

# SHARE & CARE TIMES

**OCTOBER 2006 Issue 16**

**Welcome once again**



We hope you enjoy this edition. If you would like to submit an article or even request articles or Information, call Lesley in Administration.

## LETTER FROM STAFF



I recently attended a WACOSS training seminar on "Risk Management" the ABC of IAC. It was fabulous. I felt so proud of the organisation I work for because every process we learnt about, I have seen Share and Care implement. Because of this, I feel protected as an individual and feel confident Share and Care's policies are sound and effective. If you haven't been to this type of seminar, I urge you to get to one. Money well spent.

**Rhonda Lawrence**  
**Child Care Services**

## Consumer Service Delivery

### Standard

All the services provide by Share & Care Community Services Group Inc must be delivered in a manner consistent with Share & Care Community Services Group Policy and Practice Manual. Employee should always be aware that consumers are the focus of Share & Care Community Services Group and services are provided solely to meet the needs of consumers. Each consumer is an individual and all consumers have different needs according to their age, gender, cultural background, and life circumstances. Other principles underlying our approach to service delivery are to:

### Provide Information to Consumers

Share & Care Community Services Group believes that people have a right to make choices in their own lives. The provision of timely and appropriate information will aid in this. In addition, consumers are free to access any information about themselves which Share & Care Community Services Group might have.

### Provide Options

Employee should not assume that they know what service would be best for or preferred by a consumer. Employee should always present with a range of options, and take account of the consumer's preferences. Services should be tailored to suit the consumers needs as well as being responsive and able to be modified to meet changing consumer needs over time.

### Options may include choices of:

another Share & Care Community Services Group service or other community service;  
day and / or time service;  
service provider / Carer

In presenting options it is important that the consumers do not feel under pressure to make a decision.

**Continued.....****Encourage Feedback**

Obtaining feedback from consumers is important in ensuring that on an individual level, services are continuing to meet consumer needs which may change over time, and on a more macro – level to obtain information that will be useful for service planning. However consumers tend to provide very little formal feedback on the service. For the reason employee are requested informal feedback from consumers and to provide varied and frequent opportunities for consumers to give feedback. Consumer feedback should be passed on the person responsible for the Program Manager.

Opportunities provided for informal feedback includes;

**Informal;**

All employees talk individually with consumers;

Volunteers accompanying on the bus;

Discussing Share & Care Community Services Group services and future plans informally with consumers on outings and at social gatherings.

Encouraging consumers and their Carers to talk on a one to one basis about their needs and their services provided.

**Formal;**

Mechanisms for formal feedback are detailed under Planning and Evaluation in the Service Management section of the Manual. These include use of;

A consumer questionnaire;

Consumer telephone survey;

Information on consumer complaints/ disputes.

Employee feedback concerning difficulties with the service, ways to improve the service or positive feedback on specific aspects of the service should be briefly recorded in writing and reported to the Program Manager and / or Chief Executive Officer.

## SCIENCE TODAY

### New treatment 'rescues' brains of Alzheimer's mice

A pioneering drug treatment has restored memory function in mice with Alzheimer's disease.

The treatment worked on mice whose brains were already clogged with the amyloid plaques blamed for the irreversible brain damage characteristic of the disease. The researchers hope the same drug will one day treat humans with late-stage Alzheimer's.

Most existing treatments and vaccines are aimed at destroying the plaques, or stopping any more from forming. The new treatment targets a different part of the brain, and appears to have an effect whether or not the plaque is already there.

#### Rapid reversal

The team exposed mouse brain slices to amyloid-beta protein, which reduced the neurons ability to transmit signals. But, by adding extra Uch-L1, the deficits in nerve transmission were reversed. The same happened in brain slices from mice genetically engineered to produce too much amyloid-beta protein.

The team then used mice that were bred to produce the rodent equivalent of Alzheimer's disease. When these mice received extra Uch-L1, via an injection into the abdomen, their learning ability – as measured by standard tests – improved markedly.

Moreover, their abilities improved without any changes in the amount of amyloid-beta protein in their brains.

"We're hoping that this treatment can help people who have a lot of plaques in their brain already, or perhaps in combination with other compounds that reduce amyloid-beta," says Shelanski.

