



From the Boss

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What an eventful start to 2011. While Australia and the international community have had their share of trials and tribulations, Real Community services have also experienced the ups and downs of everyday life.

The recent flooding of Brisbane impacted Real Community Services clients and staff. A famous saying I often hear is "through adversity comes opportunity", and it has been throughout the flooding event and recovery efforts that I have had the privilege to see what the term community really means. It makes me proud to be a part in many people's lives.

During the floods and for a period afterward we unfortunately faced many interruptions that adversely impacted on service delivery.

Some of the interruptions include:

Access to clients homes (difficult if not impossible for staff)

Payroll accounting system

Information technology and telephone/ fax systems (Including Telstra phone and data network.

- Central banking system (BOQ)
- Building completely submerged.
- Data backup and recovery failure
- Import and export licensing program difficulties
- Invoicing and reconciliation reports destroyed until data recovered
- Payroll interruption for 2 weeks

Despite all of this, we are moving forward with some real positive changes. Real Community Services has made some significant changes within all programs most notably the lifestyle support service. We have on board, two new staff members and re structured the way in which we provide services. Our Coordinators now each have their own afterhours contact so a more personalised response to client needs is provided after hours. We welcome our newest Coordinator to the lifestyle program, Maria Romero and also welcome back Jeanette Brown to the Lifestyle team as Service Manager.

With so much that has happened since the Brisbane floods it is easy to talk about the trials and trib-



RCS is seeking feedback from our clients on the possibility of developing a Client Advisory Group. The purpose of a Client Advisory Group is to assist RCS with service planning and continuous improvement. The group would meet on a regular basis to discuss items such as:

- Service delivery
- Service policies
- Client satisfaction
- Compliance with the Disability Service Standards

Recommendations from the Client Advisory Group regarding these topics would then be forwarded to senior management.

If you are interested in coming together (at least every three months) and help us improve the services of RCS from a service recipient perspective then we would really like to hear from you.

Please contact the Quality Management Coordinator, Caroline



RCS Requesting Feedback

It is that time of year again, feedback time! The **RCS Annual Survey** will be sent to all who access our Lifestyle support program. This is an opportunity for YOU to have your say about the services you receive from us. Feedback is important to us as it helps us review our service and continuously work on improving. We need your input to do that.

You can also give us feedback at any time throughout the year by completing a **Concerns, Complaints and Feedback Form** and sending it to the Lifestyle Service Manager or to your Coordinator. All complaints and feedback processes are handled with the strictest confidence, addressed and resolved as quickly as possible.



We encourage you to take the time to complete the RCS Annual Survey questionnaire and return it in the stamped self addressed envelope provided.

Many thanks

Management team at RCS

Privacy and Confidentiality

RCS must have safeguards in place to ensure that information provided by you is collected and stored appropriately. The feedback we received from you in the last survey indicated to us you are unsure of where your information is kept and who may have access to it.

Privacy and confidentiality are very important and in line with our RCS Privacy and Confidentiality Policy (RCS.SDS.P5):

- Hard copy confidential information (your file) is stored in key lockable filing cabinets.
 - * Filing cabinet keys are only accessible to persons with authority to access the particular information contained within each filing cabinet. These people include your Coordinator, Lifestyle Service Manager and RCS Managing Director.
- Electronic information is stored on a password secured computer network.
 - * Password access to the Real Community Services **general access** network drive is provided to office-based staff only.
 - * Access to the Real Community Services **secure access** network drive is only provided to Senior Management and Finance staff.
 - * *Authority to Gain and Release Information* (RCS.SDS.F6) is obtained from the client. This form is kept in your file and outlines the people/services you give us permission to speak to or share information on your behalf.

If

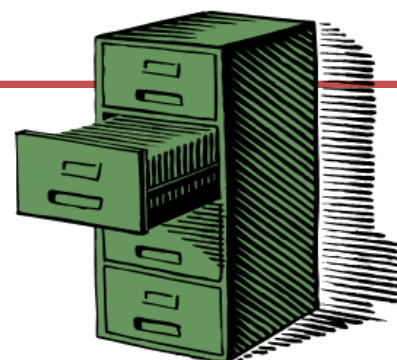
you have any questions regarding your file please don't

hesitate to con-

tact your

Co-

ordinator.





David Finlayson

This is a brief summary of my experience with tertiary study. In 1981 I first undertook technical studies.

This was at South Brisbane College of TAFE. The nature of the study was basic Computer Science, and Data Processing.

As I didn't have anyone in my family who had gone out on a limb by starting technical study, it was an enormous challenge for me.

My mother was a hair dresser and my father a mechanic and service station proprietor. So it was up to me to learn how to do it. Now nearly 30 years later I have an Applied Science Diploma in Computing and a Degree in Computer Engineering (2000) and a half to two thirds complete Advanced Diploma in Electronics. I was awarded with a Rotary Club Award for Academic Achievement(1998).

So if you're wise at how you plan your studies, you will be successful, and others I have found will notice it.

David Finlayson



**One phone call can point you
in the right direction**

Queensland Health now has a phone line **13 HEALTH (13 43 25 84)** for all Queenslanders to help take the worry out of health concerns.

You can phone 24 hours a day 7 days a week for the cost of a local call.*

Qualified staff will give you advice on who to talk to and how quickly you should do it.

The advice is confidential, qualified and supportive. **13 HEALTH (13 43 25 84)** can ease your concerns.

13 HEALTH provides qualified health advice; it is not a diagnostic service and should not replace medical consultation. In an emergency always dial 000.