






-  **Jeff Kennett supports PARAQUAD SA**
-  **Locke Street Opening**
-  **Corriedale Park Launch**



tindallgaskbentley





Contents

CEO Message	3
Public Awareness	4
Support Services	10
Volunteers	11
HEMOCARE PLUS	12
HEMOCARE PLUS South East	14
Housing	15



PQA is committed to serving and promoting the best interest of people with disabilities in a manner which recognises their worth and dignity, their right to experience life's events and develop their own potential!

About Us

PQA is an Incorporated Body established in 1963 to provide a range of services to adults with a physical or neurological condition, primarily those persons with a Spinal Cord Injury, who use a wheelchair for their mobility.

PQA has an elected Board of Management, General Manager, Professional Staff, and trained Volunteers, and operates two business divisions, PARAQUAD SA and HEMOCARE PLUS.

PARAQUAD SA offers a range of services including Home Based Counselling, Community Lifestyle Service, Peer Advocacy Support Service, Recreation Programme, Family Support, Accommodation Information and Advocacy, Home Visiting programme, and a Volunteer Programme.

HEMOCARE PLUS operates the market leader in personal care "fee for service" arm of PQA, any profits from which are returned to fund PQA community service programmes through PARAQUAD SA.

Services Offered

Accommodation Service provides a range of services to individuals, or agencies who assist adults with a physical or neurological condition who use a wheelchair for their mobility, to meet their accommodation needs.

Fundraising Team undertakes a variety of activities and events throughout the year to support the work of PARAQUAD SA, and all money donated is used directly by PARAQUAD SA to assist in the Association's work.

Community Lifestyle Advisory Service assists wheelchair users particularly those with a spinal cord injury to re-establish links in the local community after rehabilitation, to maintain good health, and to exercise control and choice over their lifestyle in response to changing physical and social needs.



Head Office

28 Lower Portrush Rd, Marden 5070
P (08) 8355 3500 F (08) 8355 3511
E pqa@pqasa.asn.au

Mount Gambier

Shop 6, Ripley Arcade, 27 Commercial St
West, Mount Gambier SA 5290
P (08) 8723 3788

www.paraquadsa.asn.au

Family Support Group provides the means by which family and friends of a person with a Spinal Cord Injury can get together over a meal to share their experiences and just have a break. PARAQUAD SA covers the cost of the meal and all that is needed is to turn up and pay for your own drinks.

Home Based Counselling and Support Service

provides the opportunity for persons with a Spinal Cord Injury to discuss particular issues and concerns. The Service can provide information on resources available, assistance to access appropriate services, and will act on issues and concerns which are raised relating to your independence in the community.

Peer Support Service is based at the Hampstead Spinal Injuries Rehabilitation Unit to assist persons with a spinal cord injury and their family and friends. PARAQUAD SA Peer Support Advocates are available to assist the person with a Spinal Cord Injury after their return home.

Recreation Programme is a programme in metropolitan Adelaide where adults who rely on a wheelchair for mobility meet on a fortnightly basis and are involved in a range of activities and events.

Volunteer Programme services include, a home visiting service, a home handyperson and minor gardening service, a volunteer mentor programme and some other jobs by request and assessment. The Volunteer Programme also offers the opportunity to volunteer in other areas including the Recreation Programme, and assist with fundraising, administration or other tasks.

The HEMOCARE PLUS range of services is not just limited to paraplegic and quadriplegic clients, services are provided to people with a range of disabilities including Multiple Sclerosis, Cerebral Palsy, Head Injuries and the Aged, or any person who requires assistance in their home. We endeavour to provide services to clients which are specially suited to their needs.

Riverland

1/3 Woman St, Berri - Postal Address
PO Box 210, Berri SA 5343 P (08) 8582 4654

Patron His Excellency
Rear Admiral Kevin Scarce
AC, CSC, RANR
Governor of South Australia

President David Fabbro
Editors Information Thayne Jackman
P 8355 3500 E thaynej@pqasa.asn.au

Despite all the doom and gloom with regard to the world economic climate and the recession I am pleased to report to our membership and supporters that the Association, due to many years of strong financial management, is well placed to deal with and respond to the tight economic times ahead for the Australian economy.

On a more positive note, after at least 3 years of working with the local community, the City of Mount Gambier has granted building approval for the development of five accessible homes at Corriedale Park, Mount Gambier, with construction to commence once the tender process has been completed. We anticipate that this will be by mid July. It is the Association's policy to support local builders and suppliers during the construction of this project.

Our thanks go to Minister, Jennifer Rankine, who officially launched the Corriedale Park Project on 22nd April 2009 at the Gambier Hotel, to a large group of local supporters. The launch, generously sponsored by the Mathews Hotel Group, was an outstanding success with excellent coverage by WIN9 television and The Border Watch newspaper.

HEMOCARE PLUS continues to provide quality services to South Australians with a disability, while meeting the day to day challenges of building and maintaining a stable workforce of suitably trained support workers.

Support Services has been successful in obtaining grant funding of \$7,000 from The Department of the Premier and Cabinet to fund an initiative to encourage people with spinal cord injury to invest in their own health and well-being. In addition to this Sharron Neeson and her team, in collaboration with the Hampstead Rehabilitation Centre, SHINE SA and SA Cervix Screening Program, have been proactive in assisting with women's health issues as a part of Pap Smear Awareness Week.

The Annual "Drive for Life" Golf Day, now in its 4th year, was another outstanding event with guest speaker and player, the Honourable

Jeff Kennett AC, former Premier of Victoria, Chairman of beyondblue and Chairman of the Hawthorn Football Club. Our thanks also go to our Patron, His Excellency Rear Admiral Kevin Scarce AC CSC RANR who has again supported us as a guest player. I am pleased to announce that our event sponsors Tindall Gask Bentley have confirmed their naming rights sponsorship to 2012. Our special thanks to Martin Palmer of the Palmer Hotel Group who, with his enthusiasm and energy, is the driving force behind the success of this event.

