

The official newsletter of **People Who Care (Inc)**
*"we are committed to realising a caring community where people who are able, look after those in need"*

Welcome to the latest issue of *In Touch*, the newsletter that keeps People Who Care's employees, volunteers, supporters and clients up to date with all that's happening in the organisation.

If you have a story that you think would enhance the next edition of *In Touch*, send it in by post or email to head office. All the contact details are below.

## The Great Baked Bean Handout

**People Who Care has gone to unusual lengths to highlight the extreme need that Perth pensioners face every day. We aim to deliver 300 cans of baked beans with a specially designed label to 300 of WA's most influential people outlining the extreme poverty faced by many pensioners.**

We hope this will encourage community minded people to advocate for those most in need and generate donations to help cover an unfunded program called "Power A



Pensioner". This program is about preventing Perth's pensioners, who rely solely on the pension, from being left behind in extreme poverty.

### Giving Power to Pensioners

**My Name is Mary. I am 78 years old, live in Perth and all I ate today was a can of baked beans and one piece of bread.**

## Community Care Common Standards

People Who Care was recently audited against the Community Care Common Standards. These standards have been developed jointly by the Australian Government and State and Territory Governments, as part of broader community care reforms, to develop common arrangements that help to simplify and streamline the way community care is delivered.

To fully comply with these standards, People Who Care has rewritten its policies and procedures and an emphasis will be placed on client care planning and WELLNESS. This will ensure clients receive a tailored service that best suits their needs.

**Head Office:**  
 48 James Street  
 GUILDFORD WA 6055  
 Telephone: 9379 1944  
 Facsimile: 9379 1955

**North Metro Office:**  
 585 Beach Road  
 WARWICK WA 6024  
 Telephone: 9447 0810  
 Facsimile: 9447 5830

**South West Metro Office:**  
 423 Pinjarra Road  
 COODANUP WA 6210  
 Telephone: 9535 3433  
 Facsimile: 9535 5433

**SW (Kwinana) Day Centre**  
 13 Leasham Way  
 MEDINA WA 6167  
 Telephone: 9439 1179  
 Facsimile: 9419 7328

 Email: [pwcinc@peoplewhocare.org.au](mailto:pwcinc@peoplewhocare.org.au)

 Web: [www.peoplewhocare.org.au](http://www.peoplewhocare.org.au)

## In Touch with Cathy

Hi, my name is Cathy West. I am the Volunteer Development Manager for People Who Care and my role covers all regions.

On a daily basis I am reminded of the ongoing commitment from our volunteers across our four regions and the strong foundation they have created. They have supported our staff, allowing us to build and grow People Who Care as a volunteer strong organisation with a shared goal of providing assistance to our clients.



From January through March 2012 People Who Care delivered community services to 1,300 clients with the assistance of over 250 volunteers in the following areas:

### Service Statistics

- **313 clients with 6,696 hours of Social Support**
- **117 clients with 6,493 hours of Centre Based Day Care**
- **481 clients with 2,030 hours of Gardening**
- **412 clients with 6,473 transport trips**

*Now that is amazing - thank you to all our volunteers.*

*You give us your time  
- the most generous gift of all.*

## People Who Care – Finalist in WA Employer Awards 2012

People Who Care was a recent finalist in the Department of Human Services – CRS Australia WA Employer Awards 2012. The Award was in recognition of the valued support given to CRS Australia in promoting employment opportunities for people with a disability, injury or health condition.

While an 'agency directed' award,

the nomination actually recognizes Cathy West our Volunteer Development Managers' can do, warm, flexible and welcoming attitude. Cathy has a willingness to work closely with others to ensure that placements with PWC happen and are beneficial to CRS clients.



*PWC's Cathy West receiving the Award from Senator The Hon Kim Carr.*

## STORIES FROM THE HEART

People Who Care has over 250 regular volunteers and we thought it about time that we shared with you some of their stories each quarter.

Steven is a young man who volunteers in our Warwick office and requires a supportive environment in which he can gain work

experience and feel that he is making a contribution to the community. Steven has an engaging personality and a willingness to learn about our clients. We are pleased that Steven can develop his skills to find employment. If and when he leaves it will be our loss but someone else's gain.

