

Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari

Thriving Mothers, Thriving babies [Ngunnawal meaning]

Spring 2014

President's welcome

Jane Smyth, CMS President

One of the most enjoyable stages in any renovation is the planning phase – that time of enthusiasm as we create a design. This was happening at QEII recently at a meeting of the CMS Board's Program Development Committee. As we discussed the new children's play area we heard suggestions for 'mirrors placed low on the walls', 'age appropriate symbols', 'signage at child height' and 'robust mobiles' for infants to view. Sounds good!

Many of our supporters and donors will recall our major fundraising effort last year when the Gala Dinner made possible these refurbishments. We continue to appreciate all the work and generosity which helped QEII to this point and we look forward to celebrating together when it is all done!

Equally important, but less tangible, are the CMS Community Development Programs which include the well known 'Relaxing into Parenting' with 'And Baby Makes Three' as well as Grandparents Parenting Grandchildren. As with many organisations, we acknowledge that funding is becoming more elusive; this has led us to form the CMS Community Development Fund, an entity similar in structure to our very successful CMS Scholarship Fund. We hope to draw on the enormous community goodwill generated by QEII to ensure continuity for our important programs.

It's a surprise to find us planning for another AGM – already! The scheduled date is 19th November. The CMS Board has been busy. Our very welcome new members, Maria Edwards and Fiona du Toit Smith, bring additional skills to our work and are generously sharing these.

Once more, greetings and thanks to all CMS Members and QEII staff.



Community Grant from Commonwealth Bank

The Canberra Mothercraft Society was recently the recipient of a \$10,000 grant from the Commonwealth Bank Staff Community Fund.

On 13th August, Woden Branch Manager, Mark Elliott, and Pat Sanders, Area Manager for ACT, from the Commonwealth Bank visited the Centre for morning tea and to hand over the cheque (pictured with QEII staff and CMS Board Member, Viola Kalokerinos).

During morning tea Mark and Pat learned about the CMS' strong community connections and their culture of supporting community groups in need. QEII staff learned that the Commonwealth Bank has been supporting the health and wellbeing of young Australians since 1917 and today, over 10,000 of their current and retired staff donate to the fund from their pay each fortnight. The bank matches

every dollar donated from payroll-giving with an equivalent donation.

The funds are gratefully received and will be utilised through the CMS Community Development Fund with a specific focus on a series of practical and educational sessions to support young parents with stress management and nutritional advice to promote the physical, emotional and social development of their infant.

Update on Children's Playroom and Examination Room Refurbishment

The plans for much needed upgrades to the children's playroom and examination areas are being progressed by the Program Development Committee: a scoping document has been developed; an architect has visited the site and schematic plans have been drafted; advice on age-appropriate inclusions is being sought, quality and safety issues are being considered and addressed; and an Evaluation Plan for the project is being developed.

Contemporising these areas of the Centre is made possible by the generosity of our supporters and donors, with funds from QEII's 50th Anniversary fundraising efforts and subsequent donations designated for this purpose.

We look forward to keeping you informed on the progress of this important and exciting project.

Introducing CMS Member

Lisa Donkin (B Int Bus, B Bus (HRM, Mktg), DFP, CAHRI)

Lisa was welcomed as a CMS Board member in 2013. She currently chairs the CMS Program Development Committee and is a member of the CMS Scholarship Committee.

Lisa is Strategic HR and Administration Manager – private sector of Austbrokers Canberra. Her role includes marketing (media management & advertising), compliance and organisational growth & development strategy. Lisa was previously the Development Manager at Marymead, involved in supporting programs to fulfil development & compliance requirements

Having had her first child in Canberra, with no personal support network, and now as a mother to 2 boys, aged 4 & 6 – one who had an easy start in life & the other a vastly different experience – Lisa is forever grateful to CMS for running the Relaxing into Parenting program that she attended. This personal connection sparked her interest in remaining involved with CMS and in contributing to the long term viability of the organisation.



A snapshot of a long and faithful servant – 26 years working for CMS

Pauline Kildea

Pauline commenced work at the Queen Elizabeth II Hospital for Postnatal Care as a Kitchen Aide then Cook in August 1988.

