



Foundations Care

Foundations
Care

April 2020

From the Service Manager

Dear Carers & Families,

I hope you and your family are keeping safe and healthy during these very difficult times. It is important for you to know that Foundations Care is here to support you so please reach out to us if you need some extra assistance. Foundations Care SW have made the decision to temporarily close our Ipswich and Toowoomba offices and for **all staff to work from home** during the COVID-19 pandemic from 24 March 2020. This will continue to be reviewed based on Government/Departmental recommendations over the coming weeks.

What will not change:

- Your case worker will be available during work hours and they will provide you with their mobile number.
- If your case worker is busy and you need immediate support please call the general number 3810 4888, you will be diverted to an available case worker who will help you.
- Your case worker will have regular contact with you via email and phone.
- Your case worker will support you during meetings and Child Safety matters.
- Your case worker will follow up any concerns with Child Safety on your behalf.
- Foundations Care will provide 24/7 support - Our After-Hours number is: 0488026301 (please note this service does NOT receive text messages).

What will be different and what are the changes:

- Your case worker will not attend face to face meetings with you (unless absolutely required). Instead, Foundations Care will join meetings via phone, skype, face time.
- Your case worker will not attend face to face monthly home visits unless required. Foundations Care need to sight your home for safety once a month and will need to connect with you via facetime/skype to have a visual of the home environment. If you do not have access to these visual channels, your case workers will remain in consistent phone contact.
- We will also be creating a new and effective way to deliver training via online portals and will update you all when this has been developed.

Please remember we are here to support you and we know that you may have many questions during these uncertain times. Please reach out to your case worker if you require any further support during this period.

Karli Owen
Service Manager

IPSWICH ACTIVITIES

**MOST EVENTS FOR THE IPSWICH REGION HAVE BEEN
CANCELLED DUE TO RESTRICTIONS IN RELATION TO COVID-
19**

THE OWL AND THE PUSSY CAT



In a pea green boat, an owl and a pussycat sail across the sea for a year and a day to fair Bong-tree Bay. Adventure calls, new encounters await and love conquers all in a nostalgic musical journey and irresistible blend of romance and nonsense.

The Owl and the Pussycat is an enchanting and intimate theatrical experience for families, based on Edward Lear's beloved childhood poem. Created by a national team

of award-winning artists for children 4–10 years, be swept away in this all-new opera, featuring stunning vocals, interactive theatre, puppetry and a troupe of musical Puffins.

This interactive journey inspires, educates and enthralls by inviting children, alongside their families, carers and teachers, to participate in musical and multi-sensory ways to help our lovable couple reach their destination. Aboard a giant magical pea green boat, meet our pair's colourful and eccentric new friends, as they are brought to life on deck.

Ahoy! Come set sail with this charming show and landmark music work for children that explores the universal themes of love, adventure, harmony and acceptance. You might even meet a honey-hooked Sea Bear, an itty bitty Kitty and a punky Piggy Wig.

When: 6 April 2020 from 10am to 11.00am, 7 April 2020 from 10am
Where: Ipswich Civic Centre
Price: \$17 for tickets or \$15 for groups of 4

TOOWOOMBA ACTIVITIES

MOST EVENTS FOR THE TOOWOOMBA REGION HAVE BEEN CANCELLED DUE TO RESTRICTIONS IN RELATION TO COVID-19

MINIATURE TRAIN & VINTAGE BUS RUNNING DAY

Highfields Pioneer Village is running their Miniature Train and Model T Bus. The Miniature Steam Loco Myrtle May's total length is 11.6m and has 3 passenger carriages and a water and coal tender, she can carry more than 12 adults or 18 children at any time!

Henry the Model T Ford Bus also gives rides and was manufactured in 1924 and originally used as a school bus for the Kilcoy State School from 1924 to 1940.



Henry the Model T Ford bus can carry 12 people at once and is available for rides for birthday parties, school groups, and weddings and also on the last Sunday of each month where Henry the Bus teams up with Myrtle May the Miniature Steam Train to entertain the kids.

