



CROSB Newsletter



Upcoming CROSB Events

- Staff Training Day 15 May 2014
- Combined Groups Games & Karaoke, 20 May 2014.
- Epilepsy Support Group, 11 June 2014
- Ken Baines Disco, 14th June 2014
- Combined Groups Dinner with Friends, 17 June 2014

Greg Neubauer loves his Exercise!!

Exercise is very important to Greg. He walks, rides his exercise bike, plays tennis, golf, bocce and cricket. He often walks that little extra just for the exercise.



Greg enjoys dubbing music and movies. He takes music from old LP's and puts them onto CD's and also takes movies off old Video Tapes and puts them onto DVD's. He operates the machines confidently on his own and loves the electronic side of things—seeing how they work.

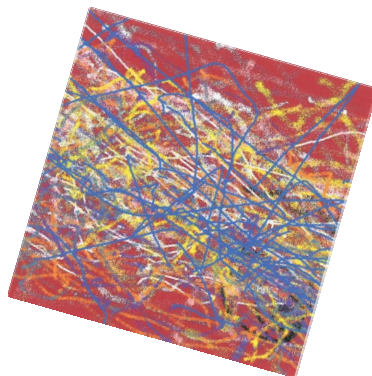
Other inside activities is computer games and drawing on the computer. Greg has gone from having basic computer skills and only being able to completed basic drawing to now being able to operate most of the applications on the computer to complete more complex drawings. He has done this y asking various Support Workers and them shown him what they know.

Greg also likes to mow his own lawn with his Dad, going shopping and having a hot dog and a cup of tea at Donut King.

Greg prepares his lunch every day and loves to make rice pudding, jelly custard and ice blocks.

INSIDE THIS ISSUE:

Greg Neubauer	1
Staff News	2
Group Nights	2
CROSB Information Day 2014	2
Gumnut Special	4
News from Tracie	4
Complaints Process	5
Contact Details	5



CROSB Information Day - Your Life Your Choice

In October 2014 (date to be advised) CROSB will hold a Planning for Future Options Day. This is a day where all families can come together, share ideas and share stories. We will have speakers from Parent to Parent, Adult Guardian and Public Trustee. Keep watching to see who will be speaking at the information day.

CROSB Combined Group Nights!!

May

Games & Karaoke Night

20 May, 6pm to 8pm
Enterprise Centre
Cost- \$5 for dinner,
\$5 contribution for
transport



RSVP 16 May 2014

June

Dinner With friends

Dress in your finery!

17 June. 6pm to 8pm

Venue to be confirmed

**Cost - \$5 contribution for
transport. pay for own
dinner and drink**



RSVP 13 June 2014

**Please note change of
date!!!**

Staff Training News

Throughout the month of April and May, CROSB Staff will be attending training on -

- > Medication
- > Professional Boundaries
- > ASIST - Suicide Prevention
- > Acquired Brain Injury
- > Manual Handling
- > Mental Health
- > Strength based Support

In some instances client support may need to be changed to accommodate for staff to attend these training sessions.

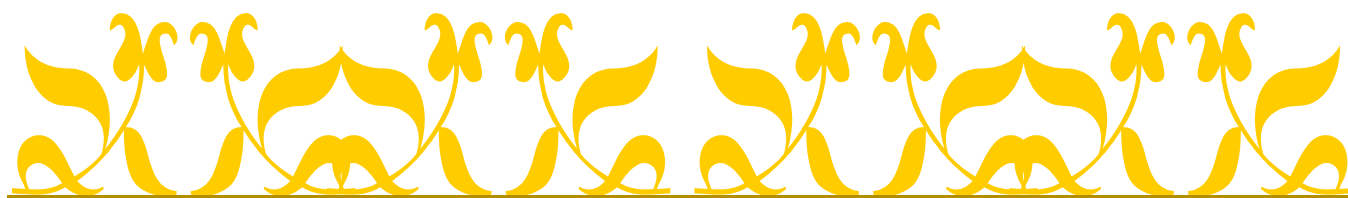
Our office staff will be liaising directly with those clients well in advance.

Staff Training – South Burnett Community Leadership Program 2014

The program concentrated on confidence, capabilities and net working with the people in the South Burnett to lead themselves and others to prosperity and resilience, to strengthen the viability and sustainability of businesses, organisations, communities and industries.

Jane Badior attended this Training and said it was an awesome confidence builder and a great tool for self-development.

“Coming from a large family and always stood back and the youngest I am naturally a follower doing the South Burnett Community Leadership Program of 2014 has helped me speak up with confidence. Made friends from a variety of organisation and will be friends for life.



A word from Tracie!

Firstly, a huge **thank you** to all our families and carers who responded to the survey sent out at the end of last year; and to those families that supported our information day on the 3rd of April.

From the survey and information day, CROSB will be able to make improvements that will provide better service delivery to you and your family.

