windows to encourage natural cooling.
- Termite inspections from a professional company to prevent long term damage to your home.

Remember if you are a Home Assist Secure or Commonwealth Home Support Client for maintenance with us, we may be able to assist with some of the above.

Call us if you have any questions on 3343 9833



Mould can be a real health issue

With such high humidity it's likely you will see some mould build up in areas of your home. It can be particularly bad for people that suffer from asthma. Mould can worsen a range of breathing disorders when we are breathing in the tiny particles called spores given off by mould.

It can grow anywhere but is very common in older and poorly ventilated homes and after periods of heavy rain.

How to Prevent Mould

- Remove sources of moisture.
- Ensure good drainage around your home.
- Fix leaky pipes or drains.
- Control ventilation in wet areas like bathrooms by opening windows or using extractor fans.
- Clean up wet areas and water damage within 24-48 hours.
- Make sure your air conditioners are regularly cleaned and serviced.

- Use the 'dry' setting on your air conditioner, which reduces moisture in the air.
- If you don't have air conditioning or good ventilation, consider investing in a dehumidifier.

How to Clean Mould

- Everyone involved in removing mould should wear waterproof footwear, rubber gloves, a shower cap, safety goggles and a disposable face mask.
- DO NOT use surgical or fabric masks as they do not protect against spores and bacteria.
- Clean hard surfaces (such as glassware, plastics, and tiles) with soapy water and household detergent or white vinegar (mixed 80% vinegar to 20% water). More porous materials (such as ceiling tiles, plasterboard, and carpet) may be able to be cleaned in the same way, however some may need replacing.
- Use a microfiber cloth and be sure to scrub thoroughly to clean mould from surfaces. DO NOT use a dry brush as this could release spores into the air.
- Wash fabric items (such as stuffed toys, clothes, and linen) in a hot washing machine cycle.
- Be cautious about using bleach, as it may not prevent mould re-growth and can form dangerous fumes when mixed with other cleaning products.

It is highly recommended that you engage the services of a professional if the issue is extensive.

At QAADS, we work with you, so you feel supported and valued, and your family too!

If you would like to know more about our In-Home services and our Home Care Packages Services, call us on 1300 072 237 or 3343 9833.

Neighbourhood Centre

This year is flying by and already we are nearly through March!

As you may know, at the Community Centre we offer a range of social groups and services, including our Emergency Relief, Food Pantry and Financial Assistance programs.

Our Food Pantry is staffed by our wonderful volunteers and is open Monday to Friday between the hours of 9am and 1pm and provides food hampers for those in the community who need a little help.

Financial assistance is available by appointment and there are eligibility criteria.

We are thrilled to announce the re-launch of our *Community Meals* program, which has been made possible by the generous sponsorship of the Krishna Conscious Charitable Fund who have offered to provide homecooked meals. These shared meals not only satisfy our hunger but also strengthen the bonds that make our community one.

The next meal is scheduled for Monday, 18 March from 11.45am to 12.30 pm. These are planned to run fortnightly on a Monday but keep an eye on our socials for any updates.

We are always searching for new ways to make connections within the wider community, if you have any special talents, crafts, hobbies, skills, or interests that you would like to share, please stop in, and have a chat with us. We would love to hear from you.

Janene



Please note we are closed Friday the 29th of March & Monday the 1st of April for the Easter break.

Easter Egg Drive

As we move into Autumn, Easter is on the minds of many of our community members. It is harder for some than others to make this day special. Therefore, in the Neighbourhood Centre, we would like to do what we can to help.

However, we need your support.

We are asking for your assistance, can you donate something for Easter to the Community Centre. If you are able to, please consider bring in your Easter items such as, Easter eggs, chocolate bunnies, sweets, costume ears, colouring books, etc. Every donation, big or small, is immensely valuable and will go a long way to making Easter a delightful experience for all. Your contribution is much appreciated.

These contributions will be distributed to community members prior to Easter.

Thank you in advance for your generosity

Exciting News: Financial Counselling Services

UnitingCare's financial counsellor is back starting 14 March, offering personalised assistance to manage finances and overcome debts.

Bookings are open to everyone – just chat with our friendly staff.

With your consent, we will pass your contact details to the UnitingCare financial counsellor who will contact you directly for an appointment. This one-on-one appointment can help you navigate many different financial situations and can result in long term benefits such as increased financial literacy.

Don't miss out – contact us if you or someone you know is interested in this valuable service, available every second Thursday from 9am.



New Mosaics Social Group

A new social group has kicked-off at Mt Gravatt Community Centre in 2024.

Our Mosaics Social Group was born from two beginner mosaic workshops last year where community members learned the basics of this craft. Now, they are meeting once a week on Monday afternoons from 1:00pm to 3:00pm to practice mosaics together and share what they've learned with others.

Social groups are a great way to meet new people and be an active part of the community. Additionally, the hands on and creative nature of mosaics are great for mental and physical health. If you would like to join this new social group, come along to the next meeting and introduce yourself.

