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## What does Consumer Directed Care mean for you?

Diversicare has been delivering the Consumer Directed Care (CDC) model of care since 1 July 2015. Some of you have embraced this new model and are heavily involved in the provision of your own care services, some of you are not quite sure how it affects you and how you can be more involved.

Diversicare can offer you information sessions on how to get the most benefit from your package or support program. Don't hesitate to contact your Coordinator or Support Officer for further information on 1300 348 377.

Diversicare has welcomed this new style of delivery and we encourage all of you to actively participate in the process of choosing services that will enhance your capability to stay at home.

CDC is a way of delivering services that allows you the consumer to have greater control over your own lives by allowing you to make choices about the types of care and services you access and the delivery of those services, including who will deliver the services and when.

Under a Consumer Directed Care approach, consumers are encouraged to identify goals, which could include independence, wellness and restorative care. Consumers have the right to use their budgets (for Packaged Care) to purchase the services they choose, and to make informed decisions about care. Consumers also have access to budgeting information, including the cost of services, the contents of individualised budgets and how their package funding is being spent.

While initially there were some teething problems with the budgets, statements and invoices (due mostly to the changing of computer systems to meet the new guidelines), we are pleased to report that the majority of these 'hiccups' have been resolved.

We will continue the ongoing monitoring of our CDC delivery, and at regular intervals will provide updates to you and through individual face to face contact, to ensure the services being delivered meet your ever-changing needs.

[www.diversicare.com.au](http://www.diversicare.com.au)  
ph: 1300 348 377

Diversicare services are funded by:



Funded by the Australian Government Department of Health.  
Visit the Department of Health website for more information.  
[www.health.gov.au](http://www.health.gov.au)

Diversicare is certified by:





Anna and Leonarda outside West End *CONNECT*

## Diversicare welcomes new Operations Manager

With a history of working with multicultural communities, Diversicare's new Operations Manager Jenni Pickrell, brings expertise and 'know-how' to her new role.

"Working in both residential and community aged care has always been a passion and I've always made sure that residents and clients alike are always treated with the dignity and respect they deserve," she says.

A born and bred Tasmanian, Jenni's last role was with the Multicultural Communities Council Gold Coast where she gained a good grounding in issues facing multicultural aged care organisations.

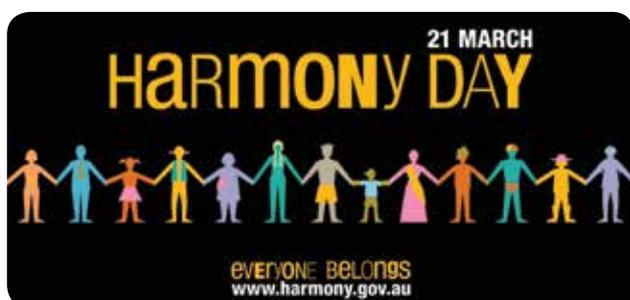
In this role, she was also a national spokesperson for the multicultural community, through FECCA (Federation of Ethnic Communities' Council of Australia) where she spent three years advising the Commonwealth on the Community Home Support Advisory Board (CHSP).

Jenni says she took the job with Diversicare because she was impressed with the wealth of knowledge and breadth of experience that Diversicare offers to its clients. As well, she is enjoying the variety and challenges the role offers.

Jenni has a myriad of tertiary qualifications in business, education and health and not one to remain idle, is currently studying for a Bachelor of Dementia Care.

On the weekend Jenni is likely to be catching up with friends and the lives of her four grown-up offspring and four grandchildren.

"As well, I like to walk, I'm always attending multicultural community events and I love to travel overseas. I have a passion for history so for my next holiday I am going to Cairo in Egypt and to Jordan."



## Diversicare respite fosters a 65-year long friendship

West End *CONNECT*, Diversicare's respite centre, is fostering a 65-year long friendship between Polish respite attendees, ninety-one year old Leonarda Nurzynski and ninety-four year old Anna Baczynski.

The two have been life-long friends since immigrating to Australia with their families aboard the Italian cruise-liner SS Roma, in the aftermath of a war-torn Europe.

Leonarda migrated with her husband Waclaw, and her two children Joseph and Janina and Anna with her husband Joseph and twin boys, Joseph Junior and Kazi.

Both have fascinating life stories, firstly of the hardships they encountered during and after World War II in Poland and migrating to Australia in 1950.

Leonarda and Anna first met working in the kitchens of the Wacol Migrant Centre before they finally both settled in homes a few streets away from each other in Darra.

They became firm friends and later, they started working together at the Golden Circle Cannery, getting up at 5.00am each morning to take the train to Northgate.

Waclaw and Joseph took jobs laying roads and working at the cement works at Darra and both families would socialise together at the Polish Club at Darra.

Leonard and Waclaw went on to have two more children George and Wally and Anna and her husband Joseph had a daughter, Teresa.