As told by Robyn Steele (CMS Member and long serving former staff member):

Pauline was one of the cooks at old QEII in Civic when I started working there. She, and her then colleague Eunice Mulcahy, produced a cooked breakfast, a hot lunch with dessert, and prepared soup for the evening meal for the mothers, as well as tempting we staff with aroma-tantalising scones for morning tea. Delicious 'old-fashioned' desserts of sago plum pudding, lemon delicious, Queen pudding, cakes and pumpkin, date and savoury scones, were all part of the menu plus chocolate cake and slices for special meetings – no wonder staff were always having to go on diets. (Then there were the sandwiches for supper and CMS Council meetings.)

Pauline is a very able and capable person, someone who wasn't fazed by changing numbers or diet requests; who organised the ordering of grocery items with little fuss, and it was all done with good-natured humour. When QEII moved to Curtin the cook's position became redundant but Pauline stayed on in a housekeeping role. Her loyalty to QE and the families that enter the doors is of paramount importance to her.

She likes to do things by the book as stated in the policies of the Centre and is quick to draw management's attention to issues that affect the well-being of families and staff. Pauline is also a great teller of jokes and often had the staff chortling. Knitting is a hobby and we are often shown the latest beautiful shawl, baby's clothes or jumpers made for her precious grandchildren of whom she is extremely proud.

Congratulations on your 26 years of service Pauline.

QEII is Greensmart

On 25th March the QEII Family Centre was presented with an Accreditation Certificate and Trophy from ACTSmart Business & Office Programs.

This accreditation was granted after considerable commitment by QEII staff to implement the ACTSmart Business Program in support of a wastewise community.

The efforts have been worthwhile with the latest audit showing a reduction in landfill waste of 19%. Recycling has increased by 14% and QEII's organic waste has increased by 6% with the installation of bins for food scraps and organic rubbish. The bins are collected regularly by "Global worming" where it is vermicomposted (fed to worms) to produce organic fertilisers.

Chris Laven (Facility and Assets Manager) led this project at QEII. Chris is pictured above with Jacqui Larkham (Operations Manager) and Ros Malouf (Senior Manager, Sustainability and Government, ACT Environment and Planning Directorate).



Ros Malouf, Jacqui Larkham, Chris Laven

Name the Newsletter Competition

Congratulations to QEII's Chris Patterson for her winning entry in the "name the newsletter" competition. As you can see, Chris suggested the CMS Board's vision statement "Towards Healthy Families". Thank you to all the entrants. Chris received her prize – a voucher for Bruno's Truffles.



Update from the Community Development Officer

Emma Baldock, QEII Community Development Officer



The changing financial imperatives in the community, compounded by a challenging funding environment and the demand for community development programs continue to affect CMS and other non-government services. Should specific funding allocation and availability of appropriately qualified staff not be primarily met from within CMS the demand for community development programs for families, particularly due to the growing number of families with complex needs, may result in us either reducing service quality or worse still not being able to provide community development programs like Relaxing Into Parenting.

In support of its commitment to a transformational approach to service development and enhancement, underpinned by our vision of *Towards Healthy Families*, the CMS Board has established a Community Development Fund. The fund will be supported by CMS direct consultancy fees, fundraising and other revenue as appropriate until a corpus is established that will fund at least one program per annum.

Staff, members and friends of CMS and QEII Family Centre are encouraged to contribute to the fund. CMS is a registered charity with DRG status making all contributions tax deductible.

Safety and Quality Update

Ellen O'Keeffe, QEII Safety & Quality Officer

Accreditation is a process in which CMS continually demonstrates excellence in clinical and corporate governance and gains certification of competency against national industry standards in health care. Accreditation is not a one-off event, rather it is a continuous cycle as we are required to maintain our performance between external surveys against the standards. Since being at Curtin, this is our fifth accreditation cycle.

QEII, in August 2014 completed another accreditation cycle, with an external review provided by Quality Innovation and Performance. CMS and QEII were reviewed against the National Safety and Quality Health Service (NSQHS) Standards designed to drive the implementation of safety and quality systems and improve the quality of health care in Australia. There are 10 NSQHS Standards that provide a nationally consistent statement about the level of care consumers can expect from health services.

Having CMS and its services through QEII reviewed by external auditors against set standards ensures QEII meets a prescribed high standard of care. By undertaking accreditation, CMS demonstrated a strong and unwavering commitment to safety and quality that results in demonstrable benefits, for clients, staff and the organisation.