#### Delivery mechanism

However, he says that the treatment as it stands is "not ideal", as the extra Uch-L1 has to be given by injection into the abdomen. So instead, the team is screening thousands of molecules which could be given as a pill, but which also raise levels of the enzyme.

The approach might work best in people whose brains still contain soluble rather than solid deposits of amyloid beta protein, as disruption of memory formation by the soluble form is reversible, comments Brian Austen, who studies amyloid protein at St George's University of London, UK.

But brain cells damaged by the solid plaque might not be recoverable, Austen says. "The approach would not help patients get back their missing neurones, but it would prevent any further memory loss

# Aussie Damper



## Ingredients:

3 cups self-raising flour	extra flour for dusting
1 - 2 teaspoons salt	extra butter for serving
90 grams butter; melted	extra milk for glazing
1/2 cup milk	
1/2 cup water	



## RECIPES FROM AROUND THE WORLD

Preheat oven to moderately hot 210 degrees Celsius.

Brush an oven tray with melted butter or oil. Sift flour and salt into large mixing bowl; make a well in the centre.

Combine butter, water and milk and add to flour. Stir with a knife until just combined. Turn onto lightly floured surface; knead 20 seconds or until smooth.

Transfer dough to tray; press out to a 20 centimetre round. Using a sharp pointed knife, score into 8 sections 1 centimetre deep. Brush with milk; dust with flour.

Bake for 10 minutes.

Reduce heat to moderate 180 degrees Celsius.

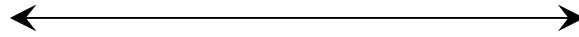
Bake 15 minutes or until Damper is golden and sounds hollow when tapped



## Board Member Profile



Over the next 6 or so months you will see Board Member profiles. We will also include their brief bios for those that cannot access the internet and read on our website.



### BOARD MEMBER PROFILE:

#### VICE CHAIRPERSON: PAMELA I'ANSON

**Pamela** has been involved with Share and Care since 1988 when she started using the services to care for her children. She has been a board member since 2000 and secretary since 2003.

Pam is presently employed at the Department of Agriculture developing learning programs for staff and farmers. In addition, she line manages staff. In the past she has managed program delivery in the areas of business, farm business, information technology, hospitality, retail at a regional TAFE College.

Prior to this she was a Lecturer in Business. Pam is presently completing a Masters in Training and Development and a Graduate Diploma in Rural Studies. Pam lives in Northam with her husband Steven and two children, Katharine and Mark.

**NICKNAME:** None

**FAVOURITE FOOD:** Seafood

**FAVOURITE DRINK:** Moet Champagne

**FAVOURITE MOVIE OR BOOK:** Harry Potter

**2 PEOPLE YOU'D INVITE TO DINNER:** Peter Bell & Andrew Aggassi

**FAVOURITE EXPRESSION:** ok



## Things to ponder.....

Why are there flotation devices under plane seats instead of parachutes?

Why are cigarettes sold in gas stations when smoking is prohibited there?

Why do fat chance and slim chance mean the same thing?

If you can't drink and drive, why do you need a driver's license to buy liquor, and why do bars have parking lots?

Why do they lock gas station bathrooms? Are they afraid someone will clean them?

Why do people who know the least know it the loudest?

If a stealth bomber crashes in a forest, will it make a sound?

If a turtle doesn't have a shell, is he homeless or naked?

It must be true that men are from Mars. Look at how the place has deteriorated.

On the other hand, you have different fingers.

Married people don't live longer than single people. It just seems longer.

I went to a bookstore and asked the saleswoman, "Where's the self-help section?" She said if she told me, it would defeat the purpose.

If all those psychics know the winning lottery numbers, why are they all still working?

Monday is an awful way to spend 1/7th of your life.

Support bacteria - they're the only culture some people have.

Depression is merely anger without enthusiasm.

If at first you don't succeed, destroy all evidence that you tried.

A conclusion is the place where you got tired of thinking

Why is it that when you transport something by car, it's called a shipment, but when you transport something by ship, it's called cargo?

You know that little indestructible black box that is used on planes, why can't they make the whole plane out of the same substance?

Why is it that when you're driving and looking for an address, you turn down the volume on the radio?

If you have your finger touching the rear view mirror that says -- "objects in mirror are closer than they appear", how can that be possible?

