

THE COOKING CORNER









Do you have a simple recipe to share? Send it to St John Ambulance Queensland Community Services, PO Box 540, Virginia QLD 4014 or email to intake@stjohnqld.com.au and it could be featured in our next Chatter newsletter.

It's almost Christmas! Impress everyone at your next celebration with this creamy decadent Evaporated Milk Fudge Slice!

Evaporated Milk Fudge Slice

Ingredients

-  2 x 124g pkts Biscoff caramelised biscuits
-  80g butter, melted
-  400g can evaporated milk
-  400g dark brown sugar
-  125g salted butter
-  180g melted Caramilk chocolate

Method

- Grease a 26cm x 18cm rectangle slice pan and line with baking paper.
- Break up biscuits and place into a food processor and process until mixture resembles coarse crumbs. Add butter and process until combined. Transfer to the prepared pan and press evenly into the base. Refridgerate for 30 minutes.
- Place milk, sugar and butter into a large saucepan over a low heat, stirring until sugar has dissolved. Bring to the boil and cook for 12-15 minutes, stirring continuously. Remove from the heat and beat for a minute or two as the mixture cools slightly. Pour over biscuit base and smooth top. Refridgerate for 3-4 hours or until set.
- To serve, cut into 9 pieces lengthwise, then cut each piece into 3.

CONTACT US

The only number you need to contact us on is 1300 785 646. Select Option 1 for Community Services then listen carefully to the sub-menu options that best suit the reason for your call.

OPTION 1:
Transport Bookings

OPTION 2:
Transport Cancellations

OPTION 3:
Telephone Services, Aged Care Volunteer Visitors Scheme

OPTION 4:
All other Community Services enquiries including NDIS participants

Public Holiday closures:

Christmas Day - Mon 25th December 2023
Boxing Day - Tues 26th December 2023
New Years Day - Mon 1st January 2024
Australia Day - Fri 26th January 2024
Good Friday - Fri 29th March 2024
Easter Monday - Mon 1st April 2024
Anzac Day - Thurs 25th April 2024

REMINDERS

Have your circumstances or contact details recently changed? Please call St John Ambulance Queensland to keep your details current. You should contact us if:

- You have recently transitioned to a Home Care Package or the NDIS (National Disability Insurance Scheme).
- There have been any changes to your living situation.
- There have been significant changes to your health and/or mobility that may impact on our service provision.
- You have new contact details including a phone/mobile number or email address.

SIGN UP TO OUR EMAIL!

Go paperless and receive your newsletter and updates by email! You can sign up to our email list on our website or email us at intake@stjohnqld.com.au to receive Chatter and updates through email.

CANCELLATIONS

As of 1st January 2024 the below cancellation policy will apply to transport and accompanied activities for the Commonwealth Home Support Programme (CHSP) and Queensland Government Community Transport services:

Cancellations prior to 24 hours of booked service - no charge.
Cancellations on the day of booked service - 50% of the fee.
Cancellations within one (1) hour of the booked service - 100% of the fee.

If you have an existing service agreement with us, please refer to the cancellation policy in that document.

CASHLESS PAYMENTS

When booking a trip please advise the booking agent if you are paying by credit card or cash.

If you wish to pay by credit card you have the option of paying over the phone, or via the cashless system at the time of your trip.

LOST PROPERTY

Our transport team accumulate a large collection of unclaimed and unidentified lost property. If you believe you have misplaced an item, please call us on 1300 785 646, Option 1, to enquire.

BOOKINGS IN ADVANCE

Due to client feedback we have now extended how far in advance we take bookings. St John Ambulance Queensland now takes bookings up to three (3) months in advance. However, please note that as we are a community transport provider, all bookings are subject to availability.

Please note we are not a same day service provider. We are not able to take same day bookings.

FEEDBACK

Feedback is essential for St John Ambulance Queensland to understand your needs and expectations about our services and we're always striving to improve the experience for all clients. You can provide us with feedback in a variety of ways such as calling us on 1300 785 646, writing to us at PO Box 540, Virginia QLD 4014 or emailing us at feedback@stjohnqld.com.au.