Accreditation is always an opportunity to reflect on what we are currently doing, value what we have done well, gain insight into what we could improve upon and document our findings so that we can be proud of our achievements. The new NSQHS standards provided us with an opportunity to review current arrangements at CMS, refine our systems and processes for best practices and demonstrate to others our capacity to provide safe and effective care.

The Board and everyone at QEII are involved in the process and we are pleased to report that at the feedback session provided by the external surveyors Sara Harrup and Helen McLean described us as a "...gold standard...." organisation. We are rightfully proud of our achievements and acutely conscious of our responsibility to continually earn into the future the affirmations we received.



Vale Joan Evans

On Tuesday 8th July a group of us attended the funeral of Joan Evans at St Benedict's Narrabundah. Joan was one of the earliest members of the Wednesday Knitters but she'd been seriously ill for several years and hadn't been able to join us chatting and knitting along for quite a while. Actually it's more accurate to say "crocheting along" in Joan's case. She was a most prolific producer of the most colourful and cosy of the classic granny rugs and it was heart warming to see one of her pieces on her coffin at the church.

Somehow though, she also managed to produce an extraordinary number of knitted items, mostly children's gear and toys when she wasn't crocheting. At our Mothers Day and Christmas stalls at Curtin, Joan's table was always one of the busiest with customers returning year after year to get something for their newest family members. She still managed to come along to the stalls occasionally and it was always good to see her there.

We were reminded at her funeral just how central to Joan's life was the idea of family, and community. We have been blessed that she brought her enthusiasm, friendship and creativity to share with us at QEII where family and community are core business. Our thoughts and prayers go with Tony and their children and grandchildren – Joan's place at QEII is a key part of who we are and we will miss her. (Article by Lynne Johnson)



CMS Membership

Annual renewals for membership to the Canberra Mothercraft Society are due and new members are always welcome. Subscription rates (GST inclusive) are:

Corporate \$80, Family \$30, Single \$20, Concession \$10.

If you would like to renew your membership or become a member, please phone 6205-2333 or email Jacqui Larkham, Operations Manager Jacqui.Larkham@act.gov.au.

CMS Annual General Meeting

All members and friends of the Canberra Mothercraft Society Inc are welcome to attend the 2014 Annual General Meeting on Wednesday 19th November 2014 from 6pm in the Drawing Room at University House, Acton ACT. Refreshments will be available.

RSVP by 10th November to Jacqui Larkham, Operations Manager T: 02 6205 2357 E: Jacqui.larkham@act.gov.au

The Hydrangeas

Former staff and colleagues are invited to stay connected with QEII and CMS by joining The Hydrangeas. Numbers are growing and a Spring gathering is coming up on:

THURSDAY 16TH OCTOBER, 10:30 - 12:30

Australian National Botanic Gardens, *Floresco in the Gardens* (near the Cafe)

RSVP by 10th October to QEII Reception 6205 2333



To get in touch with The Hydrangeas you can contact Robyn Steele by emailing robynsteele@grapevine.com.au or Lynne Johnson by emailing lynnejohnson@grapevine.com.au or telephone 62816771.



Annette Harry, Sally Parsons and Robina Johnston



Helen Harding and Emma Baldock



CMS Wednesday Knitters Market Stalls

Due to inclement weather, the Mothers Day Stall was cancelled this year. The good news is that we decided to have a Fathers Day Stall instead on Saturday 30th August. Beanies, scarves, socks, jams, cakes and more were on offer and the proceeds raised by CMS went to the Community Development Fund.

CURTIN 50TH ANNIVERSARY – CMS looks forward to participating in the Curtin 50th Anniversary celebrations on **Friday 17th October** at Curtin Shopping Centre. A range of edible goodies will be on offer featuring favourites from the Canberra Mothercraft Society's "Keepsakes from Mother's Table" Book. The stall will run from 2 'til 7pm.

Stay in Touch

Contact Dorothy-Jane 'DJ' Gosper, Executive Assistant/Projects Officer for inclusions (photos, articles etc all welcomed for consideration) in upcoming editions of the newsletter; to SAVE PAPER by receiving this newsletter electronically; or to opt out of the newsletter mailing list.

Email DJ at info@cmsinc.org.au or phone (02) 6205-2322.

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