Their friendship has endured through the years of raising children, working, retirement and then the deaths of their husbands and the two still keep in contact at West End *CONNECT* whenever they can.

Here they catch up on their news, take part in activities and craft and visit Brisbane landmarks.

Both are remarkably sprightly and active for their age with engaging smiles and just happy to be in a country which has led them to a better life for themselves and their families.



## Diversicare Team shines at 'TET' - New Year Festival

By Linh Thi-My Pham

Happy New Year to my Vietnamese and Chinese colleagues. It was such a pleasure to volunteer my time at the Diversicare stall. The Vietnamese community estimated over 15,000 people visited the Tet Festival which was held in Inala on the 5 & 6 February. We handed out over 500 show bags to people visiting the Diversicare stall.

Many thanks to Amanda, Sophia, Mai Le, David Vien, Yen Vu, Toan Tai Vu and especially to Cathy, who speaks Chinese and brought many Chinese people to visit the Diversicare stall.

Our stall has received many good and positive feedbacks from people visiting us not just Vietnamese but from other cultures as well. Diversicare is always the only aged care service having our information there. It is the great way to advertise Diversicare and introduce us to the community.

### Did You know:

#### Diversicare Toowoomba Transport Services (DTTS)

- DTTS has been running for over 21 months in the Darling Downs region.
- The program supports local residents with visits to hospitals, doctors' surgeries, clubs, hairdressing salons, art classes, and leisure centres.
- The Transport and Volunteer Coordinator is Lyn Santillan.
- Lyn shares the office with another organisation Alzhiemers Australia which is proving to be beneficial when it comes to referrals.
- The program has 6 part time volunteer drivers - Louis, Ian, Paul, Darryl, Kris & Daniel.
- The program has around 50 clients.



Volunteer drivers Louis and Ian



## West End *CONNECT* news

Respite recommenced mid-January and it was nice to see friends catching up with each other after the break with plenty of social buzz of talking and laughter. The Vietnamese group went lakeside where they met new HCW Johnny. We had a game of quoits in the park followed by a Vietnamese style lunch at Inala.



The Samoan group visited Portside Hamilton on the Brisbane River. The group experienced Max Brenner, small village shops followed by the ambience of the seafood lunch. The German and the multi groups visited Old Petrie Town and museum. The town features many small shops, bakery and pub. The museum was a great source of reminiscence with some clients telling me they actually still own some of the items on display.

The Dutch group North visited the Caboolture historical village. This was a great opportunity to remember the past. We had two tour guides dressed in historical outfits and were ferried around the village on golf buggies. Some of the group remember the old wash tubs, the ice man, singer sewing machines and wooden tennis racket covers. The old Caboolture hospital rooms were set up like we were stepping into a piece of medical history.



Dutch Group North at Caboolture Historical Village



Dutch Group South enjoying the glorious view at Mt Coot-tha.

## West End *CONNECT* news

The Dutch group South went to Mt Coot-tha enjoying the views followed by lunch at the Kuta café and a drive through the botanical gardens. This was good for the gardeners of the group but best of all it was air conditioned!



The Chinese group were getting excited about Chinese New Year. We were forced indoors due to the 38 degree heat. HCW Connie organised a wonderful lantern craft making competition. Anna the coordinator came to visit and was met by cheering and clapping and the group caught up for lunch at Jackpot. The Lao Vietnamese group were creative, making Asian inspired hats.

## Thank you to our donors

We truly appreciate the support of those who donate to us and we are fortunate to have many who offer repeated support through their gifts.

The respite centre continues to evolve and hosts a wide calendar of activities nearly every day. As well as monetary contributions, Julie is always looking for in-kind donations to make the respite centre an active and brighter place for you.

If you have the following items to donate to the respite centre please give Julie a call:

- Medium size round table to use to do mosaic
- Wool and knitting needles
- Fish tank
- i-pad
- Digital photo displayer

We look forward to continuing to work with you to make the respite centre a better place for you to visit and participate in fun activities.

## Would you like to donate to Diversicare?

With your support we can continue to achieve and promote quality outcomes for our clients.

Title: Mr  Mrs  Ms  Dr  Rev  Other (please state) \_\_\_\_\_

First Name/s: \_\_\_\_\_ Surname: \_\_\_\_\_

Organisation: \_\_\_\_\_ Position: \_\_\_\_\_

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone Home: \_\_\_\_\_ Mobile: \_\_\_\_\_ Work: \_\_\_\_\_

Email: \_\_\_\_\_

Please find attached my: cheque or money order (payable to Diversicare) for:

\$5  \$10  \$20  \$30  \$50  \$100  \$150  \$500  or other amount: \_\_\_\_\_

Return this slip to Diversicare: PO Box 5199, West End QLD 4101 **Donations over \$2 are tax deductible**  
Diversicare values your privacy. We comply with the Privacy Act and do not share your details with any third party