No need to book in advance, we just ask that you bring your own materials and contribute a \$3 entry fee which will go towards purchasing some shared equipment for the group.

You don't need to be very skilled to join, just willing to have a go! We hope to see you here.

Events Coming Up

VACCINATION CLINIC – Friday, 22 March from 10:00am to 1:00pm

Free pop-up vaccination clinic for over 18s. No appointments necessary, simply come to the Community Centre on March 22 and receive your *COVID 19 Pfizer New Variant Booster*, *+65 Pneumococcal & Shingles Vaccine*, and/or *+50 ATSI Pneumococcal & Tetanus Vaccine*. Please bring your Medicare card if you have one and check with your doctor if you have questions about vaccines.

ELECTRICITY WORKSHOP – Monday, 25 March from 10:00am to 11:00am

Bring your bill and device to this free, one-time workshop. See a demonstration of how to use the Queensland Government's "Energy Made Easy" website. Learn how to read and understand every part of your electricity bill and compare how much money you could be saving if you switched energy providers. Morning tea will be provided. Please RSVP to reception on 1300 001 383 or at reception@mgcci.org.au.

MONTHLY INFO SESSION – Wednesday, 27 March from 10:00am to 12:00pm

The March session will be on Wednesday the 27th from 10:00am to 12:00pm. We will have a presenter from the Centrelink Financial Information Service (FIS) talking about topics such as My Aged Care, Retirement Homes and assessments when entering Residential Care.



Seniors Social Group

The Seniors Social Group has been an integral part of Mt Gravatt Community Centre for some years. They meet at the Community Centre on the first Wednesday of every month and frequently go on outings together.

Recently, the group went to Bribie Island and visited the Butterfly House as well as enjoying a lovely morning tea and lunch. The friendships formed through this group are wonderful to see and they really bring the Community Centre to life.

A number of community members have generously donated their time over the years to facilitate the Seniors Social Group, and we are so grateful to all of them. Ian and Sandie have taken on the responsibility this year and are already doing a marvellous job. They have recently published their March 2024 newsletter, be sure to ask for a copy at reception, or, you can receive this by email at your request.



Volunteering Opportunities

Join Our Community Volunteer Team!

Are you ready to make a meaningful impact? Here are some of the exciting volunteering opportunities at the Community Centre.

Bus Driver for Excursions

Safely transport community members during engaging excursions. Contribute to the well-being of fellow residents through this vital role.

Van Driver for Food Pantry

Support our food pantry by ensuring timely and efficient transportation of rescued food.

Help play a key role in addressing food insecurity within our community.

Food Pantry Volunteers

Assist in organising, stocking, and distributing food to those in need.

Be a crucial part of our efforts to combat hunger within our community.

Facilitator for Social Art Group

Inspire creativity and social connections as a facilitator for our art group.

Help build a vibrant and supportive artistic community.

Computer Tutor

Share your computer skills and knowledge with community members. Empower others to enhance their digital literacy and navigate the online world.

Why Volunteer with Us?

Volunteering is a selfless act that brings numerous benefits, not only to the community but also to the volunteers themselves. Here's why you should consider joining our team:

- Make a positive impact on the community.
- Personal Development and Well-being
- Create new friendships and professional networks.
- Gain valuable work experience and learn new skills.
- Enjoy new social and cultural experiences.
- Develop personally, build confidence, and enhance mental and physical health.

Join Us and Be Part of Something Bigger

5 steps to being neighbourly

Some people find it difficult to build relationships. This Neighbour Day, encourage members of your community to use these 5 simple tips to establish respectful relationships with those around them.



01

Start with a smile

Make it a habit to flash a friendly smile or say hello, even in chaotic moments, it is sure to make a difference!

02

The initial chat

Strike up a conversation with a genuine compliment, or a query, as this can be a great icebreaker.

03

Follow up

Next time you catch each other, follow up on what you spoke about last time, this shows your interest and people will generally appreciate feeling listened to.

04

Kind gestures

Kind gestures are the ideal way to build positive connections, so consider what you might be able to offer e.g. bring in their bins, water their garden, or share surplus produce or cuttings.




05

Host your event

Organise a Neighbour Day get together or engage in a neighbourly action – perhaps on Neighbour Day, or whenever is convenient for you. Think of something your neighbours might enjoy e.g. BBQ, morning tea, some friendly games, or perhaps leave a thoughtful note.

Neighbours Every Day | *Relationships Australia*

Create Belonging

NeighboursEveryDay.org  @NeighboursEveryDay  /NeighboursEveryDay  /NeighboursEveryDay

Neighbour Day

Disconnection between neighbours in local communities across Australia is a big concern. This disconnection can lead to social isolation and loneliness and, according to research, even reduce your life expectancy.

Neighbour Day is a national day of action each year which aims to combat this issue.

This year the day falls on 31 March and we are encouraging everyone to go out into their communities and seize this great opportunity to increase social connections in your local areas.

Additionally, we would love for you to celebrate with us at a special Neighbour Day event in the last week of March.

Keep an eye on our social media for more information to come about this event!



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