



North Queensland's monthly update from the Regional Executive Director

| June 2014

From the RED's desk

At this time of the year the Executive Leadership Team has been making preparations for the new financial year and to ensure our finances and planning activities are best aligned to support service delivery demands. Whilst a lot of activity continues in relation to the analysis, planning and preparations for major reforms in our area of work, at the Regional level we are awaiting confirmation of some aspects of the work program as applied to our geographic locations. Our Projects and Reform Team has been operating well and this model sets the foundation for future reform projects as they roll-out

I'd like to wish Paul Garrahy the best of luck in taking up the position of CSSC Manager Gympie and to thank him for his work in Mt Isa and the Gulf. I understand this move will enable Paul to be close to his family. Congratulations also to Christine Mann who has been appointed to the vacancy created by Paul's transfer.

At the time of writing I'm making arrangements to travel to Mt Isa and am looking forward to catching up with our staff and a number of non-government and government agencies whilst I'm there with Nicola Jeffers.

Bill Hatton
Regional Executive Director
North Queensland

Farwell and Welcome

Dear Colleagues

In this month's edition of the newsletter it with great sadness that we say farewell to one of our esteemed Managers in Mount Isa.

Paul Garrahy is about to depart our beautiful North Queensland Region to take up appointment as the Manager of the Child Safety Service Centre in Gympie, his home town in the North Coast.

Paul and his family first came to the Region in 2010 where he brought a wealth of Child Protection Practice knowledge from both the South East Corner and New South Wales. During his time in the North West Paul held a number of positions including the Gulf CSSC Manager, the Director of the Regional Coordination Centre for the remote service delivery sites and also the Manager of the recently formed Mount Isa and the Gulf CSSC.

Personally I have had the opportunity to work with Paul for the last three years and during this time I have enjoyed his commitment to clients and our staff. As part of our Regional leadership team Paul inspired us through his creativity, systems thinking and energy all of which will be sadly missed.

I trust you will all join me in congratulating Paul and his beautiful family as they embark on this new chapter in their lives.

It not all sad news though. I would like to take this opportunity to welcome Christine Mann as the newly appointed Manager to the Mount Isa Gulf CSSC. Christine comes to the role with extensive experience in Child Protection, most recently holding positions such as Senior Practitioner and the



Acting Manager for the Gulf CSSC. Christine is passionate about practice and quality service delivery always seeking to build a high performance culture focused on continuous improvement. I am very pleased to have Christine in my team.

Nicola Jeffers
Regional Director
North Queensland

Queensland Day

Hi from AS&RS! As you will see from the photo AS&RS celebrated Queensland Day in style. Everybody contributed to the decorations and the food and somehow we even managed to convince Jo Douglas to wear the maroon colour. Jo even tried to convince people it had nothing to do with the Queensland State of Origin. It was a great way to spend a lunch hour celebrating what is good about Queensland (particularly the Northern half). Bill Coyer, AS&RS Manager



Friday 6 June 2014 – (Back from left) Lara McNabb, Tanya Anderson, Mish Johnson, Lenora Abdul-Rahman, Ngaire Renton, Robyn Hughes, Jo Douglas and Steve Waddell. (Front from left) Bill Coyer, Lidia Morris, Christine White, Sharyn Flood and Melissa Girardi.

Adam's Special Deliveries

Adam's Special Deliveries is a new business venture that has been started in Mackay by a young man named Adam. Adam 20, who has a diagnosis of Autism Spectrum Disorder and an Intellectual Impairment was born in Mackay and attended the Mackay District

Special School. Adam's employment opportunities were almost non-existent when he finished his education in 2013 however his proactive family worked together and transitioned to Your Life Your Choice and began self-directing Adam's funding. Adam's family set up the small mail delivery service with the vision of Adam having a fulfilling, productive life and future within the local community. Adam enjoys being out in the community and with the assistance of a Support Worker employed by his family, he is providing a reliable, enlightening and enjoyable service. Adam's Special Deliveries provides a Mail Service and a Door to Door Courier Service on a Tuesday – Thursday 9.30am – 2.00pm.