When: 11 April 2020 from 10am to 2.30pm, 12 April 2020 from 10am to 2.30pm
Where: Highfields Pioneer Village – 73 Wirraglen Road, Highfields
Price: \$5 for adults and \$3 for children

TOPIC OF THE MONTH

Coronavirus (COVID-19)

The following information has also been sent out to all Foundations Care carers via email. Please do not hesitate to reach out to your caseworker if you have questions or concerns in relation to any of the following.

The COVID-19 novel coronavirus is a new strain of coronavirus affecting humans. Some coronaviruses can cause illness similar to the common cold and others can cause more serious diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). This novel coronavirus is still new and as such we are still learning more about it.

Symptoms reported in identified cases of COVID-19 novel coronavirus include:

- fever
- a cough
- sore throat
- fatigue
- shortness of breath.

As an agency, our priority is ensuring that safety is paramount for the families we support; therefore, as a service, we have put the following in place until further notice:

- Home visits and stakeholder meetings will be attended via Skype/FaceTime or tele link until further advice is received regarding ongoing recommendations from the World Health Org (WHO) and/or Child Safety;
- In some circumstances case workers will still be available for any priority meetings where required (including; however not limited to, SOC/HR meetings, home visits where immediate assistance is required and important stakeholder meetings where support is requested);
- Our management team are currently implementing processes to ensure that if in the event your household is required to be isolated for a period, that we have the capacity and resources to provide the highest level of assistance that we can to ensure you and your families remain as safe and supported as possible. If your household is required to be isolated, please advise your caseworker of this ASAP.

Please be advised that these are simply precautions and a way we can all be prepared and preventative, however can assure you there is no need to panic, given we have some of the best medical facilities in the world to assist us if required at any stage. We will continue to be available to support 24/7 and will forward any and all further recommendations received by our organisation to you all as soon as they become available to us.

Below are some resources for you to familiarise yourself with the facts associated with the Coronavirus, including preventative measures to be aware of:

- <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>
- <http://conditions.health.qld.gov.au/HealthCondition/condition/14/217/838/novel-coronavirus>.
- <https://aacomment.net/2020/03/washing-hands/>

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PLACES TO CALL IF YOU NEED HELP



LIFELINE

13 11 14

BEYOND BLUE

1300 22 4636

1800 RESPECT

1800 737 732

HEADSPACE

1800 650 890

MINDSPOT

1800 61 44 34

KIDS HELPLINE

1800 55 1800

NATIONAL DEBT HELPLINE

1800 007 007

NATIONAL CORONAVIRUS HELPLINE

1800 020 080

CARER TRAINING

Name of Training	Date & Time	Venue	RSVP Details
April 2020			
Module 5, 6 & 7 CANCELLED	1 April 2020 9.00am – 5.00pm	Mercy 30 Thorn Street Ipswich	Contact your Case workers or write directly to sjackson@fdc.csg.ngo
Loss and Grief	22 April 2020 9.30am to 2.30pm	Foundations Care – 55 Lowry Street, North Ipswich	Contact your Case workers or write directly to sjackson@fdc.csg.ngo
Essential Connections	27 April 2020 9.30am – 2.30pm	Mercy 30 Thorn Street Ipswich	Contact your Case workers or write directly to sjackson@fdc.csg.ngo
May 2020			
Modules 1, 2, 3 & 4	TBC	OzChild Unit 3/9 William Street Goodna	Contact your Case workers or write directly to sjackson@fdc.csg.ngo
Turning into Teens	12 May 2020 6pm - 8pm	Churches of Christ 25 Byrne Street Bundamba	Contact your Case workers or write directly to sjackson@fdc.csg.ngo
Blocked Care	19 May 2020 10am to 12pm	Mercy (Evolve Training) 30 Thorn Street Ipswich	Contact your Case workers or write directly to sjackson@fdc.csg.ngo
Turning into Teens	19 May 2020 10am - 12pm	Churches of Christ 25 Byrne Street Bundamba	Contact your Case workers or write directly to sjackson@fdc.csg.ngo
Modules 5, 6 & 7	23 May 2020 9am - 5pm	LWB Limestone Street, Ipswich	Contact your Case workers or write directly to sjackson@fdc.csg.ngo
Turning into Teens	26 May 2020 6pm – 8pm	Churches of Christ 25 Byrne Street Bundamba	Contact your Case workers or write directly to sjackson@fdc.csg.ngo



