



Welcome to the Festive Season!

It seems that each year goes by more and more quickly as we get older.

What an amazing year BELR has experienced - four retreats, an increase in our wonderful family of staffing, three wheelchair accessible vehicles, and the introduction of our Accommodation Activities Program for our delightful permanent and respite customers.

Another major milestone in the journey of BE is the realisation of my dream of BELR becoming certified against the Qld Disability Service Standards and the excitement, pressure and achievement that people with disabilities can run their own services of excellence, with the brilliant support and hard work of an amazing team of staff.

We are currently planning our Open Day for November 25th, and are looking forward to our upcoming Christmas Party for customers, staff and families on the 3rd of December at our new Valdora Respite Retreat. This is an even more special day for some of our customers as birthdays are being celebrated (including one 50th!). We're hoping to finalise numbers soon, so if you haven't already, please give us a call to let us know if you can come and enjoy the afternoon of music, joy, family fun and good food.



Belinda Wardlaw
Managing Director

Also in this edition is the launch of our new Respite Package, so keep your eyes out for this. I sincerely wish all our supporters of BELR a fantastic Christmas and a happy and prosperous year in 2012.

ACCOMMODATION SERVICES ACTIVITIES PROGRAM



Customer socialisation, exercise programs and up-skilling activities are an important components of the BE customer experience. To formalise this service, BE has recently established a dedicated Accommodation Services Activities Program for permanent and respite Customers. The Program, operating 4 days/wk by our new Activities Support Officer, Lyn Farnham, provides a wonderful range of sports, games, craft, music and other activities such as making birthday and Christmas cards for family and friends, making wood and craft items. Lyn possesses a wonderful talent to get customers involved in and enjoying activities, and the response from our customers has been just delightful, with new friendships formed, some lovely cards and gifts made, and smiles all round.

Customers of all retreats recently came together for a Melbourne Cup Day event where they participated in and enjoyed a delicious luncheon, activities and games. They are also excitedly looking forward to our upcoming Christmas party and the celebration of two customer birthdays.

QA AUDIT



We are just delighted to advise that we have sailed through our recent certification audit with flying colours! The auditors were incredibly complimentary regarding the quality of our new quality system, with the end result being BELR successfully meeting the intent of the Queensland Disability Service Standards and achievement of certification (with no non-conformities and no improvement actions required – which is apparently very rare!). It's wonderful to see all that hard work pay off, and know that we now have a first class quality system, operating at best practice level. We are now continuing to implement the quality system enthusiastically across the organisation.



'TIS THE SEASON TO BE PARTYING!

As the festive season rapidly draws near, we're busily preparing for our Xmas party on December 3. Invitations have gone out, and we're excitedly looking forward to catching up with our customers, customer families, friends, staff and colleagues, to celebrate this wonderful time of year. Our customers have also been busily preparing some very special surprises for the day – we can't wait!

HOLIDAY RESPITE PACKAGE

Take a break this summer, with our great respite deal for the holidays. During the months of December and January, stay four nights at our Respite retreat, and you'll receive a fifth night for free! You'll also have the opportunity to trial 1 Community Access or 1 Activities Program session free of charge. For bookings and enquiries, contact Belinda on 1800 4737 7483 or belinda@belifestyleretreats.com.au.



STAFF GRADUATION

We're delighted to announce the recent graduation of ten of our wonderful staff, in their Certificate 3 in Disability.

This course gives staff an excellent background in disability care, which is enhanced by our unique and comprehensive in-house training program. Congratulations to all graduates, we're so very proud of your achievements.



CUSTOMER FEEDBACK

We are committed to the continuous improvement of our services, and invite all customers to provide any comments or feedback at any time, either through our customer questionnaires, or directly to Belinda at belinda@belifestyleretreats.com.au

NEW CUSTOMER SERVICES

As part of our commitment to providing a raft of holistic services to customers, BELR has recently introduced in-house hairdressing and podiatry services, by a visiting hairdresser and visiting podiatrist. Permanent and respite customers can now enjoy these services in the comfort of our retreats.

CUSTOMER MEETINGS

As part of our new QA system, all customer families/guardians are invited to meet with Belinda over the next few months to learn about the QA system and what it means for BE customers. If you would like to meet with Belinda sooner, please just email belinda@belifestyleretreats.com.au, and a meeting date can be made.

CURRENT VACANCIES

Vacancies as at 22/11/11 - 4 respite beds

For enquiries, please call Belinda Wardlaw on 1800 4 RESPITE (1800 4737 7483).

CONTACT DETAILS

Office number is 07 5446 6299 or 1800 47377483 Postal address is PO Box 1111 Coolum Beach 4573.

Web address is www.belifestyleretreats.com.au

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