Some of the feedback we received included-

- > Family members suggesting clients being able to catch up and socialise together during support time (shared support). If other CROSB families are interested please contact the office to let us know.
- > That when new support workers have been introduced a courtesy call be given to check how things are going.
- > More contact with families to check in on how things are going and to give families the opportunity to give feedback if things are not going too well, to create a more personalised approach.
- > Families being unsure of their funding type- whether it is block funding or individualised funding. If you or your carer are unsure of the funding you receive please call the office to get clarification on what you are receiving and what this means for you.
- > Families unsure of how or if they are able to access *Your Life Your Choice* funding. If families are receiving individualised funding then they are able to contact Disability Services to request a change to *Your Life Your Choice*.
- > Clarifying with families that if they need to cancel support to ring the office to advise as soon as possible so that hours can be rescheduled for another day. If families cancel support on the day we are required to still pay the support worker for the shift even when it does not go ahead.

If you or your carer were unable to attend the information day but have some ideas on how CROSB could improve, or you would like some information about your funding please don't hesitate to contact the office.

Lastly, I would like to thank all the CROSB families that have been very gracious about moving supports to other times and days so CROSB can keep training our growing staff. Training is a vital part of supporting the workers to be the best they can be, and to ensure that CROSB families are receiving the best possible support available.

I would like to say a BIG Welcome to all our new Support Workers that have joined CROSB.

On a sad note, Nicole has left the CROSB Office and we wish her all the best for her future.

Thanks, *Tracie Armstrong*





May Promotion

A genuine comfort food in preparation of the chilly months ahead



*Delectable Sticky Date Pudding with Caramel Sauce
That comes in a self saucing bowl suitable for heating*

600gm \$7.00 Serves 4-6

340gm \$4.50 Serves 2-4

Please send your orders to South Burnett CTC Headquarters or
email gumnut@sbctc.com.au

South Burnett Regional Council – Film Festival

The National Film Sound archive in partnership with the south Burnett Regional Council will be bringing "The Australian Big Screen Film Festival" to Nanango from Friday 16th May, 2014 to Sunday 18th May 2014.

A Matinee screening of "Railway Man" - Friday 16th May, 2014 – 11.00am.

Please find attached to the back of this newsletter a copy of the Film Festival Program

Stepping Stones Triple P Project

The Stepping Stones Triple P Project is developing an online parenting programme for caregivers of children with a disability. However, we need your help!

We'd developed a very short survey for parents and caregivers of children with a disability, that will provide us with valuable insights in relation to their current use of the internet and other online communication and social media tools. This information will be used to shape the nature of the online supports that caregivers will be offered as part of the online parenting programme.

The survey will take between 5-7 minutes to complete and can be accessed via the following web link:

<https://www.surveymonkey.com/s/MNK97QQ>

This link can also be located on the Project Website in the 'What's News' section -

<http://www.triplep-steppingstones.net/au-en/home/>

The survey can be completed anonymously, but as a small token of our appreciation caregivers can choose to leave their details and go in a draw to win a **\$100 gift voucher (drawn 30 June 2014)**.

Friendly Reminder—Flu season is just about here—if you or your family are sick, please let the office know. This is to assist with reducing the spread of any illness.

CROSB staff are also encourage not to provide support when they are sick to reduce the spread of illness.

In both events we will try to make alternative arrangements for support.



Epilepsy Support Group – 11th June 2014 from 4pm to 6pm at the Enterprise Centre, Cornish Street, Kingaroy.

Thanks to everyone who participated in the Lamington Drive for Epilepsy Awareness we raised \$100.

Comments, Compliments & Complaints

We value your views and encourage you to make them known to us so we can improve the services we offer

To Make a Comment, Compliment or Complaint:

- Talk to your Support Team ie: Support Worker, Service Co-Ordinator or Service Manager and/or family/advocate (see contact details below)
- Talk with South Burnett CTC Headquarters on 07 4162 9000
 - Contact your service funding body

If after all steps have been taken you are unhappy with the response that CTC and/or CROSB give you can contact:

24 Hour Crisis Support Numbers

Lifeline	13 11 14
Kids Helpline	1800 55 1800
Parent Helpline	1300 301 300
Police, Fire & Ambulance	000 (mobiles 112)
SES	132 500
13 HEALTH	13 43 25 84

Department of Communities, Child Safety and Disability Services

Phone (free call): 1800 177 120

Phone: 3224 7179

Email: com-plain@communities.qld.gov.au

Complaints Referral and Resolution Services

Phone (free call): 1800 880 052

Phone: 13 14 50

Email: crrs@workfocus.com

CTC Services Contact Details

Headquarters

4162 9000

Disability Services

CROSB 4162 9081

Gumnut 4168 1852

Your Life Your Choice
4162 9081

Youth Services

Kingaroy 4162 7788

Murgon 4169 5940

Employment Services

Kingaroy 4162 2566

Murgon 4168 2155

Gympie 5481 1488

Partners in Foster Care

Wondai 4169 0177

Childcare

Community Kids 4171 0033

Nanango Childcare Centre

4163 1279

CROSB Contact Details

Shed 3 and 4, 6 Cornish Street

PO Box 490

KINGAROY Q 4610

Phone: 4162 9081

Fax: 4162 9030

E-mail: crosb@sbctc.com.au



SUPPORTING PEOPLE WITH A DISABILITY IN THE COMMUNITIES OF THE SOUTH BURNETT

www.sbctc.com.au

Funded by