NATIONAL DISABILITY INSURANCE SCHEME

Local Area Coordinator in the Community

Topics will include:

- Find out how the NDIS works
- Get up-to-date accurate information about the NDIS
- Access Request Form Support
- Understand your plan

Lockyer Valley

Lockyer Valley Disability Association

Laidley Mall (near IGA)
Laidley

1st 3rd & 5th Tuesday of the month
10.00am – 12.00pm

Gatton IGA

8 Railway Street
Gatton
(IGA complex)

2nd & 4th Tuesday of the month
10.30am - 12.30pm

Somerset

Lowood Library

97 Main Street
Lowood

1st Thursday of the Month
10:00am – 12:30pm

Esk Library

19 Heap Street
Esk

2nd Thursday of the Month
10:00am – 12:30pm

Toogoolawah Library

Gunya Street
Toogoolawah

3rd Thursday of the Month
10:00am – 12.30pm

Kilcoy Library

15 Kennedy Street
Kilcoy

4th Thursday of the Month
10:00am – 12:30pm

Redbank Library

Redbank Plaza
1 Collingwood Park Drive
Redbank
2nd Tuesday of the Month
1.00pm – 4.00pm

Rosewood Community Centre

19 School Street
Rosewood
1st Friday of the Month
10.00am – 12.00pm

Springfield Lakes Community Centre

3 Springfield Lakes Bouvelard
Springfield Lakes
4th Tuesday of the month
1.00m – 3.00pm

Springfield Library

Corner Main Street & Sirius Drive
Springfield
4th Tuesday of the Month
9.00am – 12.00pm

CONTACTS

PUBLIC HOLIDAYS & AFTER HOURS PLEASE USE THE ONCALL NUMBER
0488 026 301

Please note the best way to contact your case worker is on their mobile, not the office number as case workers will be working more on the go than in the office. Listed below are each case worker's contact details

Karli	0448 041 588	Allison	0439 465 904
Shannon	0437 350 180	Pana	0438 002 328
Rhiannon	0472 811 796	Peter	0418 130 920
LaVonna	0438 724 246	Jade	0437 895 878
Simone	0436 098 535		

Department of Child Safety, Youth and Women

South West Region – Contact List

The email addresses are for non-urgent enquiries and issues.

If an emergency or critical issue arises, please call the relevant office and ask to speak to your Child Safety Officer or Senior Team Leader.

CSSC	Phone	Email
Charleville Service Centre	07 4578 8302	CharlevilleChildSafety@csyw.qld.gov.au
Dalby Hub	07 4578 8302	RomaChildSafety@csyw.qld.gov.au
Ipswich Intake, Assessment and Service Connect (IIASC)		SW_CSYW_IIASCB@csyw.qld.gov.au
Ipswich North CSSC		IpswichNorthCarerMailbox@csyw.qld.gov.au
Ipswich South CSSC		SW_CSYW_IPSSHC@csyw.qld.gov.au
Roma CSSC	07 4578 8302	RomaChildSafety@csyw.qld.gov.au
South Burnett CSSC	07 4172 8400	kingaroychildssafety@csyw.qld.gov.au
Springfield CSSC		springfieldcarers@csyw.qld.gov.au
Toowoomba North CSSC		adminTNCSSC@csyw.qld.gov.au
Toowoomba South CSSC	07 4614 8902	tscsscadmin@csyw.qld.gov.au
Western Downs Investigation and Assessment (WDIA) CSSC	07 4614 8904	

Current as at 20 May 2019



Foundations Care
South West Region
07 3810 4888

Ipswich Office
55 Lowry Street
North Ipswich QLD 4305

Toowoomba Office
98 Anzac Avenue
Toowoomba QLD 4305



COLOURING ACTIVITY

