



Wednesday, 25 July 2018

Image: Commissioned artwork by Cher'ee Sutton titled Bundaberg Family Relationship Centre.

Our Child and Family Services in Bundaberg and Logan recently celebrated the 10th anniversary of their Family Relationship Centres (FRCs).



There were community events and celebrations with employees at both locations. Together with our FRC in Maroochydore (now in its 11th year), our FRCs have supported thousands of families through incredibly difficult and stressful times, and remain a vital resource for separating families.

Our FRCs support parents and their children through the challenges of family separation by offering services that focus on building and maintaining family relationships, rather than just focusing on the legal matters of separation.

They help families avoid the stress of having to go through the court system, by providing Family Dispute Resolution services to resolve issues and reach agreements around parenting plans without court involvement. If parents are experiencing significant communication breakdown and high conflict around parenting arrangements and separation, our Parenting Orders Program supports them to maintain court-ordered parenting arrangements that are safe and in the child's best interests. Our Logan centre also supports contact between parents and their children where parents are unable to be in contact with each other.

Our FRCs also provide counselling for children and youth to help them deal with the difficulties and challenges of family separation. These services help parents learn how to focus on what's best for their children.

Backed by the Australian family law system, these services support families and help parents resolve disputes in relation to children's matters out of court. Find out more about our Family Relationship Centres and the important services they offer on our UnitingCare Community website.

Elizabeth (Liz) first became a Blue Care client 10 years ago. Recently she moved into our Rainbow Memory Support Unit at Springwood Yurana Aged Care Facility. Strong teamwork focusing on Liz and her family's needs made this a supported and easier journey.

Liz has dementia and her children were finding it difficult coping with her diagnosis. She had been their rock since their father had passed away when they were young. She was like a best friend to them and they felt they were gradually losing her. Liz needed specialist care in a residential service.

Helen, Liz's daughter, contacted our Customer Service Centre (CSC) to book site tours of our Sunnybank Hills Carramar and Springwood Yurana residential services. To ensure the best experience for Liz and her family, and to minimise some of the uncertainty associated with applying for a residential aged care place, our CSC Residential Phone Team processed Liz's application quickly, sending it on to the CSC Residential Admissions Team as a priority, as a vacancy had become available at their preferred service, Springwood Yurana. In working quickly and partnering with the team at Springwood Yurana, they secured Liz a place in her new home; a big relief for both Liz and her family.

When Liz's son, Jason, visited her for the first time in her new home, he was extremely impressed with the way the staff interacted with his Mum and other residents. They were respectful, inclusive and extremely understanding not only of Liz's needs but of all his family's questions and concerns, showing genuine compassion.

Liz's family are relieved their Mum is in a safe, healthy, happy and professional environment. Jason even became teary when expressing his thanks at the recent Springwood Yurana information forum, held monthly for the families of the residents at this service.

Thank you to the CSC and Springwood Yurana teams!

Note: names changed to protect the privacy of the resident and her family

First People's Prison Chaplain, Sarah Tucker, reflects on the compelling transformation of her own life, which led her to her work in supporting others.

"I became a Prison Chaplain for UnitingCare because of the very impact a Prison Chaplain had on my life 20 years ago. I believe that we should reach out to those who find themselves in dark places, acknowledging that there is beauty within all people regardless of the place they are in or the experiences they have been dealt in life.



I believe that people should be free: free to choose God, free to live, love, and be who they were created to be! I have been a part of the First People's Prison Chaplaincy for nearly two years now and found that it brought with it both new challenges and opportunities. The Uniting Church's commitment to social justice proudly goes into the places where some social minds of society would be quick to condemn and deem unnecessary. I can personally, proudly stand as a testimony of the transformation that comes from knowing the freedom that comes through a strong faith and belief that I found in God.

My life has never been 'normal', I have always been in the 1% of society that no one wants anything to do with. But with a strong understanding of God's providence within a community of volunteers that love the unlovable, it leads to me into a journey of faith that is forever testing.

I believe that I have now been given the opportunity through the work of UnitingCare Queensland in Prison Ministry to explore my gifts and share them with those who find themselves incarcerated and trapped in some pretty dark spaces.

I am an artist, and despite years of doubt from outsiders as to ever becoming truly recognised within the world of art, God has thrown me into a position through Chaplaincy to provide Art Programs within corrective services.



As the over populated prison system is exploding in ways that seem almost out of control, we have an opportunity to be creative, innovative and progressive in discovering new ways of bringing hope to the hopeless. As communities struggle to recognise the needs of prisoners and their families, what I personally have experienced is that it needs to start with acceptance, support and forgiveness to enable people to discover a new freedom that can truly transform their life within."

Sarah currently has artwork on exhibition at the ACU 'Cherish' exhibition until the 3rd week in August.

