

# GOCO NEWS

Winter Edition, July 2017



## From the GoCo Team



Staff and I were thrilled with the very positive response by customers in our Annual Stakeholders Satisfaction Survey about the quality of services provided to them by GoCo. Our volunteers were also positive about their volunteering experience and support provided to them by our staff.

GoCo was successful in having a number of key funding contracts renewed including, the Community Hub in Gunnedah, Partners in Recovery and the Commonwealth Home Support Program which will enable us to continue to provide much needed services to our customers.

We are also excited about winning a grant to provide a new Care and Housing Service which will commence in August 2017.

I hope you enjoy GoCo's Winter Newsletter.

[gococare.com.au](http://gococare.com.au)

# STATE BUDGET

The release of the NSW State Budget (2017/18) has delivered some great news for the health and wellbeing sector, with homelessness and disability housing set to be amongst the winners.

Some of the major announcements include:

- \$40 million allocated to Youth homelessness to assist teenagers who are leaving state care find their feet in the community with education, housing and jobs.

- \$1.3 billion allocated to the final year of the roll out of the National Disability Insurance Scheme - a national reform.

- \$22 million allocated to boost housing options for people with disabilities.

- \$1.9 billion allocated to mental health, with \$20 million allocated to further implementation of the state's mental health reform with a focus on boosting community mental health teams, community managed living supports and Schoolink Coordinators.



## GOCO STAKEHOLDER SATISFACTION SURVEY

### SUMMARY OF RESULTS 2017

Thank you to everyone who participated in GoCo's recent consumer, staff, contractors and volunteers surveys! GoCo conducted these surveys to gauge the level of satisfaction of consumers, staff and volunteers with the quality of our service.

The responses received from consumers were positive on the whole with an average response rate of 51%, including people who were involved in GoCo's Home Care Packages (HCP), Exercise Classes, Transport services, social groups, and more.

An average of 93% of consumer respondents answered that they agreed or strongly agreed that GoCo was supporting them well and providing adequate information in relation to care services provided to them. It was also pleasing that 100% of those HCP consumers who responded felt comfortable to make a complaint indicating that there is a high level of trust and comfort in talking to GoCo staff about issues they may be having with their GoCo service.

With all of the recent changes to Home Care Pack-

ages, we were very keen to hear about consumers' experiences with how GoCo is managing care plans, financial information and fees. We were happy to find that 92% of HCP consumers stated that they always or usually understand their financial statements, fees, support plans and how to change their supports. This theme carried over to our other Aged Care programs, where 94% of respondents advised that they are satisfied with the management and cost of services.

Volunteers were also overwhelmingly positive about the services and support provided by GoCo with 94% advising that they are satisfied with the skills, knowledge, conduct and communication of GoCo staff in relation to their volunteering roles. Similarly, 95% of contracted service providers advised that they believed that GoCo provided sufficient and appropriate information in relation to service provision for GoCo clients.

While the vast majority of clients and volunteers who responded in the surveys advised that they are satisfied with the amount and quality of services provided by GoCo. Several respondents also offered ideas and suggestions on how GoCo can further improve its services, as well as how to improve communication and support offered to the volunteers and contractors. These suggestions will form the basis of an improvement action plan that will be rolled out from July this year. Keep an eye out on our website, and as you connect with GoCo day to day, for new and improved ways of working!





# Meet Marg

Marg has been a big part of our GoCo team for many years and continues to deliver exceptional case management services as our Support Facilitator to our Aboriginal Elders Clients across the GoCo catchment.

Marg is a Certified Practising Case Manager (Australia and New Zealand) and is responsible for coordinating services to help clients maintain their independence and are supported in their own homes.

## What do you like most about working at GoCo?

I love the opportunity to visit so many different Aboriginal communities in our region. I travel all over the countryside and can find myself in Bogabilla one day and Tamworth the next. The diversity is refreshing. I also love being able to think 'outside the box' to find the best outcome for my clients - everyone is so different and each case has its own challenges and rewards.

## What have you gained from working at GoCo?

I have so much respect for my clients and their communities, particularly those that do it so tough. I have gained a lot personally from my experiences and feel that my experiences with GoCo have helped me grow as a person.

## If you could travel anywhere in the world, where



## where would you go?

Home - It's my happy place and I couldn't think of anywhere else I'd rather be.

## What are 3 things that are most important to you?

1. My Kids
2. My Friends
3. My Cats

## Words of Wisdom

"The purpose of human life is to serve, and to show compassion and the will to help others".



# FAREWELL SUZI BEARD

It is with regret that we farewell Suzi Beard, GoCo Transport Coordinator, who will no longer be working with GoCo. Suzi has decided to take advantage of an offer to change her career direction! Suzi has been working for GoCo for 16 years and will be missed very much by all the staff, clients and volunteers.



# GoCo

## CARE AND HOUSING



### What will GoCo Care and Housing do for you?

Access to appropriate housing options | Link you with services & information | Help you stay connected to your community | Assist with housing applications | Link to financial and legal advocacy | Connect with you with care and support |

**For help or information contact GoCo**

**0409 682 137 or 6740 2240**

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# OUT AND ABOUT WITH GOCO

One of the things that we pride ourselves on at GoCo is making sure our clients have the opportunity to get out of the house and travel to activities and events across our district. Here are some happy snaps from recent travels across the countryside.



