



**CLIFTON COMMUNITY
HEALTH SERVICES**

Newsletter November

Chairman – Chris Bazley



Good day everyone,
A very positive AGM for CCHS where Dr Marc Heggart enlightened us on his interesting career of either building assets such as roads or

air fields, or blowing them up whilst he was full time in the armed services. Leo and I rated the QCWA supper after the meeting 10 out of 10!

Lots of action at CCHS board level as we discuss and sign on to new governance and industry standards that are applied to the different activities of CCHS. Pleased to see a bit more rain in town as it keeps us able to have rain water for drinking and use in some of our key areas.

Great to see Clifton Country Week bringing so much activity and colour to Clifton – the organising team behind this do a great job. Hopefully the current Aged Care Review will bring positive financial support from the Government as even to run a balanced budget is hard work and CCHS is committed to maintaining the highest levels of care,

services and support to our residents along with of course continued great food.

An interesting fact from the 2018-2019 financial year was that CCHS' annual salary and wages figure was over \$5 million for the first time. The CCHS board are proud to be putting a great proportion of these funds back into our local community.

I see our Christmas parties for the different groups have been organised. Always fun occasions and wouldn't it be nice to look at some green grass outside that would make the events even more joyous.

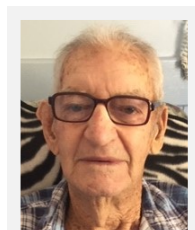
Unfortunately we missed out on a Qantas grant for a bus, so this year we can't take everyone down town to do their Christmas shopping – maybe next year. I have put my bus drivers' licence back in the drawer again! I hope you are all enjoying the spring colours and the nice weather before it gets too hot from what the weather bureau are predicting.

Regards,
Chris.

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Complaints/Compliments and Feedback



The weather is getting warmer but its not bringing much rain and it keeps me busy watering the garden. Our last resident meeting saw some new changes to the activity calendar with the resident meeting moved to the last Wednesday of the month so Bingo can be on every Friday morning. This has been due to feedback from a few residents and Jade was able to make it happen. Don't forget to come and see me if you have anything you want to chat about.
Max

General Manager-Brad Jones



As I write this the Royal Commission into Aged Care Quality and Safety are due to release their interim report into the Aged Care environment in Australia. The system is under severe stress with over 50% of

providers reporting operating losses and the situation worsening in rural and remote locations. This process is truly a once in a generation chance to improve on what we have now, enhance the parts that are working and grasp the opportunities to redesign the parts that are not.

You can help by talking to your elected officials from all levels of government and outlining what you want as you get older and how the delivery of the desired services can be sustainably financed both now and into the future. Also continue to engage with us (as we always have) in an open and transparent way, tell us what is working for you and what is not, so we can continue to refine our services to deliver what you need and want.

Through all of this background of review, please be assured that the dedicated team at your community owned and operated, not for profit, health services cooperative will continue to deliver personalised care to our community, with our very own brand of Clifton Country Care. As outlined by the Board at our recent AGM, we will always put people before money and are prepared to operate at a loss to maintain service delivery levels. That said, any business can only operate on that basis for a defined period, not for profits must still make a profit to deliver sustainable services.

Speaking of the AGM, thank you to everyone who came along to support us, it was a well-attended evening with great presentations outlining another successful year for your Health Services Cooperative. During the month I was privileged to represent our community organisation at both the 2019 Queensland Community Development Conference and the 2019 LASA (Leading Aged Services Australia) National Congress. The focus of the Community Development Conference was on creating a "place for everyone" and it was gratifying to hear about the large numbers of grassroots community based initiatives across Queensland including many right here in the Toowoomba Regional Council Area.

The LASA Congress focused on the opportunities and challenges of delivering aged care services across Australia and I attended many sessions and spoke to many of our peers to learn from them what is working (and what is not) in their communities. I also took the opportunity to attend the LASA AGM and must congratulate them on the substantial work and strategies that they have implemented to the benefit of all current and future, older Australians.

Work continues on the Aged Care Quality Standards and the team are continuing their learning by watching a short audio visual presentation on the standards to assist with the transition of embedding these into our daily operations. We have engaged further external assistance to help us with the preparation of our self-assessment documentation. Please don't forget to review, sign and return the Charter of Aged Care Rights and the CCHS Charter of Resident and Representative Responsibilities. Great training this month on CPR, First Aid, and Responding to Fire and other emergencies, plus live fire extinguisher training.

Planning is well progressed for the Resident and Family members Christmas parties, I look forward to seeing you there. (Don't forget to RSVP as per the invitations that have been issued)

The Nirvana Hostel renovations are underway in force, please note that for safety reasons the Nirvana Courtyard area is off limits until further notice whilst these important renovation works take shape. The team are working hard to minimise any impact on daily activities, please make sure to see me if you have any questions or concerns.

Did you know that as a Registered Charity and Deductible Gift Recipient any donation you make to Clifton Co-Op Hospital Ltd over \$2 is tax deductible? Consider making a donation today. Thank you to the Toowoomba Triathlon Club who made us the charity beneficiary of the Clifton Country Classic Triathlon on Sunday 13th October 2019. Final numbers are still being calculated.

Remember, a community working together with a common purpose can achieve anything.