NQ Capacity Forums

The DCCSDS facilitated a state-wide workshop in July 2013 in Brisbane to discuss solutions to streamlining the capacity notification approval process. Two FNGSP representatives from NQ region attended day two of the workshop: Deb King from Engedi and Mauricio Morales from New Way Agencies, both of whom agreed it was a worthwhile event.

As a result of the Brisbane workshop, a comprehensive Capacity Utilisation Action Plan was developed and various Queensland regions were identified to lead and complete the actions. NQ Region was tasked with establishing a network opportunity to monitor and discuss consistent implementation to reduce regional variations.

In order to engage NQ Service Providers in the decision how the network should be set

up, a Capacity Utilisation Forum was conducted in both Townsville and Mackay. A total of 23 Service Provider representatives and 11 departmental staff participated in activities and then voted on a network opportunity for NQ.

One of the activities at the forum that created a laugh as well as increased understanding of the internal process of what happens once capacity is released by a FNGSP, involved selected 'actors' from the group participating in a role play. Reading from a script titled: "In a Perfect Capacity Linking World" the actors threw a fluffy toy around the room to demonstrate the flow chart process.

Feedback from the Forum was very positive with all participants agreeing they have gained further understanding of the process, with the ultimate outcome being the decision to set up either a Yammer or LinkedIn stakeholder group for NQ region and to test its effectiveness over the coming months.

As the department already utilises Yammer internally, it has been decided to utilise this strategy. The **Disability Capacity Management** Yammer group will be operational by July 2014 and all stakeholders in North Queensland will be invited to participate in ongoing communication.



Role Play Props for the Capacity Forum.

Domestic Violence Month, Mount Isa

A number of promotional events were held over the course of Domestic Violence Month in May in the Mount Isa FCM service area. This year's slogan and message to community members in Mount Isa and throughout the Gulf Region was "*Make the Call*", to report incidents of domestic violence; whether it be spousal abuse, family abuse or elderly abuse, the main message being to alert someone to stop any further suffering. Keynote speakers also spoke about the effects of violence and verbal abuse on not only the victims but the emotional impacts on family members and service providers, including police officers who attend incidents.

Community events included:

A march through Mount Isa's community business district, which was heavily supported by the Queensland Police Service and local Men's Group.



The Mount Isa Funding and Contract Management team hosted a morning tea, with special guest speakers from the North Queensland Domestic Violence Resource Service who provide an information session on their programs. Invitations were extended to officers from neighbouring State Government offices.



From left: Shirley Slann, Nikki Row, Estrella O’Leary, Jacinta Castle, Yamba, Matthew Moss, Fay Willetts, Jenni Howell

The event also provided an opportunity for information sharing and networking.

A luncheon was held on Mornington Island, organised by Mission Australia (Women’s Shelter), which included a celebration of the Shelter’s history. Guests included the founding members, current and past support workers and respected Elders of the community.



From left, Debra Woodward, Daisy Murdoch, Caroline Letts, Nikki Row, Michelle Nichols

A visit from the Titans was also welcomed by staff and community members.



Back row, from left – Preston Campbell, Jane Simpson, Debra Woodward, Kyel Dancey Front row, from left – Shirley Slann, Anne Chong

A domestic violence breakfast, hosted by Zonta was held as the closing event for Domestic Violence Month in Mount Isa

Nelle Frances Workshop

Nelle Frances a consultant renowned for her work regarding Autism Spectrum Disorder facilitated workshops for parents, families, school and kindergarten teachers, sport and recreation clubs, professionals and many other community members over a number of days in Bowen, Proserpine, and Cannonvale within the Whitsundays region.

The sessions on Thurs 22nd and Sat 24th May provided explanations of the characteristics of Autism Spectrum Disorders, an insight into Sensory issues, awareness of meltdown processes and strategies and discussion of alternate discipline techniques for use with children. Furthermore it provided everyone who attended with an insight into the subtle intricacies of the Autism Spectrum condition and provided participants with a myriad of strategies to help cope with every day and/or challenging behaviours. Nelle also provided opportunities for one on one Parent sessions throughout the day following the workshops. The aim of these one-on-one consultations provided parents the opportunity to discuss their children’s personal situations and the chance to receive some specific coping strategies tailored to the needs of each family.

This event was organised by the Department of Communities, Child Safety and Disability Services Local Area Coordinator Damien Plackett, based at the departments Cannonvale Service Centre Office.