CURRABUBULA ANNUAL ART SHOW - MAY 19



THE BIGGEST MORNING TEA - MAY 29





# STRENGTH & BALANCE EXERCISES

Come along each week and learn new ways to stay active and help maintain your independence.

## Men's Session

Tuesday  
9.00am to  
10.00am

## Ladies' Session

Tuesday  
10.00am to  
11.00am

## Mixed Session

Thursday  
9.00am to  
10.00am

## Mixed Weights Session

Thursday  
12.00pm to  
1.00pm

Held at Gunnedah PCYC

Contact 6740 2240 for information



Delivered by physiotherapist Bernadette McEvoy and trainer Sandy Hobbs

Physical activity promotes healthy lifestyle change and social interaction. This program is designed to reduce your risk of falls, heart disease, stroke, diabetes and dementia.

p 02 6740 2240

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# PAT'S POTATO & BACON SOUP

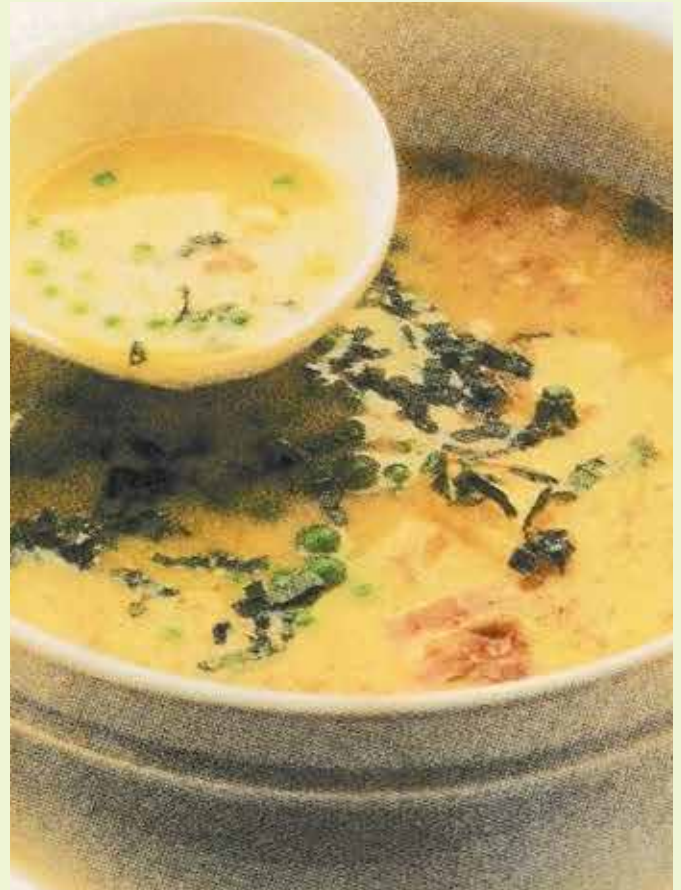
Serves 4

## INGREDIENTS

- 30g butter
- 2 bacon rashers, chopped
- 1 onion, sliced
- 2 tbsp flour
- 2 beef stock cubes
- 2 cups hot water
- 2 medium potatoes, peeled and sliced
- 1/2 cup frozen peas
- 1 cup milk
- 1/2 tsp nutmeg
- 1 tbsp chopped mint

## METHOD

1. Melt butter in large saucepan, add bacon and onion and fry for 2 minutes.
2. Stir in flour, cook 1 minute. Add combined beef stock cubes, water stir until boiling. Add potatoes and peas and cook over low heat 12-15 minutes or until potatoes are tender.
3. Pour in milk and garnish with nutmeg and mint.



# WINTER WEATHER WORD SEARCH

O	T	H	E	R	M	O	M	E	T	E	R	M	A
L	T	E	M	P	E	R	A	T	U	R	E	S	Q
T	X	E	C	O	L	D	Q	S	L	E	E	T	M
W	Y	F	L	U	R	R	I	E	S	G	U	P	G
W	I	F	R	E	E	Z	I	N	G	R	A	I	N
I	I	N	Q	I	X	F	O	G	G	Y	W	W	A
N	B	C	T	F	C	S	U	N	N	Y	H	I	V
D	L	R	E	E	O	I	I	O	V	F	I	N	A
C	I	A	C	S	R	R	C	C	E	R	T	D	L
H	Z	I	S	H	T	S	E	L	Y	O	E	Y	A
I	Z	N	S	L	I	O	T	C	E	S	O	H	N
L	A	Y	T	N	U	L	R	O	A	T	U	A	C
L	R	V	M	L	O	S	L	M	R	S	T	I	H
U	D	G	N	U	N	W	H	Y	Z	M	T	L	E

AVALANCHE  
 CHILLY  
 COLD  
 FLURRIES  
 FOGGY  
 FORECAST  
 FREEZING  
 FROST  
 HAIL  
 ICE STORM  
 ICICLE

ICY  
 RAINY  
 SLEET  
 SLUSH  
 SNOW  
 SUNNY  
 TEMPERATURE  
 THERMOMETER  
 WHITEOUT  
 WIND CHILL  
 STORM





ON THE GO COMMUNITY CARE

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