The year ahead is going to be a challenging one for the Association, but

with the support of a dedicated Board and Staff, we are well positioned to meet any challenges as they present themselves.



PARAQUAD SA CEO James Kinghorn and Hon. Vini Ciccarello MP



Jamie Bignell (PARAQUAD SA), James Kinghorn (PARAQUAD SA), Rory McEwen MP, Hon. Jennifer Rankine MP, Steve Perryman (Mayor of Mt. Gambier), Silvi Crawford (WorkCoverSA), Iain Stewart-Crompton (Chapman Herbert Architects), David Fabbro (PARAQUAD SA), Steve Herbert (Chapman Herbert Architects)



congratulations...

...to former Hampstead patient, Grant and partner Bec, who became proud parents of a little baby boy, Danny Grant Leonard, who was born on the 17th of April 2009. He made an early entrance at 6.21am and weighed 6lbs 7oz.

On behalf of everyone at PARAQUAD SA and HEMOCARE PLUS, we send our best wishes and I am sure he will bring you many years of joy.



The 2009 Channel 9 Telethon Distinctive Home and Land Lottery is now on!



This year there are two homes up for grabs, each valued at over \$300,000 (or take \$225,000 in cash).

Just 35 minutes from the city, and minutes from Munno Para Shopping Centre, the homes, located at 333 and 334 Jindabyne St, Lakeside (Andrews Farm), have been built and donated by Distinctive Homes, on land donated by Divine Communities.

PARAQUAD SA will be selling tickets at the homes from Monday 27 July – Sunday 2 August and from Monday 30 November – Sunday 6 December, 1-5pm each day.

Tickets are \$10 each, or buy a book of 4 for \$30 (with the chance to win an extra \$9,000 homemaker package).

Come and visit us, have a chat and a wander through both homes, and buy your tickets in person, or alternatively you can call **Rebecca** on **8355 3500** to order.



Telethon Pick-A-Prize Lottery Winner

The 2009 Channel 9 Telethon Pick-a-Prize lottery was drawn on Wednesday 10 June at the Channel 9 studios by weather personality Brenton Ragless.

The two lucky winners, L. Harrison of Reynella (ticket 5915) and T. Tallis of Golden Grove (ticket 21576),

get to pick from prizes of a Suzuki SX4 All Wheel Drive from Suzuki in the City, a Sony Centre home entertainment package, a Stratco solar power generation system, all worth \$25,000 – or \$20,000 cash.

The lottery raised over \$200,000 for 10 South Australian charities and PARAQUAD SA would like to take this opportunity to thank everyone that contributed by buying or selling tickets. Our share of the money raised will go directly to the Corriedale Park Accessible Housing Project in the South East of the State.



PARAQUAD SA are now on Facebook. COME JOIN OUR GROUP!

Tom & Jake's Amazing Kangaroo Island Adventure

Two brothers, Tom (25) and Jake (18) Giles completed a circum-navigation (or perhaps a circum-terragation) of Kangaroo Island by foot during April and May 2009. Their 500km trek - mainly following the coast - took them across cliff-tops, through secluded valleys and coves, over remote windswept beaches and past spectacular rock formations. It is the first time a complete 'circum-terragation' of Kangaroo Island by foot has been completed in one go. Tom & Jake lived mainly off the land and sea and undertook extensive research into the edible fish and plant life on and around Kangaroo Island before their trip.

The trek helped to raise awareness of Spinal Cord Injury and PARAQUAD SA. The next edition of PQA News will feature a story from Tom and Jake about their adventures and more photos. In the meantime, you can checkout their diary and photos at Tourism Kangaroo Island's website at www.tourkangarooisland.com.au and follow the links to Wildlife & Environment / Walks. Tom & Jake's adventure was made possible thanks to the support of Tourism Kangaroo Island, Sealink Travel Group, noimove, Got One St Marys and T-Shirt City.



Tom & Jake at Emu Bay ready to set off on their 500km trek



Jake overlooking Hanson Bay



Friday 3rd April 2009

On Friday 3rd April 2009, PARAQUAD SA staged our 4th Annual Tindall Gask Bentley Drive for Life Golf Challenge at Royal Adelaide Golf Club. Thirty teams of 4 from the business sector supported PARAQUAD SA and our Corriedale Park Accessible Housing Project, while enjoying a round of golf on this world-class golf course. The teams who participated on the day included Tindall Gask Bentley, Grand West, Macquarie Private Wealth, The Palmer Group, PFD Foods, The Foster's Group, T Shirt City, Charterhouse / Seven Network, Harvey Norman Mt Barker, Knight Frank Valuations, PASA Building, Thirsty Camel Bottleshops, Gliderol Garage Doors, ISIS Projects, Hewitson Wines, Cadbury / Schweppes, Andersons Solicitors, IGA Distribution, DWS, Morphett Arms Hotel, Coca Cola, Warradale Hotel, The Highway, ANZ, FIVEaa, Hames Sharley, NAB and Yalumba Wines.

PARAQUAD SA, with support from Martin Palmer, was able to secure the support of former Victorian Premier and current Chairman of beyondblue and 2008 AFL Premier Hawthorn FC, the Hon. Jeff Kennett AC, to act as guest speaker and player. PARAQUAD SA's Patron, His Excellency Rear Admiral Kevin Scarce AC CSC RANR, the Governor of South Australia, joined us as guest player for the second year in a row.

Over 175 guests enjoyed lunch and refreshments from Foster's and Coca-Cola while listening intently to Jeff's stories of his time as Victorian Premier and Chairman of the Hawthorn Football Club, and his passion for national depression initiative, beyondblue. While PARAQUAD SA is still collating the figures, we are confident that the total profit from the event will exceed \$25,000.