## HEALTH TODAY

### Drinking juice lowers Alzheimer's risk: study

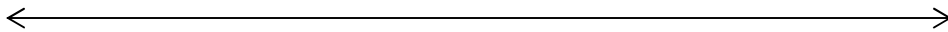
A new report suggests that drinking fruit and vegetable juice can dramatically reduce the chances of developing Alzheimer's disease. Researchers in Japan and the United States followed 2,000 volunteers for up to 10 years, monitoring their consumption of juices.



The research, published in the American Journal of Medicine, found that the risk of developing Alzheimer's disease was reduced by 76 per cent among people who drank fruit and vegetable juices more than three times a week.

The effect was particularly strong among people at high risk of the disease, such as those who were less physically active. The researchers believe chemicals with potential health benefits, called polyphenols, provide the protection.

They say further studies are needed to find out which juices have a particularly powerful effect.



### The world's first vaccine for cervical cancer available to Australian women.

The vaccine, called Gardasil, protects against the strains of human papilloma virus that cause 70 per cent of cervical cancers.

It is recommended for girls and women aged from 12 to 26. The vaccine is not yet available under the Pharmaceutical Benefits Scheme (PBS), and it costs \$450. But Rachel David, from the drug's Australian distributor, CSL, says the vaccine is not a replacement for pap smears.

"Women will still need to have their pap smears every two years because there's a small chance they could still develop an abnormality," she said.

"The vaccine is protective against most abnormal pap smears and cancers but not all. "However the chances of having an abnormal pap smear which would lead to treatment are greatly reduced."

The vaccine was developed initially in Australia and then manufactured in the United States. The NSW cervical screening program's scientific director, Dr Gerry Wain, says it is a great day for women's health.

"We've been managing very well at preventing cervical cancer with cervical screening up till now with pap tests but this gives us an additional method of preventing this terrible disease," he said.

Dr Wain says the makers of the vaccine have applied to the Federal Government to make it universally available.

"Today it's coming onto the private market so it'll be available through doctor's prescription," he said.

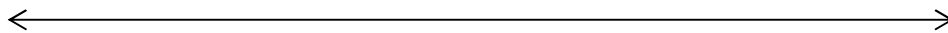
**The company has made an application to the Government for a mass universal immunisation program that will be offered free to women across Australia."**





### FINANCIAL SERVICES:

Emergency relief has been extremely busy since receiving our funds. Financial Counselling is on the increase with a few clients hurting with the increase in interest rates. SAAP has seen an increase this month with people requiring letting fees to obtain long term housing. Family's assistance has been quiet as funding is nearly depleted and coming to the end of the school year most are organised with fees and uniforms.



### CHILDREN'S SERVICES:

Child care has entered the modern age with eftpos facilities. Susanna has enrolled in the Diploma in Children's Services and Kylee M has applied for a scholarship in the Diploma of Children's Services. Kirstie Rosemary, Nat and Kylee are taking a weeks leave during the school holidays. Leah, a fully qualified child care worker has joined our team fulltime along with Vic who works 2.5 days per week with FDC.

We had a very successful busy bee several weeks ago which resulted in some major changes. Staff and children are adapting to the change positively. Family Day Care has been very busy with supporting three prospective carers into the world of FDC



### WOMEN'S REFUGES:

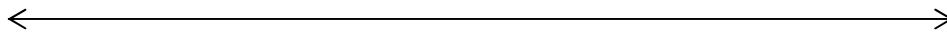
#### WAMINDA HOUSE

This month we say a farewell to Rachel who has been on placement from Edith Cowan University and we all wish her well. Gisela, Rebecca and I all attended the conference in Darwin "Victims of Crime 2006 Positive Ways – An Indigenous Way", this was excellent in terms of content and networking - some of whom I have already heard from.

**There was mention of the Northam Women's Refuge in glowing terms about the Adolescent Pilot Program that was operating in 1998 from Dr Harry Blagg who is a Crime Researcher at UWA.**

#### DJOOKANKA HOUSE

Rebecca enjoyed the conference in Darwin and knew so many people that she attended university with. The final part of the intense training held at the refuge by Lyn Mutton is now complete. It is quite hectic in terms of new staff. Rebecca and Colleen attended the "Women's Day Out" to Mandurah last week, it was a very successful day with under school age children being cared for by our new child support worker Maria and Nureesa also assisted. Cassie attended the SMART training in Perth and is now hopefully a whiz. Simone and Cassie along with Jeni and Gis from Northam will be attending training in Perth this from SARC "Adults that have experienced sexual abuse as children".