Images: (Top right) First People's Prison Chaplain, Sarah Tucker, (Above) One of Sarah's art works, 'I am my Grandmother's daughter.'

Held every year, NAIDOC week is an amazing opportunity to celebrate the culture and achievements of Aboriginal and Torres Strait Islander peoples.

This year's theme, *Because of her we can*, celebrated Aboriginal and Torres Strait Islander women as active and significant role models at the community, local, state and national levels.

UCQ hosted events, won two awards, participated in community events and launched a new campaign! NAIDOC Week was one of connection and community as we celebrated the history, culture, achievements and contribution of Aboriginal and Torres Strait Islander peoples.

Some of the many UCQ highlights include:

- Two of our Pinangba services winning community awards: Ny-Ku Byun Elders Village, Cherbourg and Star of the Sea Elders Village, Thursday Island – Congratulations to the teams at both!
- Our Keep Our Kids Connected campaign launched at the Musgrave Park Family Fun Day, Brisbane. It

aims to recruit more Indigenous foster and kinship carers, embracing the strength of culture and community. Check it out here Our Fun Day stand was busy connecting with people about our services.

- Caboolture Family Fun Day. Our three stalls were busy all day. We had fantastic feedback from community on our new Keep Our Kids Connected campaign – people were really drawn to the bright colours and design, and recognised a few familiar faces in the photos which kept a steady stream of conversations and enquiries happening. Our Financial Counselling team were busy with people asking about the services on offer, and the day was a fantastic opportunity for us to link in with other social service and education providers to talk about our services and provide them with resources for community to access. Many new and exciting connections were made.
- Cairns NAIDOC celebrations. Local team members, including UnitingCare Community services, shared information at this hugely popular and colorful event by the water in central Cairns.
- In collaboration with First Nation-owned Henderson Gallery, West End, Brisbane, we hosted a showcase of the talents of deadly Indigenous women. Speakers, Dr. Marnee Shay and Carly Forrest, shared their stories, history and successes, alongside Indigenous artwork and a native food inspired afternoon tea; all attend by Indigenous team members and community partners.
- In Logan Gardens, an event was held for Logan Elders. There was representation from Intensive Family Support Service Logan and Beenleigh; Family Intervention Service Logan; Foster and Kinship Care Logan/Gold Coast; *Tropical Cyclone Debbie* Counsellors; Family Relationship Centre and Regional Management. Children and families painted photo frames donated by a volunteer and boomerangs handmade by a local Aboriginal Elder. Service information for the local UCQ services was shared, and Aunty Freda Mitchell, Elder-in-Residence at UCQ, sat with employees and connected with the community.



Thank you everyone - this amazing week couldn't have happened without your support!

Business and Financial Services (BFS) team provides a large and varied number of support functions and the organisation, including finance reporting and analysis, accounts payable, accounts receivable, legal, payroll, risk assurance and compliance. Our teams pride themselves on using their skills to lead and guide the organisation in business decision support.



The challenge for our customers (that's you!) is knowing who to contact and how to contact them.

Each week we update our [Org Chart](#) and [Phone List](#) so that our information is always current. You can also access the 'Who to Contact' information for BFS on the UCQ intranet home page.

If you are still not sure who you need to contact, send an email enquiry to bfs.team@ucareqld.com.au. We monitor it every day and are always keen to help.

Recently our Blue Care Mackay Hospital in the Home (HITH) team treated Gary Jarvis at a local caravan park where he was temporarily stationed in order to finish his medical treatment for endocarditis. After spending 17 days in Mackay Hospital, Gary was pleased to return to his caravan to continue his treatment, with the support of the HITH team.

Gary said, "The HITH service has been great and the nurses are fantastic. It has given my wife and I time to explore the area, every day." Gary and his wife, who normally live in Victoria, took a year off from work to travel around Australia in their caravan. Unfortunately, three weeks into the journey he began to feel unwell and he sought advice from the Emergency Department at Mackay Hospital. They immediately admitted him for treatment.



Gary said the doctors and the nurses at Mackay Hospital were fantastic and took the time to explain what was wrong with him. But there is no place like home, so when the opportunity arose to have his treatment back in the caravan, he immediately accepted. Now he is looking forward to finishing the treatment,

regaining his fitness and continuing with his travels in good health.

Gary receives daily visits from the HITH team and has regular reviews by the hospital medical team. HITH nurse Colleen Vassie said they are happy with his progress and hope he will be back on the road again soon.

Our HITH teams deliver treatment at home for patients who would otherwise be in hospital. For further information please contact Petra Jones, HITH Business Development Manager on 07 3253 4216.

Image: HITH Nurse Colleen Vassie with patient, Gary Jarvis.

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