PARAQUAD SA thanks the following sponsors for their generous support of the event – major sponsor Tindall Gask Bentley, Martin Palmer & The Palmer Group, Rob Priest and The Foster's Group, Tim Knight's T-Shirt City & Airport Golf Club, Coca-Cola, SUBWAY Findon, Gliderol, Charterhouse, Lindsay Park Stud, FIVEaa, Stirling Hotel, Channel 7, Penfold's Magill Estate Restaurant, Negotiants, Royal Adelaide Golf Club's resident golf-pro Cameron Howell, Royal Adelaide Golf Club, PFD Foodservices, His Excellency Rear Admiral Kevin Scarce AC CSC RANR, the Governor of South Australia and special guest speaker, the Honorable Jeff Kennett AC. In late 2008, Tindall Gask Bentley signed a three year naming-rights sponsorship agreement for the event. The confirmed date for the 2010 event is Friday 26th March 2010 at Royal Adelaide Golf Club.





ZOO Accessible Adventure Days



**PARAQUAD SA's United Water ZOO Accessible Adventure Days
Friday 1st to Monday 4th May 2009**

PARAQUAD SA was pleased to present our 9th Annual United Water ZOO Accessible Adventure Days at the Adelaide Zoo from Friday 1st to Monday 4th May 2009. Over 750 people with a disability and their families and friends attended the Zoo over the 4-day event, which offered \$7.00 entry for people with a disability, free entry for their Carer, a 20% discount for families and friends, free face painting each day and give-aways. PARAQUAD SA also utilised the event to stage a competition to name our new mascot, the giraffe (see separate story). To make the event accessible to everyone, PARAQUAD SA worked with the Zoo's friendly Volunteer guides, Royal Society for the Blind and Deaf SA to stage a number of special guided tours for the hearing and vision-impaired guests visiting the Zoo.

Since its inception in 2001, over 8,000 people with a disability and their families and friends have visited Adelaide Zoo thanks to this event. The event was developed by PARAQUAD SA to encourage South Australians with a disability, and their families

and friends, to experience the beauty and excitement of Adelaide Zoo in its accessible environment. The event was officially opened during a breakfast for 50 guests on Friday 1st May, which featured special guest speaker Dr Bill Griggs AM, Director of Trauma Services at the Royal Adelaide Hospital. The breakfast was an ideal opportunity for PARAQUAD SA to highlight our role in the community, with nine Members of Parliament – the Honourable Vini Ciccarello, Vickie Chapman, Senator Dana Wortley, John Darley MLC, Senator Don Farrell, Dr Duncan McFettridge, David Pisoni, Russell Wortley MLC and Stephen Wade – joining us on the day. PARAQUAD SA thanks the supporters of this year's event – United Water as major sponsor, Adelaide Zoo and its wonderful Volunteer guides, All Leisure Hospitality, RPH Adelaide, the Government of South Australia, Adelaide Independent Taxis & Adelaide Access Taxis, HOMECARE PLUS, Royal Society for the Blind and Deaf SA.



(L-R): Hon. Dr. Duncan McFettridge MP, John Darley MLC, Tony Lines (United Water), Russell Wortley MLC, Hon. Vini Ciccarello MP, David Fabbro (PARAQUAD SA), Senator Dana Wortley, Edwina Chapman (United Water), Hon. Vickie Chapman MP, Jim Tsacalakis (United Water), Hon. David Pisoni MP, Phil Herreen (PARAQUAD SA), James Kinghorn (PARAQUAD SA), Dr. Bill Griggs AM, Sue Twelfthree (PARAQUAD SA), Senator Don Farrell and Hon. Stephen Wade MP



PARAQUAD SA Names New Mascot

During PARAQUAD SA's 9th Annual United Water ZOO Accessible Adventure Days in May, a competition was staged to find a name for our new mascot, the giraffe. PARAQUAD SA has chosen the giraffe as our mascot to help raise awareness of Spinal Cord Injury within the younger community and to raise vital funds for the services we provide across the state. The winning name – GERONIMO – was chosen from over 100 entries, with the winner being 12 year old Lauren Dinning of Mundulla. PARAQUAD SA is selling cute small fluffy GERONIMOs for \$5.00 each to raise funds for our Corriedale Park Accessible Housing Project. If you would like to have your very own GERONIMO, they can be purchased from our reception at 28 Lower Portrush Road, Marden during office hours.

Take 9

With the Take 9 Card you will get some amazing savings from Wallis Cinemas with proceeds supporting Channel 9 Telethon Charities

only \$15

- 2 FREE movie tickets
- 9 movies for only \$9 each for you and a friend or family members
- Over \$100 savings on normal ticket prices
- Chance to win a Wallis Gold Pass
- And a bag of FruChocs to share!

Valid until 28th February 2010.

Proceeds from the sale of the movie cards support PARAQUAD SA's Corriedale Park Housing Project. To order your Channel 9 Telethon TAKE 9 Movie Cards, please contact Rebecca at PARAQUAD SA on (08) 8355 3500 Tuesday, Thursdays & Fridays during office hours.



**Speedway Event at Speedway City
Saturday 14th March 2009**

PARAQUAD SA was the official charity of a major speedway event at Speedway City on Saturday 14th March 2009 – the George Tatnell Sprintcar Cup. Andersons Solicitors secured the major sponsorship rights to the event – in which PARAQUAD SA and Andersons Solicitors received extensive promotion. PARAQUAD SA, in conjunction with Phil Herreen, sold sponsorship rights to races on the night, sold Channel 9 Telethon lottery tickets and merchandise, raising over \$3,000 for PARAQUAD SA. PARAQUAD SA thanks Speedway City, Andersons Solicitors and race sponsors – Adelaide Independent Taxis/Adelaide Access Taxis, Ultra-Tune Campbelltown, Blair Athol Motors, Maxwill Motor Sports, Tyrepower Campbelltown, Marble & Cement Works and Speedway legends – Kym Bonython, Glen Dix, Bill Wigzell & Phil Herreen and our Volunteers on the night – Irene & Graham Klose, Vicky Machen and Simon Young.