## Corporate Support

*Peter Silvestri and his team at The Good Guys Midland store support People Who Care with their "The Good Guys Local Giving Program".*

"We are extremely pleased to be able to help People Who Care. They do an incredible job of supporting pensioners in our community and help them get through what is often a tough time financially in their lives," says Peter Silvestri, Proprietor from The Good Guys Midland.



At the Good Guys Midland, we like to try and give back to the community as much as possible, which is why a percentage from every transaction goes to charity," said Peter. "People Who Care is an essential part of our local giving program and we encourage the Midland community to contribute in any shape or form," he said.

If you need an electrical appliance please visit the Good Guys store in Midland and in turn support People Who Care.

## THE POWER OF PERSISTENCE

Over the last year People Who Care's ATSI team has been working on documenting a number of housing issues. The team has had to deal with items of disrepair including chronic mould on walls, exposed electrical wiring, open sewerage, vermin infestations and general disrepair.

This continual process is confronting and emotional for staff, and has a detrimental impact on client's health.

We have a client whose house was in such a state of disrepair it was deemed a health hazard by community workers. It took months of case management between multiple agencies to achieve a transfer for the client to a new property.

The Power of Persistence finally paid off and this client is now living in a different unit.

## New Staff

### Rebecca Steele

Volunteer Development Officer - Mandurah

### Samantha Searle

Acting Transport and Social Support Coordinator,  
- Mandurah

## Staff Movements

### Sian Lambert

Regional Manager North Metro - Warwick

### Steve Johnson

Acting Regional Manager for East and South  
East Metro based in Guildford

### Shirleen Plant

Acting Regional Services Coordinator - Guildford

### Linda Watt

Acting Regional Services Coordinator - Mandurah

## Ten seconds with Sarah

Sarah has been with PWC since February 2012 and is our Centre Based Day Care Coordinator at the Guildford Office

**Born:** 20/8/84 Subiaco WA (4 pounds 3ozs)

**School:** Ashfield Primary School & John Forrest Senior High School



**Favourite colour:** Red

**Favourite food:** Pizza

**Favourite sport:**  
Cricket

**Favourite thing to do:**  
Playing silly games  
with my two little  
girls.

## Where's Volly?

The creativity of People Who Care's clients, staff, volunteers, supporters and watchers across the universe and beyond know no limits. To aid you in your artistic expressions, we are launching a new quarterly competition called "Where's Volly?". (*Alright, yes it is ripped off from "Where's Wally?"*)

Each quarter in our newsletter and on our facebook site we will be placing the following garden gnome in a secret location. Maybe in Perth, maybe around the world.

You can win a \$30 Woolworths voucher in two ways.



1. Be the first to identify the secret location of the picture where "Volly" is enjoying himself, or
2. Provide us with a funny caption (*only one will be selected*).

**So here is your first picture!**



**Winners from the March newsletter competition are:**

**Elia McAllister and Richelle Hutchings**

The place was Ferguson Valley and some funny captions included:

*"Whoop Whoop, Come on girls shake your tail feathers."*

*"Three Jolly Forest Mermaids"*

*"Do the boogie woogie!"*

## MAKING A DONATION TO PEOPLE WHO CARE.

***When you make a donation to People Who Care you can be assured funds are used to enhance People Who Care's community services and projects that need it most. Donations help us to provide additional services, and the appropriate infrastructure to support our services.***

Currently donations are being used to support:

- ***Power a Pensioner helping pensioners and young families in extreme need.***
- ***Provide additional high level support.***
- ***The provision of low cost goods to families in need.***

**People Who Care in 2012/2013 is looking to raise a further \$500,000 so that we can build a community hub for our South West service delivery.**

*All donations of \$2.00 or more are tax deductible.*

If you would like to make a donation to People Who Care, please either:

- Donate via our website - [www.peoplewhocare.org.au](http://www.peoplewhocare.org.au)
- Donate in person at any of our offices by cash, cheque, eftpos or credit card (*MasterCard or Visa cards accepted*).
- Make a regular donation by direct debit from your bank account or credit card.
- Donate by telephone **(08) 9379 1944**
- Donate by mail, send your cheque made payable to **'People Who Care' - 48 James Street Guildford WA 6055**