

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.

## We wanted a Fire Sale but not like this! Fire Fire Fire!

At 2.40am on February 6th, PWC's Op Shop was set alight by an arsonist. It sparked a blaze that tore through the Op Shop at the front of the premises and left the office space smelling of smoke. It will cost an estimated \$100,000 to repair and is currently due to reopen in mid May.

As the Shop is PWC's main fundraiser we will be in need of bric-a-brac, furniture and clothes in around two months time. If you are having a spring clean, please keep PWC in mind.



The fire damaged front of the PWC Guildford Office

## Some Good Government News

**Federal Minister for Ageing, Mark Butler, announced an additional \$18.8 million to boost the WA Home and Community Care Program in December 2012. The funding will ensure more services to older West Australians than ever before.**

**People Who Care received \$236,000 to provide additional services and \$153,000 to replace capital items. This additional funding means PWC can provide services to a further 200 seniors in the Perth Region.**

## Our New Website

People Who Care has revamped its website. The fresh new look will enable clients and volunteers to find a range of information about People Who Care. Check it out!

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

## Our New Postal Address

**People Who Care now has a new postal address:**

**PO Box 26, Guildford WA 6935**

**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

# Gentle Joints

People Who Care continues to push the boundaries of good health care practice. Our South West service is conducting a “Gentle Joints” Program. Each week a group of clients go to the Murray Leisure Centre and jump into the hydrotherapy pool for exercise. The “Gentle Joints” Program offers clients a unique opportunity to exercise in a low risk, pain relieving environment with modern facilities. The clients have noticed great improvement in their mobility and balance. Just remember you are never too old to give it a go!



## PWC Skydiving Team!

***PWC will go to any lengths to promote the wonderful work we do, even jump out of a plane at 10,000 feet!*** Led by our General Manager (Andrew mid life crisis York), his adventurous team of Simon, Grace, Linda and Lisa recently took the plunge.



Linda and Lisa recently took the plunge.

*The jumpers are Grace Oldfield (Ruthven Gangemi & Assoc), Andrew York (our GM), Lisa Heath (Annabelle Calvert’s daughter - Mandurah), Simon Stokes (PWC Board) & Linda Watt (PWC Regional Services Co-ordinator Mandurah).*



## Harmony Day - 21st March

**Harmony Day will be held on March 21st and is managed by the Department of Immigration and Citizenship and coincides with the United Nations International Day for the Elimination of Racial Discrimination.**

The message of Harmony Day is **Everyone Belongs**. In 2013 the theme is: **Many Stories – One Australia**.

People Who Care’s story is diverse. Our clients, staff and

volunteers come from many countries around the world. We each make up the pages of the People Who Care Australia story we share today. From the Dreamtime to the Eureka to the Snowy River, from the outback to the city, in wartime and in peace, our stories may be heart wrenching but also inspirational. People Who Care encourages each of you to celebrate our diversity. Let’s go beyond the cover of the book and wander through the pages of each



## Client Complaints

A complaint is serious dissatisfaction with some aspect of People Who Care service provision. Clients are encouraged to express their complaints to enable us to improve the quality of our support.

As a client you have the right to complain without fear of retribution about the complaints process and your right to use an advocate in making a complaint.

At all times, People Who Care will endeavour to deal with complaints fairly and promptly and ensure that our staff take steps to make clients feel comfortable to continue accessing the service after making a complaint.

If you have a complaint please contact your local office.

## POWER A PENSIONER

***If you are having trouble paying a bill, going without essential medication or food, please contact your regional office as we may be able to help.***

## PWC Annual Conference



PWC held its first combined staff and volunteer conference on December 6th, 2012. The theme for the conference was “Change”. PWC like other not-for-profit organisations is confronting a time of many changes and meeting these changes is an ongoing challenge for both staff and volunteers. Continuing to adapt and remain motivated to meet out client needs will continue to be our main priority.

Mr Lew Nannup, an Aboriginal elder, opened the conference with a “Welcome to Country”. Sessions included Stephen Kobelke, CEO ACSWA, Time Management, FISH (a business phenomenon making the workplace more enjoyable and profitable) and Laughing Yoga.

The conference was well received by volunteers and staff and we look forward to our next one in 2013.

## CHOIR

**People Who Care’s renowned Perth choir is in need of new members.**

Choir Master Extraordinaire, Kate Page, ensures the sessions are fun, friendly and educational. You need to be willing to participate in concerts at different nursing homes and community centres.

Experience the joy of singing together and sharing this joy with communities that have limited access to live singing performance.

Rehearsals are on Wednesday evening at People Who Care Guildford (first session is free) and you do not need any experience to join.

***Please contact Kate on 0428 186 706.***



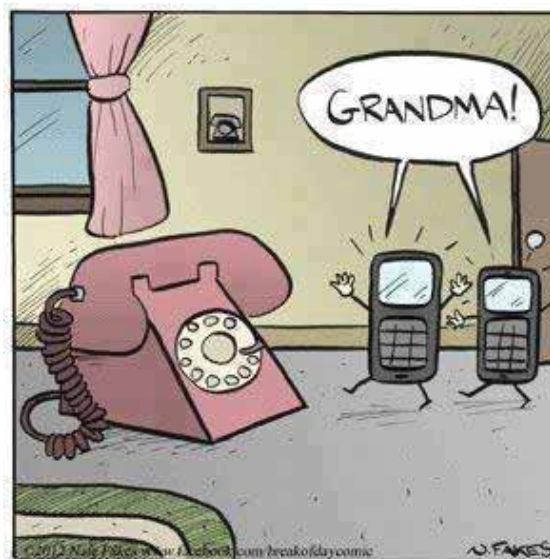
## Welcome & Farewell

### **PWC welcome the following new staff -**

- Maureen Collard** – Marmun Yorga Elders Gathering Group Support Worker (East)
- Noeleen Engelbrecht** – Centre Based Day Care Coordinator (North)
- Kathryn Gordon** – Volunteer Development Officer (East)
- Kathleen Harris** – Transport & Social Support Coordinator (SW)
- Owen Morris** – Home Maintenance Team Leader (SW)
- Rikita Ryder** – Marmun Yorga Elders Gathering Group Support Worker (East)
- Sarah Attrill** – Senior Client Services Officer (North)
- Emma Costello** – Community Visitor Scheme
- Miles Hitchcock** – Home Maintenance Team Leader (SW)
- Michael John Linnell** – Home Maintenance Team Leader (North)
- Shelley Anne McGinn** – Volunteer Development Officer (North)
- Tracey Whiting** – Senior Client Services Officer (East)
- Rachel Newman** – Program Support Officer (SW)
- Sharon Windsor** – Senior Client Services Officer (SW)

### **And farewell –**

- Jonelle Truscott** – Marmun Yorga Elders Gathering Group Support Worker (East)
- Christina Roscoe** – Community Visitors Scheme
- Kim Brooklyn** – Operations Manager



*The Funny Side of Life*

## 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.**

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' - **PO Box 26, Guildford WA 6935**