Pap & Chat Day

Thursday 14th May 2009

On May 14th at the Hampstead Rehabilitation Centre, PARQUAD SA, in conjunction with Pap Smear Awareness Week, held a "Pap & Chat "Day for women with a Spinal Cord Injury.

Hedy and Kelly, Nurses from SHine SA (Sexual Health information, networking & education SA) performed the Pap Smears while Nicola Bennett and Vicky Machen hosted the Day. Clients were treated to lunch and refreshments and were given a wonderful gift bag for attending. It was a great opportunity for the clients to catch up, enjoy lunch and have a very important procedure performed in an accessible, friendly environment.

All women with a disability are strongly encouraged to have a Pap Smear every two years, as early detection of Cervical Cancer is paramount. It is hoped that we will hold this service again next year.

If any woman is having difficulty accessing their Pap Smear, they can contact SHine SA at the following centres:

East/West team

GP Plus Health Care Centre
64c Woodville Road, Woodville SA 5011
Tel: (08) 8300 5300

Northern team

43 Peachey Road, Davoren Park SA 5113
Tel: (08) 8256 0700

Southern team

Woodcroft Community Centre
175 Bains Road, Morphett Vale SA 5162
Tel: (08) 8325 8164

Or go to the website at www.shinesa.org.au

Hamburger Day at the Spinal Injuries Rehabilitation Unit

Saturday 30th May 2009





tindallgaskbentley

These functions are held bi-monthly on a Saturday, which gives the patients and their family and friends the opportunity to get together, have a chat and eat some nice food. It also breaks up the weekend for people, which can get a little boring for some. We follow the lunch by having a fun quiz, which everyone enjoys.

We would like to take the opportunity to say a BIG thank you to Dimitra Bouras, Gaetana Marjas and Belal Moraby from Tindall Gask Bentley law firm; they gave up their time to come out on the day to help us. Tindall Gask Bentley also sponsors the lunches and we are very grateful for their support and generosity.

A BIG thank you also goes to our staff from PARQUAD SA/HOMECARE PLUS and the staff from the Spinal Unit who also helped to make the day a success.






The "Wheelie Healthy" Lifestyle Program

February 2009 saw the first of the four Lifestyle programs commence. This initiative, run by Nicola Bennett, Community Lifestyle adviser of PQA, is funded by the Australian Government Department of Health and Ageing to promote good health and to prevent and lessen the impact on the individual and the health system. Our program consists of information sessions on health, lifestyle, medication and illness. Online food shopping, diet and nutrition, exercise, recreation programs and cooking classes are all covered during the program. The first group to attend the program have thoroughly enjoyed it and found it very informative and helpful. The first week, the group was given information on lifestyle, medication, weight management and online food shopping. In week 2 we travelled to Allenby Gardens to the Exercise Physiology Clinic for instruction and a work out (its ok, only some light stretches!) In week 3 Kathy Simpson, a Dietician, gave a very interesting talk on food, food labels, additives and so forth. We all learnt something in that session!

The cooking day was great; everyone participated in making delicious, healthy, easy and inexpensive food, which of course we ate immediately. The final session was a very interactive session about lifestyle and we also had a guest speaker from various recreational and sporting groups speak to us about what is out in the community. In April-May, we ran our second of the four Lifestyle programs; once again, all that attended enjoyed the program, and each week we all learnt something new. The next course begins on August 3, and the final course will start in October.

For more information, or to book a place, contact Nicola Bennett on 8355 3500 or email nicolab@pqasa.asn.au (numbers are limited).

This program is funded by the Australian Government Department of H&A





What are the symptoms of the Swine Flu?

Swine Flu symptoms present exactly the same as seasonal influenza:

- Chills, shivering and fever (temperature over 38 degrees Celsius)
- Headache
- Muscle aches and pains
- Sore throat
- Stuffy or runny nose
- Sneezing
- Dry cough
- Tiredness
- Trouble breathing.

If you experience any of these symptoms, you should avoid contact with other people wherever possible. Wearing a surgical mask if you are infected will help to prevent the spread of the virus to family, friends and co-workers.

If you are concerned about your symptoms or they become worse, you should seek medical advice immediately.

How do people catch the swine flu?

Public health officials believe the swine influenza A (H1N1) virus is spreading the way that the seasonal flu spreads every year -- when people infected with the flu cough or sneeze and others breathe in airborne droplets containing the virus. People may also be getting swine flu from touching surfaces such as doorknobs contaminated with the virus and then touching their face or mouth. Infected people can spread the

flu before they have symptoms, as well as while they are sick.

What is a pandemic?

A pandemic is an outbreak of infectious disease that becomes widespread across regions or continents and large parts of the population. A flu pandemic happens when the influenza virus mutates into a form that can readily spread from human to human and to which people have no natural immunity. Influenza pandemics have occurred every 10 to 50 years for centuries. Not all pandemics are deadly to large portions of the population. However, in 1918, a global flu pandemic killed tens of millions of people worldwide. The World Health Organization has designated this strain of swine flu as a pandemic.

How can I protect myself and my family from swine flu?

Wash, Wipe, Cover
DON'T INFECT ANOTHER

Wash your hands often. Hands spread 80% of common infectious diseases.



Wipe down surfaces. Some germs live for several days on surfaces. Wipe down all frequently touched surfaces such as tables, benches, door knobs and telephones regularly with soap, water or detergent.

Cover your coughs and sneezes. Under the right conditions, infectious droplets can remain in the air for some time. Cover a cough or sneeze with a tissue or the crook of your arm, not with your hands. This way you avoid getting germs on your hands, reducing the spread of infection.

Avoid close contact with others, keeping your distance from others (at least one (1) meter) when you are feeling unwell will help reduce the chances of spreading the flu viruses to other people.

Does hand sanitizer work if I can't wash my hands?

Doctors advise using sanitizing wipes and alcohol-based gels when you do not have access to soap, water, and a sink. If you use a gel, rub your hands until it dries. It's preferable to wash your hands.

