



BlueCare
Live life your way.

Lifeline
Saving Lives
Crisis Support, Suicide Prevention

St Andrew's
HOSPITAL

ST STEPHEN'S
HOSPITAL

Buderim Private Hospital

The Wesley
Hospital & Health Services
Caring for you for life

ARCS
Australian Residential Care Services
Community Services

UnitingCare
Queensland

WEDNESDAY, 23 MAY 2018

Hi everyone,

This week I would like to take the time to celebrate and thank our remarkable volunteers, who give their time to support the people we serve.

National Volunteer Week (21-27 May) is a time to recognise the amazing efforts of all of our volunteers in every service.



The theme for this year's National Volunteer Week is *Give a little. Change a lot*, representing the millions of volunteers who make a profound impact in their communities and on society, through the giving of their time.

Our organisation is blessed to have more than 9,000 selfless people offer their time and services for the good of the community – people who are passionate about helping those in need.

Today I had the pleasure of meeting and spending time with some of our valued volunteers at 192 Ann St, who have a wide variety of roles.

It was a fantastic opportunity to personally thank the people who help us support and care for our clients, customers and patients.

I encourage you all to thank a UCQ volunteer if you have the opportunity this week.

You can read more about the impact our volunteers have on our services in the story below.

[My recent visit to our Mt Gravatt Family Support Service](#)

I was very pleased to recently visit the UnitingCare Child & Family services Family Support Service in Mt Gravatt.

The team at Mt Gravatt (pictured below) are doing a tremendous job of supporting their local community who can have parenting difficulties, child development concerns, relationship breakdowns and substance misuse; among many other issues.

Reflecting on our mission to improve the health and wellbeing of the communities we serve, I can't think of a better example of where this is so tangibly being achieved.

The team at Mt Gravatt work very closely with families and individuals to overcome incredible barriers that impact their wellbeing and quality of life.

I'd like to thank the team for taking the time to explain the nature of the work they do and for the compassionate way they are caring for the local community.

I hope you all enjoy reading this week's edition of UNITED.

Craig



This week is National Volunteer's Week and we are celebrating by thanking our remarkable volunteers with a variety of events throughout the organisation including:

- Blue Care Logan River Valley Volunteer Afternoon Tea – Friday 25 May
- Volunteering Queensland Volunteering Awards – Friday 25 May
- The Wesley Hospital Blessing, Dedication and Years of Service – Friday 25 May



We also held:

- Blue Care Burremah/Community/Yurana Volunteers Afternoon Tea – Tuesday 22 May
- 192 Ann Street: Morning Tea – Wednesday 23 May

If you would like to know more about volunteering, please contact our Volunteer Team on volunteer@uccommunity.org.au or [click here](#).

Good luck to our Volunteer Manager, Anastasia Magriplis, (pictured above with CEO Craig Barke) who has been nominated for a Queensland Volunteering Excellence Award! Well-deserved recognition for all her hard work and dedication!

The Cairns Blue Care Club supports a range of customer-directed activities for people living at home, including art therapy, reading support, music and craft as well as group activities, including Karaoke and local community outings.



Denise Edwards from Blue Care's Service Engagement and Innovation Team visited Cairns Blue Care Club to observe how they had been translating Montessori principles into practice. The Montessori Method supports the idea that people learn best when their environment supports their natural desire to acquire skills and knowledge.

Lorraine Koczyrkewycz, Manager of Cairns Blue Care Club has years of experience in Montessori education and has incorporated Montessori principals for ageing people. These include fostering social connections and friendships, creating meaningful activities, and creating an environment that fosters independence. They take into account personal strengths and history and promote dignity and respect.

Congratulations to Lorraine and her team for providing a stimulating environment based on Montessori principles. This is a great example of creating compelling value for people and communities, one of our five strategic priorities.

Rex Fegan from our Intensive Family Support Program in the Child and Family Gladstone office went above and beyond to help a man named Hank, who didn't fit criteria for our services but obviously needed help.

Mr Hendrikus Van Meegen (Hank) was left with no support network after his wife passed away. He was concerned that he had not received a power bill and was seeking help. After he met with Rex, he was relieved to have someone listen to his concerns. He said, "That was the best conversation I have had with anyone for 12 months."