COMMUNITY SERVICES CHATTER

Summer 2023

A MESSAGE FROM THE GENERAL MANAGER

This year is a testament to our unwavering commitment to our mission of serving the community with compassion and dedication. We extend our heartfelt gratitude to our dedicated staff, volunteers, and generous supporters whose tireless efforts have made these achievements possible. In the past year, Community Services proudly provided essential community services, including transport, accompanied activities, NDIS services, social trips, phone services, and home visiting to a total of 3,738 clients across the regions of Brisbane, Wide Bay, and Townsville. This marks a significant milestone in our mission to support those in need.

Looking forward, St John Ambulance Queensland Community Services remains committed to expanding our reach, enhancing our services, and strengthening community connections. As we anticipate upcoming aged care reforms, especially the Support at Home Program, we are focused on identifying and developing a clear plan and service delivery model to navigate these changes effectively. Community Services is committed to investigating how our aged care services can align with this program and meet the evolving needs of our community. Within the NDIS space, we will actively explore opportunities to further expand these services, ensuring that we can reach and assist even more individuals with disabilities. We are immensely proud of the progress we have made in the past year. St John Ambulance Queensland Community Services remains steadfast in our mission to empower individuals, families, and communities. We look forward to another year of serving with compassion, resilience, and dedication.

On behalf of St John Ambulance Queensland staff and volunteers, I would like to wish you all a happy and safe festive season!

Darryl Stewart
General Manager Operations

www.stjohnqld.com.au 1300 785 646 enquiries@stjohnqld.com.au

St John Ambulance Queensland Ltd 74 264 019 231



ST JOHN SHOP

Did you know St John Ambulance Queensland sells a range of continence, mobility, disability and medical instruments? From defibs and wheelie walkers to blood pressure monitors and shower chairs, we've got you covered. See our online shop at <https://www.stjohnqld.com.au/shop/>.

ADVOCACY

Knowing your rights and understanding how to navigate the aged care or disability care system supports a better care experience. It also fosters positive engagement with services wanting to work with you to meet your individual needs.

An advocate can provide information, help an individual explore their options and work through issues, and make informed decisions.

You have a right to use an advocate of your choice to negotiate on your behalf with St John Ambulance Queensland. This may be a family member, friend or advocacy service. If you wish to appoint an advocate let us know in writing the name of the person you wish to be your advocate. We can also arrange for an advocate to assist you with services delivered by us.

The Australian Government offers free, independent and confidential support through the National Aged Care Advocacy Program (NACAP). This program is delivered by the Older Persons Advocacy Network (OPAN). For more information contact OPAN on 1800 700 600.

If you have a disability, you can find an advocate through the National Disability Advocacy Program (NDAP). You can also request disability advocacy support through the Disability Advocacy Support Helpline. For more information contact the Helpline on 1800 643 787.

TRANSLATING AND INTERPRETING SERVICES

The delivery of safe, high-quality services relies on effective communication. Where required to support your interactions with us, interpreters and translators will be made available.

For foreign language interpreter services St John Ambulance Queensland is registered to use the Translating and Interpreting Service (TIS) National Services.

Older Australians who are deaf, blind or hard of hearing who are seeking to access or are in receipt of Commonwealth funded aged care services can access free sign language interpreting services through Deaf Connect. Contact Deaf Connect on 1300 773 803 for more information. Clients are also able to access the National Relay Service (NRS).

TIS National: 131 450
National Relay Service: Voice Relay 1300 555 727
TTY 133 677
SMS relay 0423 677 767
Deaf Connect: 1300 773 803

If you require the use of an interpreter when engaging in services with St John Ambulance Queensland, please call us on 1300 785 646 and let us know of your preferred language.



A COMMUNITY VISITOR VOLUNTEER EXPERIENCE - TINA

“One of the greatest things I’ve done in my life is committing myself to volunteering services with St John Ambulance Queensland and the Lutheran community. Life is so much bigger than ourselves and when we have a lot of love to give, it is always best to share it and those who need it appreciate it more than words can describe.

Volunteering comes with hidden rewards which you may not identify right away. When you do, you’ll find it to be incredibly rewarding because it changes your perceptions of certain things in life - well it certainly has for me.