Nelle Frances and Sam Frances

Assistant Minister's Visit, Monday 26 May 2014.

Mrs Tarnya Smith MP, Assistant Minister for Child Safety was in Townsville on Monday 26 May 2014 to officially open the ACT for Kids Child and Family Centre of Excellence in Douglas.



The Assistant Minister had a very busy schedule while in town visiting the:

- Townsville Child Safety Service Centre where she had an opportunity to meet front line staff and discuss the department's future directions under Carmody reforms.

- Pathways Residential program where she gained an understanding from staff and the young people about the sanctuary model and the residential program's operations.
- Centacare office in Cranbrook where she heard about the suite of counselling and support programs offered by the agency, in particular the Rosa program and the support that is provided to children in care and their carers.



From left to right, Michelle Lemon, Service Manager Pathways, Nick Keith, A/g Team Leader SIL & AI Pathways, Sharon Lowe, Operations Manager, Nth QLD Pathways, Chris Gray, Team Leader Residential Program, Pathways, Tarnya Smith MP, Assistant Minister, Child Safety, Nicola Jeffers, Regional Director, Child Safety, North QLD and Sam Cox MP, Member for Thuringowa.

**Pyjama Day – Friday 18
July 2014**

***Show your support for
Children In Care by
hosting Pyjama Day in
your workplace.***

**Can't wear your PJs? No
problem.**

**Why not host a fundraising
morning tea or wear a pair
of crazy socks instead? All
funds raised from the day go
towards The Pyjama
Foundation's Love of
Learning Program,
to place more
Pyjama Angels with
vulnerable children in care.**

Register now!!

<http://www.thepyjamafoundation.com/>

**Your chance to contribute
to NQ News!**

Do you have an exciting initiative taking place in your workplace? An upcoming event you wish to share with your colleagues? Wish to nominate a colleague for Who's Who in the Zoo? Or do you have any suggestions of items to include in future editions of NQ News? If you do, we would love to hear from you!!

The NQ News team is seeking feedback, articles and suggestions to help put together future editions of our monthly newsletter.

This is a regional newsletter and we would love to see contributions from all service areas across the region.

Please email your feedback, articles and/or suggestions to NQ_Corro@root.internal.

We would also like to take this opportunity to thank everyone who contributed and assisted with the preparation of the June edition of NQ News.

Regards

The NQ News Team
(Bill, Vicki , Kirsty and Anne)

NQ SWIM NEWS HEALTH INFORMATION

Take the Pressure Down

Do you know your blood pressure? If you don't know, or you're not sure why it's important, then keep reading, because understanding and controlling your blood pressure will help keep you healthy in the years to come.

What is blood pressure?

The measurement of the pressure your blood exerts on the walls of your arteries as it is pumped by your heart, blood pressure goes up and down depending on your body's needs.



It is affected by many things – overall health, emotions, hormones – even the way you breathe and the amount of sleep you get. It also varies in different areas of the body, decreasing the further it gets from the heart. That's why doctors always measure it in the same place, at the artery, on the inside elbow so that readings are consistent and accurate.

Blood pressure readings

Blood pressure is measured in millimetres of mercury (mmHg) by a sphygmomanometer, an inflatable cuff which is pumped up to restrict blood flow in the brachial artery. Original sphygmomanometers used mercury, but modern ones give digital readings. By slowly releasing the cuff's air pressure, two measurements are taken: the pressure as the heart beats (systolic pressure) and the pressure between beats (diastolic pressure). That's why blood pressure has two numbers, for example, 120/80 – the top reading is the pressure when your heart beats and the bottom reading is the pressure when it rests. The top reading therefore is more prone to fluctuation and environmental influences (eg anxiety).

What is normal?

Normal blood pressure is important for the healthy functioning of our body's organs and tissues. To help ensure an accurate reading, avoid caffeine for 30 minutes before the test – and try to relax!

Reading	Category
Up to 120/80	Normal
120/80 to 139/89	High-normal
140/90 to 159/99	Mild high
160/100 to 179/109	Moderate high
180/110 and upwards	Severe high

What is hypertension?

Hypertension is the name doctors give high blood pressure. Readings over 140/90 indicate hypertension, while readings in the high-normal range are considered pre-hypertension. Hypertension can sometimes be caused by other medical conditions, certain medications or even pregnancy (preeclampsia).