Sources:
 • Government of South Australia – SA Health
 • Australian Government – Department of Health and Ageing
 • US Centers for Disease Control and Prevention and medical professionals

PARAQUAD SA Support Services Service Quality Survey 2009.

Earlier this year, a questionnaire was sent to people who had used one of PARAQUAD SA's services during the previous 12 months. These services include: The Home Based Counselling Service, The Family Support Program, The Recreation Program, The Volunteer Service, The Peer Support Service and the Community Lifestyle Advisory Service.

Our thanks go to those people who took the time and trouble to respond, as your answers and comments will help us to improve our services.

It is pleasing to report that your feedback was overwhelmingly positive in the way we provide services to you, specifically; that we are flexible, reliable and competent, and communicate clearly with you.

However, there are also areas where we can do things better. Several people answered that they did not know where else to go if they wished to raise any concerns about the service that they receive. It is important that our staff make sure that you are aware of your rights and responsibilities as a client of PARAQUAD SA, and also that you have the right to an Advocate should you feel that you need one. Later in this newsletter, there is an article called "Information on Complaints and Appeals" which outlines the process.

The key thing to remember, though, is that our staff and volunteers are always looking to improve our services to you, so please feel free to provide ongoing feedback. You can fill in the feedback form on our web page at <http://www.pqasa.asn.au/index.php?page=services> or obtain one from a member of Support Services staff. Alternatively, you can telephone me on **(08) 8355 3500** or email me at sharronn@pqasa.asn.au.

Sharron Neeson
Manager – Support Services

Information About Complaints and Appeals

PARAQUAD SA and HOMECARE PLUS believe in the right of all people with a disability to be treated fairly and with dignity and respect in all aspects of life.

Every client of PARAQUAD SA and HOMECARE PLUS has the right to express, personally, or through an Advocate, his or her complaints/grievances without fear of reprisal and to have them investigated and resolved quickly and fairly.

The purpose for making a complaint is to bring about a change for the better, or to resolve an issue. Therefore:

- All complaints will be taken seriously, investigated immediately, and at least a verbal report given back to the person making the complaint within 10 days. All complaints will be treated as private and confidential.
- People receiving a service are encouraged to stand up for their rights and to speak out without fear of retribution at any level; you are also encouraged to use an independent Advocate at any stage of this process.

- Any person receiving services from PARAQUAD SA or HOMECARE PLUS who has a problem with those services should raise it either personally or through an Advocate as soon as possible.
- In many cases, it is most effective to put an informal complaint directly to the person involved. The staff member directly providing the service will receive both informal and formal complaints.
- Formal complaints will be documented, as will the investigation and the resolution. A formal response to the complaint will be written and sent to the person making the complaint within 14 days.
- If you are not satisfied with the outcome, you may appeal to the General Manager or the Board of Management of the Paraplegic & Quadriplegic Association, either directly or with the assistance of an Advocate. If you remain unsatisfied with the way your complaint has been managed, you may contact the Office for Disability and Client Services, in the Department for Families and Communities.
- Staff and Management will not discriminate against you should you make a complaint.
- Should you have complaints about problems outside of our services, we will assist you to obtain expert advice.
- To ensure that there has been no negative consequence of your complaint, the department Manager will contact you some time after the complaint has been dealt with.

Become a Volunteer contact michaelo@pqasa.asn.au

Hello all,

National Volunteer Week was 11th to 17th May.

We participated in the "Volunteer in the mall" display which was organised through Volunteering SA & NT; this helped promote our organisation and volunteer opportunities to the public.

To coincide with National Volunteer Week, we had our first volunteer dinner for the year at the Hampstead Hotel, which was a great night.

On the 9th June, Government House held a reception in honour of the birthday of Her Majesty the Queen & to recognise the involvement of young people in our community. 4 young volunteers from PARAQUAD SA were invited to attend, and meet our Patron, His Excellency Rear Admiral Kevin Scarce AC CSC RANR, the Governor of South Australia.

Just a reminder about the FREE Volunteer Services we provide to people who have a Spinal Cord Injury and/or neurological condition. If you have never accessed our services before please give me a call, I would love to hear from you!

Volunteer Home Handy Persons

– provide basic gardening and home maintenance such as fixing shelves, touch up painting, changing

tap washers, pruning, planting and weeding (the service is free the only cost to you is the parts needed to do the job.) You can access the service as often as you like there is no limit however sometimes if there is a huge demand there may be a short wait for assistance.

Volunteer Home Visitors – provide social support, they can assist you with shopping (grocery or window), assist with a hobby or games or they can just catch up with you for coffee and conversation.

Dog Walkers – can walk your dog on a regular basis.

Dog Groomers – can brush or wash your dog (depending on the size and temperament of your dog) on a regular basis.

Phone Support volunteers – also have a disability and can phone you every 2-3 weeks for an informal chat, provide information and refer you onto other services if required.

Volunteer Vacancies

We are currently looking for volunteer gardeners to provide basic gardening assistance for all suburbs.

I look forward to hearing from you!

Thank you to all of our volunteers who work hard to provide support and assistance to our clients – your work is truly invaluable!

Mick Occhiuto
Acting Volunteer
Co-ordinator



For more information

on any of the free services or if you would like to become a Volunteer please contact Mick.
P (08) 8355 3500
E michaelo@pqasa.asn.au

Pende Valde
ESTABLISHED 1835

Marienberg Douglas Gully Vineyard Pty Ltd

MRS MARY

It's hard to imagine a name in Australian wine more deeply immersed in history, anecdote and adventure than Pende Valde.

The Pende Valde story began in 1835 when Mary Holt married Doctor Christopher Rawson Penfold in England. The couple took on the motto Pende Valde – Latin for "very reliable" during their wedding vows.

