
Qually News

Issue No.: 22 Summer '07

Welcome to the final edition of Qually News for 2007. The AQA Qualcare team would like to finish the year with a big **THANK YOU!!**

Thank you to all of our dedicated Disability Support Workers for all of your commitment and hard work this year. We would like to thank those who work regular rostered shifts, those who work once or twice a year and those who take on extra work at short notice. You all play an important role in providing quality service to people with a disability throughout the state. Thank you to everyone who contacted the AQA team to provide feedback and discuss issues of concern. Your attention to these matters contributes to AQA's ability to continue to make improvements to service delivery to our clients.

Thank you to all of our clients for allowing us to work alongside you every day to plan an attendant care program to suit your individual lifestyles. Thank you for choosing AQA as your attendant care provider. Thank you to those we talk to every day and those we talk to once a year. Your feedback provides valuable information that allows us to continue to develop a service that is committed to continuous improvement. Your recognition of the efforts of AQA's Disability Support Workers is greatly appreciated.

Here are a few words of inspiration to spur you all on into another productive year in 2008.

Sci Fi Fans

- Things are only impossible until they are not!
Picard to Data, "When the Bough Breaks."

Inspirational politicians. (Hmmm)

I have more influence now than when I had the power.
Gough Whitlam

Fans of the Wise

"You must be the change you wish to see in the world." - *Mahatma Gandhi*

Sports Fans

Take pride in how far you have come; have faith in how far you can go.

Unknown

Movie Fans

Perhaps it is good to have a beautiful mind, but an even greater gift is to discover a beautiful heart.
"John Nash - A Beautiful Mind"

Things to watch out for in 2008!

Annual Disability Support Worker and Client surveys. This is your opportunity to make a difference! When you return your survey in late January you will go into the draw to win a prize so keep an eye on the mailbox and get them back to us on time.

Focus Groups. For the first time AQA Qualcare will hold a series of focus groups to gain more detailed information about your experiences of the service and suggestions for improvement. Watch out for more on this in the next Qually News when you will have an opportunity to register your interest in attending.

Office hours over the Christmas / New Year period.

The AQA office will be closed from 12pm on Friday 21/12/07 to 9am on Wednesday 2nd January 2008. In case of emergency shift cover please call our After Hours service on 0412 712 778.

Finally the AQA Qualcare team would like to wish everyone a Safe and Happy Festive Season!!! See you all in 2008.



After Hours Service during Christmas / New Year.

Here are some tips for making the right decision about calling the after hours service over the Christmas New Year period.

The festive season is always a time where watching the waistline and being organised tends to be thrown out with the Christmas wrapping!! **Please try to remember that our clients are relying on you to make their festive season enjoyable too.**

The AQA team would like to thank all of you who are continuing to work through Christmas and New Year. Please make sure that you know the following:

- ◆ When you are working
- ◆ Where you are working
- ◆ What time you are working

This is a difficult time to find replacement staff and your commitment to the people you work with is greatly appreciated. If you find that you are sick and you need to contact the after hours service, please try to consider the following:

- ◆ Decide early if you can't make a shift. Give as much notice as possible to allow time for the shift to be covered.
- ◆ Think about the times that you would not like to be disturbed yourself. Try to call at a time when other support workers would be available to take a phone call to cover you.
- ◆ Where possible let the client know that you are sick as well.
- ◆ Always let someone know if can't go to a shift. The last thing we want is for clients to be left wondering where you are!

A Job Well Done!!

Joanne Van Den Eynden had the following to say about her team when she nominated them to receive a box for chocolates for a job well done:

So double box of chocolates to you....! CAROLYN G. "Best Co-coordinator of 'getting-a-team-together' for a new client & holiday covering"

And the rest to my workers Emmaline, Emma K, Anu, Kylie & Rita for "putting up with me, getting here on time; or early starts AND also for A Happy Christmas & HEALTHY New Year"

Joanne.



Christmas Whiskey Cake

1 cup butter, 2 cups sugar, 6 large eggs, 2 teaspoons baking powder,

3 cups flour, sifted, 1/2 t. salt, 1 cup bourbon, 1 pound pecans, chopped

3 cups white raisins (or use candied fruit), 1 t. nutmeg, AND

~ a very large bottle of bourbon whiskey ~

First, sample the whiskey to check for quality. Assemble all of the ingredients. Check the whiskey again. To be sure it is of the highest quality, pour one level cup and drink.

Repeat this step.

Turn on the electric mixer and beat one cup of butter in a large fluffy bowl. Add one teaspoon of sugar and cream until beat. Make sure the whiskey is still okay... try another cup. Turn off the mixer. Beat six eggs and add to the bowl, then chunk in the cup of dried fruit. Mix on the tuner. Throw in two quarts of flour. Gradually pour in the cow. Add 2 dried anything. If the fried fruit gets stuck in the beaters, pry it loose with a drowscriver. Sample the whiskey and check it again for consistency.

Next, sift two cups of salt. Or something. Who cares??? Check the whiskey again. Now sift the nutmeg and strain your nuts. Add one table. And the spoon. Of whiskey. Or something. Whatever you find left. Grease the oven. Turn the crake pan to 350 degrees. Don't forget to beat off the turner.m Pour the oven into the batter. Throw the bowl out the window. Lick the batter off the floor.

Bake 300 minutes at 50 degrees. Finish the blobble of whishy and flow to bed..

Have a Very Merry Christmas!



**HAVE A MERRY CHRISTMAS AND A
SAFE AND GOOD NEW YEAR!**



FROM ALL AT AQA QUALCARE