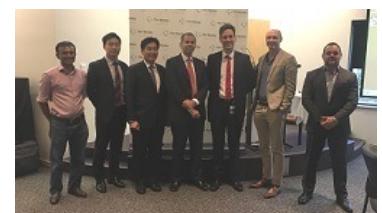


Since then, Hank has been repaying his thanks to the Gladstone office by fixing many client families' lawn mowers and other essential machinery, and if they do not have one, he finds one to repair and gives it to them. He said his interaction with the team has given his life purpose again.

Hank now volunteers with the Gladstone office and has just celebrated his 87th birthday. We asked Hank to come into the office and surprised him with a birthday cake, then two of our male staff took Hank out to a 'bloke's lunch' to celebrate his special day.

Urologists from Australia and New Zealand recently hosted a prestigious Robotic Prostatectomy Workshop at our Wesley Hospital.

The Wesley Hospital is a leading provider of prostate cancer detection and treatment. Earlier this year, the hospital was accredited as Australia's first Centre of Excellence in Robotic Surgery, reflecting its high standard of health outcomes and excellence in care.



The Wesley's General Manager Michael Krieg said the workshop was a fantastic demonstration of the hospital's reputation as a leader in innovative medical technology with strong links to experts across the globe.

Michael said "We were thrilled to welcome these leading specialists, to continue to strengthen partnerships with some of the world leaders in urology."

"Our involvement in this event is a strong reflection of the quality of surgeons in our robotics program and a great opportunity to showcase the Wesley and its medical

Clients and relatives recently gave excellent feedback on our Cairns Blue Care Club about the support provided by the energetic team. One lady said the employees had exceeded her expectations; while she managed her business, she knew her Mum was supported in a safe environment and enjoying various activities.

advancements to leading specialists around the globe", he said.

Blue Care's new Live Well Centre is in the final stages of preparation to provide expanded services to people living in the Caboolture community, from August.

The Live Well Centre is an Allied Health and Rehabilitation centre located in the Health Hub Morayfield (HHM), a flagship complex in primary healthcare. It will offer a 'one stop' centre for local community needs, also providing general practice, specialist consultation services, trauma care, dental, pathology, radiology, counselling, clinical trials and research facilities.

This Centre is a big win for the Caboolture community, especially those with multiple care needs. With a strong focus on interdisciplinary collaboration across partners, the Live Well Centre will deliver coordinated services to empower people in the self-management of their health through individual consultations, health promotion and disease prevention, and day stay rehabilitation.

Blue Care is currently supporting patients at the HHM with interim physiotherapy, dietetics and podiatry through the Health Hub Doctors practice.

Blue Care has a strong, ongoing commitment to ensure Queenslanders receive the highest quality care and support so they can continue living life their way.



PICTURED: The new Health Hub complex at 19-31 Dickson road, Morayfield

At the beginning of May, Jeff Boundy (Delivery Outcomes Manager) and Elly Ormsby (Delivery Analyst) from Digital and Technology visited our MyServiceDesk team in Manila to lead some training sessions and share further information on our business - what we do and what services and capabilities we deliver to our customers and patients.

"When we spent time with the teams and showed them some heart warming videos of how we support Queensland communities every day, you could really see the penny drop. Every time the team look to introduce a new process or follow up a new enquiry, they can now ask themselves 'how this will impact the community' which has a powerful effect on their mindset," said Jeff.



In the words of one of our Service Desk agents "it's an amazing feeling to work with a business that works so closely with their communities and values the same values I hold myself to."

The team are fully engaged in how they can add value to our user community and business. The training sessions focused on quality assurance, clarifying processes, learnings from the last month, more details on our business and how we will work as a partnership to evolve and improve the MyServiceDesk capability.

As Elly said, "With around 12 new team members starting while we were there, it was valuable timing for us to be able to take part in their orientation. It provided an opportunity for us to connect the dots for team who will now spend eight weeks being trained in our systems, our processes and our business."

Key facts on the team in Manila:

- Our Service Desk has 38 Service Desk agents
- Average age of the team is 30 years
- Manila is 2 hours behind us in Brisbane (EST)
- Team operates 24 hours a day, 7 days a week and 365 days a year
- Majority of the management team are promoted from within the team
- And, they have a karaoke room!

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Calendar view

Schedule view

From

To

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