Seeking life in the new world, Mary and Dr Penfold sailed from Brighton, England on the "Taglioni" in 1844. Upon the couple's arrival in Australia Mrs Mary set about wine making with the assistance of her Maidservant, Ellen Timbrell. The legend of "The Mother of Australian wine" had begun.

Today Pende Valde Vineyards continues to craft distinctive, premium wines through a nurturing "hands-on" approach to viticulture, and expert, unhurried wine making methodologies. Although progressive in its approach to soil science, moisture monitoring and vineyard sustainability, Pende Valde values rich soils and old vines, often focusing great care and attention on creating outstanding wines from small parcels of proven, established vines.



PENDE VALDE "MRS MARY" – NEW RELEASES

6 x Pende Valde MRS MARY McLaren Vale Shiraz 2005 (RRP \$228)

PRICE	QTY	TOTAL
\$90		\$

PENDE VALDE SMALL BATCH SERIES (LIMITED NUMBERS)

6 x Pende Valde MRS MARY McLaren Vale Chardonnay 2008 (RRP \$270)

\$120		\$
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POSTAGE

SA Metro \$7 / 6 pack _ SA Country \$13 / 6 pack
_ All other states (Metro) \$15 / 6 pack

PARAQUAD SA PROMOTION

CONTACT & DELIVERY DETAILS (please allow 5 days for delivery)

Name _____
Street _____
Suburb _____
State _____ Post Code _____
Email _____ Phone _____

PAYMENT DETAILS

Card Holder _____
 MasterCard Visa
Card Number
Expiry Date / Amount \$
Signature _____

Total (incl. GST) \$

TO ORDER

Please fax through to 08 8352 2066 or post your order and cheque payable to: **Pende Valde Vineyards** PO Box 501, McLaren Vale SA 5171

As always, HEMOCARE PLUS remains busy as it continues to provide an effective and efficient service to our client 24 hours a day, 7 days a week.

HEMOCARE PLUS Adelaide

We are saddened to announce the resignation of Marie Poole as one of our Registered Nurses with HEMOCARE PLUS: Adelaide. Marie has left to pursue other opportunities and I am sure that you will join me in wishing her and her family all the very best for the future.

We are very fortunate to have the knowledge and experience of Ingrid and Kath as our full time Registered Nurses. However, Marie's departure has given us the opportunity to reassess the role of our part time Registered Nurse, and with an even greater emphasis on training placed upon us than we have ever had before, we feel that this role will be better served by the employment of a dedicated Trainer. HEMOCARE PLUS is currently recruiting for this role and looks forward to introducing the

successful candidate to you in the near future.

As has been previously stated, HEMOCARE PLUS has a strong belief that all clients, no matter where they live, should have access to high quality services at all times. We were pleased to be asked by a number of organisations to look at the provision of services in Port Lincoln and the Eyre Peninsula, thus giving HEMOCARE PLUS the opportunity to enhance the already established services in the area and give people with disabilities or a special need real choice about who their service provider may be.

We have just commenced an extensive recruitment program within the area; after all, without the staff on the ground, we would be unable to provide the services, and I look forward to advising you all of further developments in future editions.

Although HEMOCARE PLUS is keen to develop all of its services further, I would like to reassure all of our existing clients of our ongoing commitment to you at all times.

The Role of the Assistant Client Service Officer's

Robyn, Sophia and Susan, the Assistant Client Service Officers (ACSOs), of HEMOCARE PLUS, would like to take this opportunity and reintroduce themselves to everyone.

Each of us come from various backgrounds and have a huge range of experiences; between the three of us we have accumulated some 24 years of experience within HEMOCARE PLUS and we feel very dedicated to our job.

The main role of the ACSO is to support the Client Service Officers (CSOs), in shift coverage's and liaising between Clients and Support Workers. Other duties involved are

making and receiving phone calls, covering Emergency shifts for clients, providing Emergency Numbers to Support Workers, updating information regarding shifts and posting out rosters to Clients and Support Workers, among other office duties.

We would like to thank everyone for the support that we receive and also look forward to your continued support. It is very much appreciated. Any one of us is happy to answer any of your phone calls in the HEMOCARE PLUS office and will assist you as professionally and promptly as possible.

Unfortunately, since putting this article together, Sophia, after many years of dedicated service with the association, has resigned from her position with HEMOCARE PLUS. I am sure that you will join me in wishing Soph and her family all the very best in the future.

In this edition of PQA News I would like to provide some answers to some frequently asked questions?

Who Can Access HEMOCARE PLUS Services?

People with any disability or special need are able to access the services of HEMOCARE PLUS.

On the rare occasion we are unable to assist you we will refer you quickly to someone who can.

Fees may apply for services.

How does HEMOCARE PLUS meet my needs?

To determine the service that will best meet your needs, our staff will explain how HEMOCARE PLUS operates and prepare a Health Support Plan with you. The Health Support Plan will be relevant to the service being provided and will not infringe upon other areas of your life. Only information agreed upon and deemed necessary in assisting the delivery of service will be included in the Health Support Plan. While remaining HEMOCARE PLUS property, a copy of the Health Support Plan will be sent to you for use by Support Workers.

How much does the Service cost?

HEMOCARE PLUS is a fee for Service Agency and the cost of the service

depends on what service is required by the Client. For example, some Clients require services that are fully active care hours; some Clients require passive care (e.g. Sleepover – where a Support Worker sleeps in the Clients home in case the Client needs assistance during the night). Some Clients require short term assistance, others long term. Some Clients require assistance on weekends or public holidays, and our rate structure reflects these requirements.

Is there assistance available?

There are a number of avenues that maybe available to you for funding assistance. Organisations such as:

- Disability SA
- Metropolitan Domiciliary Care
- Royal District Nursing Service
- Aged Care Packages
- Commonwealth Carer's Respite and Support Centre

To obtain funding from these organisations, you must first be assessed as being eligible. You are welcome to contact our staff who will assist to help you find the right organisation.

What if my circumstances change?

