

Family Support Program – St George Newsletter

Update.....

Hi to everyone. I have just returned from two weeks break where I had a great time just doing as little as I could. I did catch up with my two sons and take in a couple of movies but all in all I did very little.

Just a reminder to those of you who have not returned back to me the signed Support Plans. Could you please do so as soon as possible as it is important that a signed copy be placed in your file. Please use the stamped addressed envelope that was sent with the two Plans.

During May I will be doing a lot of 'office' work to get things up to date. This will include setting a date for Annette Mayer from Parent 2 Parent to come back to continue to take parents through forward planning for their children. Also, I want to look at the logistics of families attending the Family Seminar which will be held in Toowoomba in October. Annette mentioned the Seminar to us on her last visit and some of the presenters sound great. As soon as I have information on the who, when, what, where etc I will let you know.

The Program now has access to a wonderful Family Worker. As I travel a lot and am not always able to spend much time in any one place, Jean (the Family Worker) will be available to do some short term work with families to address specific areas of concern. Jean is a mum whose children have grown up; she has worked with individual families over many years. Only after discussion with you would I suggest that Jean could be of assistance.

Finally, a reminder of the ways to contact myself and Mandy. Mandy is in the office Monday-Thursday 9am-2pm. On occasion Mandy has to be away from the office, for example she has to go to the

Post Office, please leave a message on the answering machine. Mandy or I will endeavour to call you back as soon as we can. The office phone number is 4625 3415. In a lot of instances I am out and about travelling to visit families. When I am with a family or at a meeting (and there are a lot of meetings) my mobile is turned off. My mobile has a message service and you can leave a message for me. In most instances I am able to call you back that day. However it can happen that if I am seeing a family late or at a late meeting, I will not return your call until the next day. My mobile number is 0427 734 950. I usually turn my mobile off around 7pm each night. If you have an urgent matter and you need to speak to a counsellor, please call the 24hr Lifeline number 13 11 14.

The basis of the Program is about a Plan for your family. The Plan is worked out in advance and there is time to organise ordering of articles or services. Once authorised by myself, the make, model, colour etc is the choice of the family as is the servicing, repair and insuring of that article. If there is ever an emergency with regard to the purchase of some service or article, this must follow the procedure of going through the process of writing up a new Plan. If there is something that you need and are advised that to 'hold' the article a deposit must be paid, then an option is to advise that Lifeline will be ordering and paying for the item. Most companies will oblige. In the case where this is not possible, you could put a small amount of \$ deposit to hold the article and later the Plan can reimburse you. A new Plan will be written up and numbered and accompanied by a file note outlining the action for audit purposes. On completion of the writing up of the new Plan the ordering etc will follow the usual procedure. It is very important to remember that the Program is designed around planning.

In late May and into early June the process of doing up new Support Plans will commence again and I truly look forward to catching up with everyone.

Cheers.....**Pauline**