"Together we will continue to make a difference"
Regards Brad



Lifestyle & Volunteer
Coordinator—Jade Gilchrist

Hi everyone,
Melbourne Cup is going to be fish and chips and live entertainment with the usual best dressed prizes. So dust off your best outfit and come dressed to impress.

We have made a small change to our calendar and the monthly residents meetings will now be held on the last Wednesday of the month along with our birthday celebrations. This will now allow us to play bingo every Friday except when the darling Downs men groups pay us a visit, we will then swap bingo to the Thursday instead.

Lifestyle Coordinator— Jade Gilchrist

I have also arranged an indoor Christmas market and hope the residents can enjoy the shopping experience and get the opportunity to buy gifts for others or just spoil themselves for a change. We are expecting a variety of different stalls and I look forward to seeing how it goes.

Christmas Parties are being organized and this year we will have three as we have grown over the past twelve months and fitting us all in is proving a challenge.

Please feel free to stop me for a chat anytime!

Kind regards, Jade

Thinking about becoming a
volunteer?
Give Jade a call 0400 404 490

November Birthdays

- Joy 1st
- Les 1st
- Nora 7th



Rest In Peace

- Joe W
- Pat E
- R Valentine



*All welcome to attend the
Celebration of Life Service 3rd
Monday of each month 10:30am in
the DT Building*

Lifestyle Award WINNER



**The winner of the Lifestyle Award for
October Ernesto under the category of
Excellence in Teamwork
Congratulations Ernesto**

10:00am

**MORNING TEA
ACTIVITIES START
AROUND 10:30AM**

November 2019



**CLIFTON
COMMUNITY
HEALTH
SERVICES**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
<p>RESIDENTS BIRTHDAYS Joy 1st Leslie 1st Nora 7th</p>	<p>5 Melbourne Cup  Event</p>	<p>6 Lynelle Plays </p>	<p>7 Word Games </p>	<p>1 Weekend Trolley </p>	<p>2 HEY HA <i>it's Saturday</i> </p>	<p>3 10.30am Presbyterian Service </p>
<p>4 Movie </p>	<p>12 Cards & Games High School Visit </p>	<p>13 Eleanor's morning </p>	<p>14 Holz Plays </p>	<p>8 Weekend Trolley </p>	<p>9 Three Angels Gospel </p>	<p>10 </p>
<p>11 9:00am Catholic Church Service  REMEMBERANCE DAY <i>Let the flag fly</i></p>	<p>19 Cards & Games High School Visit </p>	<p>20 Armchair Travel </p>	<p>21 Grace Plays </p>	<p>15 Weekend Trolley </p>	<p>16 HEY HA <i>it's Saturday</i> </p>	<p>17 </p>
<p>18 9:40am Tai Chi 10:30am Celebration of Life Service </p>	<p>26 Cards & Games </p>	<p>27 Birthdays Resident Meeting </p>	<p>28 Ken Plays </p>	<p>22 Weekend Trolley </p>	<p>23 2:30pm Clifton Sings Concerts </p>	<p>24 </p>
<p>25 10:30am Anglican Church </p>			<p>29 Darling Downs Men 2pm Happy Hour </p>	<p>30 HEY HA <i>it's Saturday</i> </p>		

PROGRAM IS SUBJECT TO CHANGES

Melbourne Cup Lunch



**Please join us for
live entertainment
and a fish & chip lunch.**

Lucky door

and

best dressed prizes



Indoor Christmas markets on December 6th—can you make sure you have spending money or contact your family to organize some spending money.\$\$



Christmas party invitations are going out and RSVP by the 22nd of November.



Invitations for the resident Christmas parties have been circulated – either directly to our residents themselves, or to a family member of our resident. Please provide your rsvp for up to 2 guests per resident to the administration office by 22nd November.

CLIFTON SINGS

2:30pm DT Building Concert, Saturday
23rd November 2019

Remembrance Day Service

Monday the 11th November at 11am



REMEMBRANCE DAY
Left We Forget

Clifton Community Health Services
 Published by Brad Clifton [?] · October 23 at 2:58 PM · 🌐

Thank you to everyone who attended our 2019 AGM, A great evening with representatives of the Clifton Community.
 Pictured are General Manager, Brad Jones, Deputy Chairman Andrew Douglas, Guest Speaker Dr Marc Heggart and Cooperative Chairman, Chris Bazley.

A big thank you all of our staff team, volunteers, residents, patients and supporters and to the dedicated volunteer board members of our community owned and run, not for profit, health services cooperative.




Clifton Community Health Services
 @CliftonCHS

Clifton Community Health Services
 Published by Brad Clifton [?] · October 23 at 3:28 PM · 🌐

Thank you to Sandy, Elaine & Greg for their donation in memory of their mother and grandmother, Mrs Nola Ernst.

The donation allowed the purchase of this wonderful bench seat for use by residents and visitors of Nirvana Hostel. The seat has a plaque in remembrance of Nola.



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 Published by Brad Clifton [?] · October 21 at 12:07 PM · 🌐




ABC Southern Queensland
 October 20 at 4:46 PM · 🌐

QUILTING FOR A CAUSE 🧵

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Dementia Australia
 October 21 at 2:00 PM · 🌐

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We are excited to mark two years since the official formation of Dementia Australia. During this time, we have evolved from a federated organisation, operating ...
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