The service provided to you is designed to meet your individual needs. If your

circumstances change in any way and the services you receive need to be altered to reflect these changes, please contact us to let us know. You can speak to your Client Service Officer who will come out and see you and discuss what needs to be done. They will then arrange for the changes to happen.

What if I want to make a comment about the service?

We always welcome the views of our Clients and Support Workers about the service we provide. Whether it is a thank you or constructive comments that you feel will help improve the service we provide.

Your comments may be made by contacting me, Sue Houston, Manager HEMOCARE PLUS by telephone on (08) 8355 3500 or in writing at: PO Box 396 Marden SA 5070 or email sueh@pqasa.asn.au.

Please take care of yourselves to avoid the dreaded lurgies associated with this time of the year.

Remember HEMOCARE PLUS: Always there so please don't hesitate to contact myself or any of the HEMOCARE PLUS team if we can be of any assistance.

Sue Houston

Manager HEMOCARE PLUS

HEMOCARE PLUS Mid North



HEMOCARE PLUS has now well established itself in the Mid North, providing services throughout the region to a number of clients in their own home as well as providing respite in our house in Port Pirie.

The respite house is available on a fee for service arrangement for use by any clients and their families should they wish, with or without support. The

house is well equipped with hoists, electric beds, shower chairs etc.

We recently employed Ann Hofmann as our Team Leader in the Mid North. Ann is a local of the Mid North area and has many vast experiences including the provision of services to people with a Disability on a personal and professional level.

Ann and her small team of support workers are dedicated to the provision of high quality support to all of our clients.

Ann can be contacted in Port Pirie on **08 8632 2122** between 10am and 2pm weekdays.

HEMOCARE PLUS Riverland

Sadly, March saw the retirement of Alice Lock as Client Service Officer / Registered Nurse from HEMOCARE PLUS: Riverland. We sincerely thank Alice for all her hard work in establishing services to clients in the Riverland; we hope that she will enjoy her retirement and wish her the best of luck in what ever she chooses to do. Thank you to all who came to our lunch to farewell Alice, a lovely time was had by all.

Lucy Stephens has now commenced as the Team Leader of the Riverland office.

Lucy is both a new and old Riverlander, having grown up in Winkie on her parent's fruit block, then, as most, left the Riverland to go to University and then work. For the past nine years, Lucy has lived and worked in Longreach in QLD. During this time she had the opportunity of coordinating the Commonwealth Respite and Carelink Centre.

Lucy, ably assisted by Marie Halls (Administration Assistant), are committed to building on the excellent foundation established by Alice including the provision of Continence and Mobility Aides, Respite and of course quality in home support to all clients in the region.

Lucy and Marie can be contacted at the Berri Office on **08 8582 4654**.





The WINTER is well upon us with all the 'nasty bugs' that go with it. We hope that all are keeping well and enjoying life's journey as best you can.

International Day of Ability

We are pleased to be involved in the working group who are enthusiastically preparing for another rewarding and meaningful celebration on the 3rd of December, 2009.

The day and night events are being planned once again.

The daytime event will be held in Ripley Arcade and will include displays, activities, music, food and lots of fun to celebrate our special day of ability.

There will be achievement awards to top off this event, so come along and join in the festivities.

The evening event will be held at the old town hall where you will be treated to the expertise of Stan Thompson (ABC Radio) interviewing 3 local individuals in relation to their journey within the disability sector.

The planning continues for both events; if you want any further information or have suggestions to assist the day, contact **Krys** on **8723 3788**.

Locke Street Renovation

Well we are nearly finished, the house has blossomed into a lovely home with all the requirements for someone in a wheelchair.

This project has resulted in a wheelchair accessible house, which is like a 'normal house in a normal street'

This includes lots of simple things like:

- An easy accessible toilet and shower;
- Lever taps which are easy to turn on and off;
- No steps at the doors;
- Ramps that blend in to the house and look like they should be there;

- A kitchen bench you can wheel your chair up to and work at;
- Power box at a lower level so you can reach it;
- Larger power point switches, to make it easier to turn on;
- Notwithstanding a lovely deck that you can wheel out onto and view the world, THEN go into the back yard via the ramps.

We will be having an opening in the near future, when the project is complete.

See some of the progress shots in this issue – they really show the caterpillar turning into a butterfly.



Equipment & Continence Supplies

We are very pleased to continue with this valuable service.

The shop offers a wide range of options for 'natty' gifts, rather than socks and jocks, so check out the range OR go for a gift voucher, which can be used for anything in store. We even make up gift packs, with what ever you choose, so don't be stuck for a 'useful' gift, come to Ripley Arcade.

We are fortunate to currently have specials on a number of products, which we have gained at a special rate, which is priced at about half the RRP, this includes:

- Depend underwear to suit 27 – 57kg (normally \$13) going for \$6.50
- Depend slips – Small (normally \$22) going for \$11
- Depend bed pads (normally \$19) going for \$11

Our Ripley Arcade store is continuing to grow its range of mobility and other aids to assist or improve individual's independence while assisting with day to day living skills, that many of us take for granted.

So if you have difficulties getting around safely, opening that 'datted jar' or putting on your socks, need a higher seat in the toilet or even a handrail that needs to be in differing spots. Come and have a look at the 'snazzy' ideas that are available.

Of course we cannot stock everything; however, our helpful staff will endeavour to source products and give unconditional quotes, so you can think it over and let us know at your leisure.

We also have a lay-by program which is very useful, particularly with those more expensive items.

We service the whole South East; cost effective delivery can be arranged. The community outside Mt Gambier does not need to feel disadvantaged, just give us a call and we provide all the information.

Contact **Lee, Sheena**, and **Krys**, at the Ripley Arcade office / store on **8723 3788**.

PARAQUAD SA was delighted to welcome the Minister for Families and Communities, the Hon Jennifer Rankine MP to Mount Gambier on 22nd April 2009. The Minister traveled to the South East especially to launch the Corriedale Park Project.

