



Newsletter February & March 2013

It's Time for a Change of Name!

During February we will be adopting our new name: **SA Country Carers!**

The name SA Country Carers will replace the following names: *Carers Link Lower North, Respite Link, Disability Link* and *Country North Community Services*.

As SA Country Carers we will operate within two areas: Carer Support and Carer Respite (formerly Carers Link Lower North and Respite Link). There are no changes in personnel, or their work roles, just a renaming of job titles. Sandra Watson continues as Manager of Carer Support and Lynn Stewart will continue as Manager of Carer Respite.

Changing names is not something we like to do very often, but, as most of you are aware, your responses to our survey last year showed that it was time. We are very conscious of keeping the costs for this change as low as possible and will not use any direct service money or donations to pay for the name and logo change.

We will also be making some other changes. They are:

- We will be replacing ALL phone numbers with a single 1300 number (cost of local call). You will be automatically directed to your local SA Country Carers Support Centre at Balaklava or Clare
- Our new website will be www.sacountrycarers.org.au
- Our Facebook page will be renamed to SA Country Carers
- Staff emails will be the employees first name and initial of surname followed by @sacc.org.au eg: steve.l@sacc.org.au

In early March we will be launching our new brand - complete with a new logo and motto.

Christmas Celebrations



New Phone Number

Please note that our new
phone number is

1300 686 405

All calls are charged at a local
calls rate (landline only), which
will assist our Carers who live
outside of the Clare region

Our Parkinson's Support Group
enjoying their Christmas party

Community Care Audit

Government funding agencies require organisations such as ours to comply with set quality standards for management and provision of services. Our operations are checked against these standards every two or three years by an audit process.

Until now, because we are partly funded by the State government and partly by the Commonwealth Government, we have been subject to two different audits – HACC (Home and Community Care – State Government) and NRCP (National Respite Care Program – Commonwealth). We also chose in 2010 to apply for the SEII (Service Excellence Certificate) which involved another audit.

The HACC and NRCP standards have now been combined into one national standard called “Community Care Common Standards”.

In the next few months we are due to have our first Community Care Common Standards audit, where an independent auditor will check our policies, procedures and records. He or she will also want to talk to you as Carers, to get your views on how well we deliver our services.

We don't yet have a firm date but the audit will probably happen in March or April. If you would like to find out more about the standard or the audit process, please call us on 1300 686 405.

Annual Survey

We are always keen to receive responses from our Carers, about how you view our service. Is it up to your expectation? Do we need to improve? What else can we do to ensure the type of service you need?

As one way of finding out what you think we have asked Carers to complete a survey questionnaire every year. This year we will be posting or emailing a questionnaire to all our Carers in late February.

Please help us to give you better service by providing frank answers. If there's something not quite right, please say so and give us the opportunity to fix it.

Your individual responses will be kept strictly confidential and only combined responses will be made public.

If you would like further information please call Peter on 1300 686 405.

Clare Service SA and Centrelink Agency

Clare Town Hall
229 Main North Road

Office hours
10.30 to 2.30
Monday to Friday

Phone: 8842 2055



Clare Revive

**Are you looking for a night away from home?
A mid-week getaway?**

Are you a Carer, Volunteer or member of Country North Community Services?

If so, did you know that you are eligible for a \$20 per night discount at our unit in Clare, Clare Revive?

Call us on 1300 686 405 to make a booking or for more information

New Contact Details

As part of our rebranding, we will have new contact details.

**Our new name is
SA Country Carers**

**Our new phone number is
1300 686 405**

**Our new fax number is
08 7200 7692**

A Call to Action - Op Shop in Saddleworth

We are currently reviewing our ability to open an **Op Shop** in Saddleworth!

Although we are not taking delivery of your pre-loved items yet, if you have room to store them for a while until we are ready for them, that would be greatly appreciated!

We are also now taking a list of any potential volunteers to help out at the shop – please ring the office on 1300 686 405 or email admin@cncs.org.au if you would like to register your interest.

We would also love to hear from anyone who may have any equipment (clothes racks, old washing machines, cash registers) which they would be able to donate or sell to us.

Thanks, and with any luck, we'll see an op shop open soon!



In November a group of ladies had a day retreat to the Barossa for a day of “Op Shop” shopping

Christmas Raffle Winners

Congratulations to our Christmas Raffle winners:

- 1st Velma Venning (pictured right)
- 2nd Ian Haysman
- 3rd Rosemary Richardson

Thank you to everyone who supported us by buying a ticket and a special thank you to those donated items to be raffled.

Vision & Values

VISION

Carers are valued and acknowledged by the wider community and have access to the support they need

MISSION

To assist Carers with their caring roles through support and advocacy

VALUES

Professionalism

We are honest and responsive in all our dealings, and ensure confidentiality of information at all times

Equity

We value all people and seek to provide support to individuals according to their needs

Teamwork

As Carers, Volunteers and Staff, we work together to assist and support each other

Collaboration

We work in cooperation with the wider community and other agencies, towards providing the best support possible