Volunteering my time towards the elderly has allowed me to build long-lasting friendships with residents who have a lot to offer in both wisdom that comes with uplifting life blessings.

Being able to spend time with elderly to listening to their stories and learning new pieces of history sure does put things into perspective.

From left to right is Jan, June and Joy. The Triple J’s I call them! Beautiful ladies.”

St John Ambulance Queensland is always looking for more Community Volunteers. If you or anyone you know would like to volunteer please get in contact with us by calling 1300 785 646 or visiting <https://www.stjohnqld.com.au/support-us/volunteer/>.

NEWSLETTER UPDATE

We are thrilled to share some exciting news with you about the upcoming changes to our newsletter!

Starting next year, St John Ambulance Queensland Community Services will be transitioning from a bi-annual newsletter to a quarterly publication. In our continued commitment to reducing our environmental footprint, the second and third editions of the newsletter will be distributed in a digital format rather than being physically mailed.

We understand that not everyone has easy access to email, so if you prefer a hard copy, please don’t hesitate to contact our team.

To ensure you receive the digital versions, kindly provide us with your email address if we haven’t already got one on file. We look forward to sharing more updates, insights, and news with you in the coming year.

Thank you for being a part of our community!

GET READY FOR STORM SEASON

The familiar morning weather report telling us that there is a chance of storm, hail, flooding, damaging winds, is something that we are all very used to. But are you prepared for what this really means to you?

Each year storms and cyclones are a part of living in the Sunshine State (beautiful one day, perfect the next they say), but few of us are actually prepared for what that means if the worst should happen.

One thing you can do to be prepared is have an emergency kit. Prepare an emergency kit and store it somewhere safe so you have the things you need when the weather turns bad.

Essential supplies – remember, power could be cut for several days so you need to be prepared:

- Battery operated radio – it’s essential for keeping updated about cyclone warnings and other essential information such as relief efforts.
- Battery operated torch
- Spare batteries
- Mobile phone – use your mobile phone only in emergencies to prolong battery life and to assist with congestion on phone networks. Remember cordless phones do not work without power.
- Portable mobile charger
- First Aid kit and knowing how to use it can save lives
- Can opener
- Tinned and other non-perishable food
- Fresh drinking water
- Essential medications

Other important items:

- Copies of important documents eg. insurance details, birth certificates, prescription refills in sealable plastic bags
- Waterproof matches
- Self-contained cooking facilities including gas cylinders or coals and firelighters
- Fuel or gas lamp
- Filled water containers
- Warm dry clothing and shoes
- Toiletries including toilet paper, toothpaste, soap, sun screen and insect repellent
- Food and medications for your pets and newspapers for their sanitary needs

For more information about disaster preparedness see the Get Ready Queensland website at <https://www.getready.qld.gov.au/>.

NEW OFFICE LOCATION!

We are pleased to announce St John Ambulance Queensland has a new Head Office location, at Unit 6, 2 Jenner Street, Nundah.

Our new location provides us with the opportunity to accommodate all of our business units under the one roof, ensuring for greater collaboration across our entire business. We’re also excited to share that we’ll soon be hosting some social activities held at our Nundah office. See the social trip flyer for more details!



COMMUNITY CALLS

If you’re ever basking in the glory of solo Netflix marathons or your cat’s becoming your primary conversation partner, worry not! Our Community Calls service is here to sprinkle some social magic into your life.

Whether you’re a lone wolf or just want a weekly dose of chit-chat, we’ve got your back. Our team of friendly staff and volunteers are armed with cheerful voices and a truckload of good vibes, ready to turn your phone into a portal of friendship. So, let’s turn those lonely moments into lively conversations! Better yet - eligible Commonwealth Home Support Programme clients with a My Aged Care referral can get this service for free!

Call us on 1300 785 646 to get started with our Community Calls service today!

FUN FACTS!



It would take 109 Earths side by side to match the diameter of the Sun.



The first feature-length film to incorporate synchronised sound for sequences of dialogue was “The Jazz Singer” released in 1927.

An elephant’s trunk is packed with 5 times more smell receptors than humans. African elephants have the greatest sense of smell among mammals - even beating dogs!