Among the 40 guests who attended the function were Rory McEwen MP, Member for Mount Gambier, Patrick Secker MP, Federal Member for Barker, the Mayor, CEO and Councillors for the City of Mount Gambier, and representatives of the Disability Services and Families and Communities.

Steve Perryman, the Mayor of Mt Gambier, officially presented the Certificate of Title for the land to David Fabbro, President of PARAQUAD SA. The City of Mount Gambier has generously gifted the land to PARAQUAD SA for the purpose of building 5



Jamie Bignell (PARAQUAD SA), James Kinghorn (PARAQUAD SA), Rory McEwen MP, Hon. Jennifer Rankine MP, Steve Perryman (Mayor of Mt. Gambier), Silvi Crawford (WorkCoverSA), Iain Stewart-Crompton (Chapman Herbert Architects), David Fabbro (PARAQUAD SA), Steve Herbert (Chapman Herbert Architects)



James Kinghorn (PARAQUAD SA), Hon. Jennifer Rankine MP, David Fabbro (PARAQUAD SA), Iain Stewart-Crompton (Chapman Herbert Architects)

wheelchair accessible houses to provide vital accommodation for people with a Spinal Cord Injury, who live in the South East of South Australia.

The State Government has provided \$682,500 through the Affordable Housing Innovation Fund.

The five homes have been specifically designed by local Mt Gambier firm Chapman Herbert Architects to complement the site, to be not only wheelchair accessible but colourful and fun and also energy efficient – a place where people will want to live!

With the recognised lack of accessible and affordable housing in regional areas, The Corriedale Park Project is a great example of the positive outcomes that are achieved when the Business, Government and Disability Sectors work together for the benefit of the South Australian community.

The launch was hosted by WIN TV personality Stuart Stansfield, and also featured PARAQUAD SA Board Member and Mt Gambier local Jamie Bignell and the story of his journey through injury, rehabilitation and life on wheels.

Major partners of the project are the Affordable Housing Innovations Unit of the Department for Families and Communities, the Motor Accident Commission, HEMOCARE PLUS and the Australian Hotels Association (SA) - Hotel Care.

Ms Rankine said WorkCoverSA have also recently announced that a grant of \$25,000 has been approved to assist in the building of the project.

Local supporters include the Matthews Hotel Group, REX Regional Express Airlines and local Service Groups.

The Corriedale Park houses are expected to be completed in early 2010.

For further information contact: Manager, Property & Accommodation Services **Heather Hales 8355 3500**



High Needs House

A Celebration and formal opening of the High Needs House occurred in April, with Hon. Jennifer Rankine, MP, officially opening the house. During her visit, she spoke with residents, their families and staff, who were all enthusiastic, but a little shy when the media arrived.

This house provides residential care options for younger clients with high care needs, which will prevent them entering a nursing home (Aged Care facility).

The project is a joint venture, funded by both the State and Federal government via the Young Person's in Residential Care Program (YPIRCP).

Residents and family member discussed with the Minister their personal stories, which included journeys within Aged Care Facilities, giving her insight into the issues young people with disabilities face.

This is a wonderful new development for the South East and HEMOCARE PLUS is thrilled to be involved in this worthwhile and rewarding project.



Krys Howard, Hon. Jennifer Rankine, MP, & Sue Horsnell

If anyone wishes to know more about this project, contact **Nikki Ling** at Disability SA, Mt Gambier on **8725 5633**



Have the consumers for whom you provide support applied for a Companion Card?

Every week there are more events/activities/venues agreeing to accept the Companion Card, and as of today companions who support Companion Card holders are eligible for a free companion ticket to attend.

- Adelaide Aquatic Centre
- Adelaide Football Club
- Adelaide Gaol
- Adelaide Thunderbirds
- Adelaide United
- Adelaide Zoo
- Arts Access
- Botanic Gardens of Adelaide
- City of Mount Gambier
- Coopers Brewery
- ETSA Park
- History Trust
 - Migration Museum
 - National Motor Museum
 - South Australia Maritime Museum
- Hoyts
 - Norwood
 - Salisbury
 - Tea Tree Plaza
- Monarto Zoo
- Netball SA
- Noarlunga Theatre Company
- Portside Swim and Leisure Centre
- Reading Cinemas
 - Elizabeth
 - West Lakes
- Royal Adelaide Show
- Royal Adelaide Wine Show
- SANFL
 - Central Districts
 - Eagles
 - North Adelaide
 - Norwood
 - Port Adelaide Magpies
 - South Adelaide
 - Sturt
 - West Adelaide
- Silver's Circus
- South Australian Aviation Museum
- Studio Flamenco
- 'The Lady Nelson' Discovery Centre
- Tutti Ensemble
- Wallis Cinemas
 - Chelsea
 - Glenelg
 - Mainline Drive In
 - Mitcham
 - Mt Barker
 - Noarlunga
 - Piccadilly
- WOMAdelaide

Companion Card holders, however, must ensure that the Companion Card terms and conditions are adhered to as there may be certain conditions, such as appropriate space, seating, etc, that limit access to the event/activity/venue to a first come (or booked) first served basis.

Watch this space

These events/activities/venues have given verbal agreement to accept the Companion Card – we are just waiting for them to sign on the dotted line.

- Adelaide 36ers
- Adelaide Lightning
- Carrick Hill
- City of Campbelltown
- City of Onkaparinga
- City of Salisbury
- City of Tea Tree Gully
- City of Victor Harbor
- Granite Island Nature and Recreation Park
- Greenhills Adventure Park
- Port Adelaide Football Club
- South Australian Cricket Association
- Victor Harbor Horse Drawn Tram

Want to know more?

www.companioncard.asn.au for

- information on eligibility and application forms, and/or
- an up to date listing of participating events/activities/venues.

companioncardsa@nds.org.au or **1800 667 110** for

- further information
- a hard copy of participating events/activities/venues to be mailed to you, and/or
- Companion Card Marketing Officer to provide a presentation at a staff or consumer meeting.