Hypertension increases the risk of life-threatening conditions including stroke, heart attack, heart failure and kidney disease. More than three million Australians have hypertension but many are unaware of it, as it usually has no symptoms.

That's why it's important to have your blood pressure checked regularly – every two years if you have no family history of cardiovascular disease, high blood pressure, stroke or heart attack, but more frequently if you do. Untreated high blood pressure can quickly lead to serious health problems.

Keeping blood pressure healthy

Maintaining healthy blood pressure might require some effort, especially as you get older. Lifestyle is a major factor and taking medication is a last resort. The best way to control blood pressure is to:

- exercise regularly – at least 30 minutes a day, five days a week
- lose weight if you need to – keep your BMI and waist measurements in the healthy range
- eat fresh fruit and vegetables, lean protein, complex carbohydrates
- reduce salt in your diet
- reduce your alcohol intake
- have regular check-ups

Blood pressure at work

There is strong evidence that stress and hypertension are linked and studies have shown that blood pressure is higher on workdays than weekends.

To keep your blood pressure under control at work, try to:

- Take a quick break:
 - Even a 30-second stretch will help release pressure from your shoulders, neck and back. Raise your arms above your head, close your eyes and breathe in and out slowly.
- Have exercise for lunch:
 - Take 10 minutes to eat and 20 minutes to walk around the block, around the building, around the city. Getting up from your desk and changing the scenery will help release some pressure.
- Avoid unhealthy takeaways:
 - Unhealthy eating piles on the kilos and makes it much more likely you'll end up with hypertension. Eat a salad, lean protein, complex carbohydrate and fresh fruit. Your body will thank you for it.
- Work on teamwork:
 - Working as part of a supportive team gives everyone a chance to shine, and some time off. Discuss ways to improve your workplace communication and processes to take the pressure down.

If you would like information on a particular healthy lifestyle topic send an email to NQ_SWIM@communities.qld.gov.au with a heading "Healthy Lifestyle Information" and we will endeavour to cover that topic in future editions.

Who's Who In The Zoo...

Get to know your North Queensland Region colleagues – Paul Garrahy



Paul's career commenced in the Royal Australian Air Force at 16 years of age and for 12 years he was in various roles and completed a social science degree (history and politics) and became a commissioned officer. He ended up as an intelligence officer working with the FA-18 jet fighters based out of Williamtown (New South Wales) and Tindal. Whilst still in the RAAF Paul commenced studying a Bachelor of Social Work degree and in turn left the RAAF and commenced working with the New South Wales Department of Communities at the newly established Helpline (Intake service similar to RIS) as a case worker. Paul had various roles throughout western NSW working his way into management. He then applied for and was successful in gaining

the Manager Caboolture CSSC position where he stayed for a year before heading to Mount Isa as the Manager of the Gulf CSSC. Whilst in Mount Isa he has had the opportunity of a secondment to DATSIMA for 18 months prior to returning back to Child Safety at the end of 2012.

- 1. What is the last book you have read or movie you have seen?**
Last movie was Frozen (with my three children)
- 2. If someone wrote a biography about you, what do you think the title should be?**
Paul Garrahy: A sense of purpose
- 3. If you could trade places with any other person for a week, famous or not famous, living or dead, real or fictional, with whom would it be and why?**
Salvador Dali... just for the opportunity to immerse myself in his surrealist works
- 4. What is the one thing you can't do without?**
My running shoes
- 5. Describe yourself in 3 words...**
Caring, compassionate, thoughtful
- 6. What do you most like to do to unwind?**
I go running, fly planes, and spend time with family
- 7. Is it about winning or losing or how you play the game?**
How you play the game
- 8. Who is the most famous person you have met? Tell us about your meeting.**
Ricky Ponting. I had just completed the Sydney Half Marathon and Ricky was signing the finisher shirts. Lovely bloke and an absolutely great cricket player.
- 9. What do you expect to be doing in 5 years time?**
Still working with the department and making a difference, keeping fit by running, enjoying time with my family, and continuing our family travelling adventures.
- 10. If you could be a superhero, what would you want your super powers to be and why?**
I don't know... maybe the ability to fly as I love flying