Empathy

We respond to individual needs with flexibility, timeliness and care



What's coming up? Events, happenings and groups

Event	For Whom	When	Where
All Support Groups Movie Day	ALL Groups	Thursday 7 February	Blyth Cinema "The Sapphires"
All Support Groups Movie Day	ALL Groups	Thursday 14 February	Gawler Cinema "Parental Guidance"
Carers & Sharers Group	Carers in Balaklava and district	Wednesday 20 March	Balaklava Office 26 George Street Shared Morning Tea
Changing Lanes	Carers in transition	Tuesday 5 February	Clare Office 1 Blanche Street
Changing Lanes	Carers in transition	Tuesday 5 March	Clare Office 1 Blanche Street
Clare Carers & Craft Group	Carers	Monday 4 February	Clare Office 1 Blanche Street
Clare Carers & Craft Group	Carers	Monday 4 March	Clare Office 1 Blanche Street
Coffee. Craft. Chat	Carers	Monday 25 February	Balaklava Office 26 George Street
Coffee. Craft. Chat	Carers	Monday 25 March	Balaklava Office 26 George Street
Men's Support Group	Carers and Care Recipients	Wednesday 13 March	Classic Jets Fighter Museum, Parafield
Parents Group	Carers with children with disabilities	Tuesday 19 March	Clare Office 1 Blanche Street
Parkinsons Group	Carers of those with Parkinson's	Thursday 7 March	Balaklava Office 26 George Street
Riverton Carers Group	Carers in Riverton and district	Tuesday 12 March	Valladeres House Craft Morning
Ups and Downs	Carers of those with dementia	Monday 18 March	Clare Office 1 Blanche Street

If you would like any further information on support groups, events or retreats,
Please contact Amelia on 1300 686 405 or at amelia.r@cncs.org.au .



An Australian Government Initiative

What's Happening in 2013?

Late in 2012 we asked our Support Groups what they would like to see included in the 2013 calendar for group activities, and we had some great suggestions to get out and about this year! Some of your suggestions included:

- Visit to Maggie's Farm Shop
- Visit to Lyndoch Lavender Farm
- Craft group in Clare
- Trip to the Peterborough Motorcycle Museum

We took all requests on board and have included all of them as part of various groups for 2013. Programs for all groups will be mailed or emailed to you, so keep your eyes open for the mail.

This year sees the introduction of two new groups, as well as an old group being revitalised.

Changing Lanes is a workshop that has been specifically designed in response to Carers who have expressed their desire to understand and cope with the "what next", after the person whom they cared for might have passed away or gone into care. These workshops will occur over six sessions, on the first Tuesday of the month at the Clare office.

Ups and Downs is a Support Group designed for Carers of people with Dementia and memory loss. This group will be held on the 3rd Monday of the month at the Clare office.

Also, after the success of the Craft. Coffee. Chat Group (seen below) there was keen interest in starting a Craft Group in Clare. **The Clare Carers and Craft Group** will be held on the first Monday of each month and will alternate monthly between outings and craft mornings at our Clare office.



The Coffee. Craft. Chat. Group held at our Balaklava office

Country North Community Services Inc.

Clare Office
1 Blanche Street
CLARE SA 5453

Balaklava Office
26 George Street
BALAKLAVA SA 5461

Postal Address
PO Box 692
CLARE SA 5453

Phone: 1300 686 405

Fax: 08 7200 7692

www.cncs.org.au



Now visiting Burra
18 Commercial Street

Upcoming Dates at Burra:
5th & 19th February
5th & 19th March

Aiming for Good Mental Health

The following tips help maintain good mental health:

1. Breathe
2. Prioritise
3. One thing at a time
4. Talk through your problems
5. Be flexible
6. Exercise
7. Take breaks
8. Change your perspective
9. Be positive
10. Have fun

For further information, please visit www.crsaaustralia/mh or call 1800 624 824

Policy: Compliments & Complaints

We welcome any suggestions or complaints about any of the services we provide. We are always trying to improve ourselves and your comments will help us to do so.

You may make a complaint or suggestion (or a compliment!) verbally or in writing. A complaints form is available on our website, or you may ask a member of staff for a form, or you may just write a letter. If you wish, you may ask a friend to contact us on your behalf.

We will respond promptly to your complaint and take it seriously.

If you are not satisfied with our response, or you think it is taking too long, you may raise your concerns with one of the agencies listed below:

- Health and Community Services Complaints Commissioner: 1800 232 007
- Disability Complaints Services: 1800 088 325
- Aged Care Complaints Resolution Scheme: 1800 550 552
- Citizen Advocacy SA Inc.: 1800 802 030
- Family Advocacy: 1800 856 464
- Independent Advocacy SA Inc.: 1800 999 884
- Office of the Public Advocate: 1800 066 969

If you would like to have a copy of our full Client Appeals and Complaints policy or the Appeals and Complaints form please call us on 1300 686 405.

Couples Retreat

This year's retreat will be held at Portee Station, located 10kms from Blanchetown, from March 4th to 6th.

This fabulous venue will provide six couples a 2 night / 3 day break, giving you a great opportunity to catch up, recharge the batteries or partake in a little river fishing.

The cost is \$60 per person with all accommodation and transport included, as well as most meals. Two staff members will also be attending so you can enjoy all that Portee Station has to offer.

If you would like to join the retreat, please contact Leanne on 1300 686 405 or email leanne.m@cncs.org.au.

(Priority will be given to those who have not attended previously).

If you would like more information on Portee Station, please visit their website at www.portee.com.au or call them on 8540 5211.

Did you know?

FEBRUARY 2013

- 4 World Cancer Day
- 18 World Asperger's Day
- 20 Social Justice Day

12-18 February 2013 is Duchenne Awareness Week

February 2013 is Ovarian Cancer Awareness Month and Heart Kids National Awareness Month



MARCH 2013

- 4 Clean Up Australia Day
- 8 International Women's Day
- 20 International Day of Happiness
- 21 World Down Syndrome Day
- 21 World Harmony Day
- 24 World Tuberculosis Day
- 26 Purple Day for Epilepsy Awareness

11-17 March 2013 is World Glaucoma Week and National Brain Awareness Week

13-20 March 2013 is Coeliac Awareness Week

15-17 March 2013 is the World's Greatest Shave

25-31 March 2013 is Arthritis Awareness Week

March 2013 is National Epilepsy Awareness Month & National Muscular Dystrophy Awareness Month



home and community care