### HOME SUPPORT SERVICES:

Trevor has now undertaken the Men's Social Group and they had their first outing which was to Merredin Military Museum. This outing was a great success and some new clients attended.

Home Support Services received a card of appreciation from one of our elderly clients for all the services provided. Lynne is enjoying her holidays with her mother who is over from New Zealand. Kiley, and Linda celebrated their birthdays. All programs still as busy as ever.

SOMETIMES A PICTURE IS WORTH A THOUSAND WORDS.....



## BUSINESS ETHICS

### What is Business Ethics?

**Let's Start With "What is ethics?"** Simply put, ethics involves learning what is right or wrong, and then doing the right thing -- but "the right thing" is not nearly as straightforward as conveyed in a great deal of business ethics literature. Most ethical dilemmas in the workplace are not simply a matter of "Should Bob steal from Jack?" or "Should Jack lie to his boss?"

**So What is "Business Ethics"?** The concept has come to mean various things to various people, but generally it's coming to know what is right or wrong in the workplace and doing what's right -- this is in regard to effects of products/services and in relationships with stakeholders. Wallace and Pekel explain that attention to business ethics is critical during times of fundamental change -- times much like those faced now by businesses, both non-profit or for-profit. In times of fundamental change, values that were previously taken for granted are now strongly questioned. Many of these values are no longer followed. Consequently, there is no clear moral compass to guide leaders through complex dilemmas about what is right or wrong. Attention to ethics in the workplace sensitizes leaders and staff to how they should act. **Perhaps most important, attention to ethics in the workplaces helps ensure that when leaders and managers are struggling in times of crises and confusion, they retain a strong moral compass.**

**Business ethics is a management discipline.** Business ethics has come to be considered a management discipline, especially since the birth of the social responsibility movement in the 1960s. In that decade, social awareness movements raised expectations of businesses to use their massive financial and social influence to address social problems such as poverty, crime, environmental protection, equal rights, public health and improving education. An increasing number of people asserted that because businesses were making a profit from using our country's resources, these businesses owed it to our country to work to improve society. Many researchers, business schools and managers have recognized this broader constituency, and in their planning and operations have replaced the word "stockholder" with "stakeholder," meaning to include employees, customers, suppliers and the wider community.

The emergence of business ethics is similar to other management disciplines. For example, organizations realized that they needed to manage a more positive image to the public and so the recent discipline of public relations was born. Organizations realized they needed to better manage their human resources and so the recent discipline of human resources was born. As commerce became more complicated and dynamic, organizations realized they needed more guidance to ensure their dealings supported the common good and did not harm others -- and so business ethics was born.



Note that 90% of business schools now provide training in business ethics. Today, ethics in the workplace can be managed through use of codes of ethics, codes of conduct, roles of ethicists and ethics committees, policies and procedures, procedures to resolve ethical dilemmas, ethics training, etc.

**WELCOME TO THE NEWEST TEAM MEMBERS:**

Leah in our Child Care Services Program

**AND CONGRATULATIONS TO:**

Simone & Cassandra from our Narrogin Women's Refuge  
Julie, Sands & Ann from our Home Support Services

For successfully passing through their 3 month probationary period.

**S & C Mission Statement**

Share and Care's mission is to lead communities in Support, Education and Advisory Services.

**Values:**

- Recognition of the communities rights to equitably access information and services;
- Sensitive to the needs of those from cultural and linguistically diverse communities and special needs;
- Recognition and appreciation of the diverse skills and values our employees bring to the services delivered;
- Provision of philanthropic opportunities;
- Development and maintenance of complimentary relationships across all sectors;
- Recognition and appreciation of the skills brought by the Board of Management that ensures transparency, accountability, good governance and leadership for the Organisation;
- Operate on the best practice models, ensuring delivery of services to the communities are always of the highest standards.

**To acknowledge and encourage  
the continued passion from all who contribute to the Organisation**