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ENDURING CARE NEWSLETTER

SEEING THE ABILITY

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A Bit of History



Its always interesting to find out how various businesses or organisations start up. Enduring Care was born out of an identified gap in disability services in Toowoomba and especially a gap in services that specialise in mental health supports. Following some discussions over the period of a year, with much planning and evaluating, the idea and model for Enduring Care was put together. Enduring Care was launched in July 2022 and Aaron, a Social Worker took on our first client and couple of staff. Aaron was well supported by Russell and Suzanne, with many years of local business experience and Robert who was worked in the disability space for many years in varied roles, including senior management roles.

The client base grew at a steady rate to begin with, but within a couple of months more clients followed as did many staff (often referred to us by our current staff). Our model of service was conceptualised with the focus on the clients individual needs, meeting them at their point of need and being adaptable as an organisation to that. We also maintain a high level of support, feedback and communication with our staff. We value work life balance, staff ideas and feedback and each staff members skill set, gifts and talents. Many people say, "well this model of service is a great idea", and yet so many people report that this is not their experience with other service providers.

Enduring Care has grown since that first client and taken on many more clients, always with that same focus of meeting the client at their point of need and being adaptable to their needs. In February 2024, We moved into our permanent office space across from Harvey Norman on Ruthven street on the south side of Toowoomba. We have branched outside of Toowoomba, taking on a client in western QLD. Although our model of service and value have remained, we have made many changes and adapted and grown as an organisation. In April 2024, we passed our first registration audit. At Enduring Care, we love the challenge of continuous improvement and change to improve what we do in our clients lives.

Company Over View



Why Choose Enduring Care?

At enduring CARE we treat our clients, their families and our staff with respect. We value and support their ideas, ambitions, beliefs and goals. Caring, both as an organisation and individuals, we show genuine care and compassion for clients as we work together to improve their quality of life.

Word from Director

What Are Organisational Values? Organisational values are a set of core beliefs held by an organisation. They act as guiding principles that provide an organisation with purpose and direction and set the tone for our interactions with our participants, employees and other stakeholders. They can also ensure accountability. Please have a more in depth look at our Values on page 5.

Our Mission

We are dedicated to providing; professional, reliable, goal-oriented care and support to our clients. All clients are treated with the respect and dignity they deserve. We will go the extra mile to ensure that our clients' needs are met with professional support from trained and skilled support workers.

The Goals

Since Enduring Care launched in July 2022, it has always been a goal to become registered with NDIS - National Disability Insurance Scheme. We are happy to report that in April 2024, we successfully passed our audit and now awaiting registration.

Our Value ---

C CARING

Here at Enduring CARE, compassion isn't just a part of our job description – it's who we are. Both as an organization and as individuals, we deeply care about our clients, striving every day to enhance their quality of life. But our caring doesn't stop there; we extend the same level of compassion to our dedicated staff and stakeholders, ensuring everyone feels supported and valued.

A ADAPTABILITY

We understand that individuals within the disability community have diverse needs and preferences. That's why Enduring CARE prides itself on being adaptable and responsive, meeting our clients exactly where they are. Whether it's adjusting our services, implementing new approaches, or providing tailored support, we're committed to ensuring that every client receives the personalized care they deserve.

R RESPECT

Respect forms the foundation of everything we do at Enduring CARE. From our interactions with clients and their families to our interactions with our own staff, we prioritize treating everyone with dignity and consideration. We deeply value the ideas, aspirations, beliefs, and goals of each individual, fostering an environment where everyone feels respected and empowered.

E ENDURING

At Enduring CARE, we cherish the lasting connections our clients have with their families, communities, carers, and support staff. Recognizing and valuing our clients' strengths lies at the heart of our approach. We work tirelessly in a client-centered manner to not only identify but also build upon these strengths. By fostering enduring relationships and empowering our clients to leverage their strengths, we pave the way for sustained growth and fulfillment.

Meet Some of The Team



In order from left to right

Stephen Belesky

Client Services Manager

Stephen enjoys interacting with people and taking the time to hear their stories. This was the main reason he became a qualified counsellor. Stephen has mostly worked in the community sector and has a strong interest in the area of mental health. Stephen believes that the most effective way to support someone is by spending time to get to know them. He is someone that likes doing things with people, rather than for them.

Melissa House

A Team Leader

Melissa started working as a support worker in 2022 for Enduring Care. She then stepped into the role as team leader in 2024. Melissa has 3 children, one having a disability and complex needs. She understands the challenges that come with having someone in your life with a disability, along with being able to trust a company to care for that loved one.

Ashleigh Hannah

Office Administrator

Ashleigh has been working in administration and accounts for several years now, starting in her family's business and now working for Enduring Care as the office administrator and payroll officer. Ashleigh is a highly organised and task orientated person. In her spare time, Ashleigh loves going out to the farm, mustering cows and doing cattle work.

Aaron Thayer

Operations Manager, CEO, Director

Aaron made a big decision to change career paths in 2001 and this led to a significant change of course. He finished a bachelor of Social Work degree in 2004 and went through different roles, family support work, child protection work, then for many years working with people who have mental illness and the many other challenges in their lives. Aaron feels that being able to help people in any way on their life's journey is a privilege and a blessing. Recently, Aaron was discussing the need for high quality disability support services in Toowoomba with friends and this became one of many conversations and the eventual launching of Enduring Care.

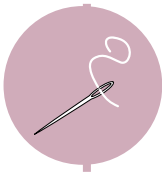
CLIENT STORY

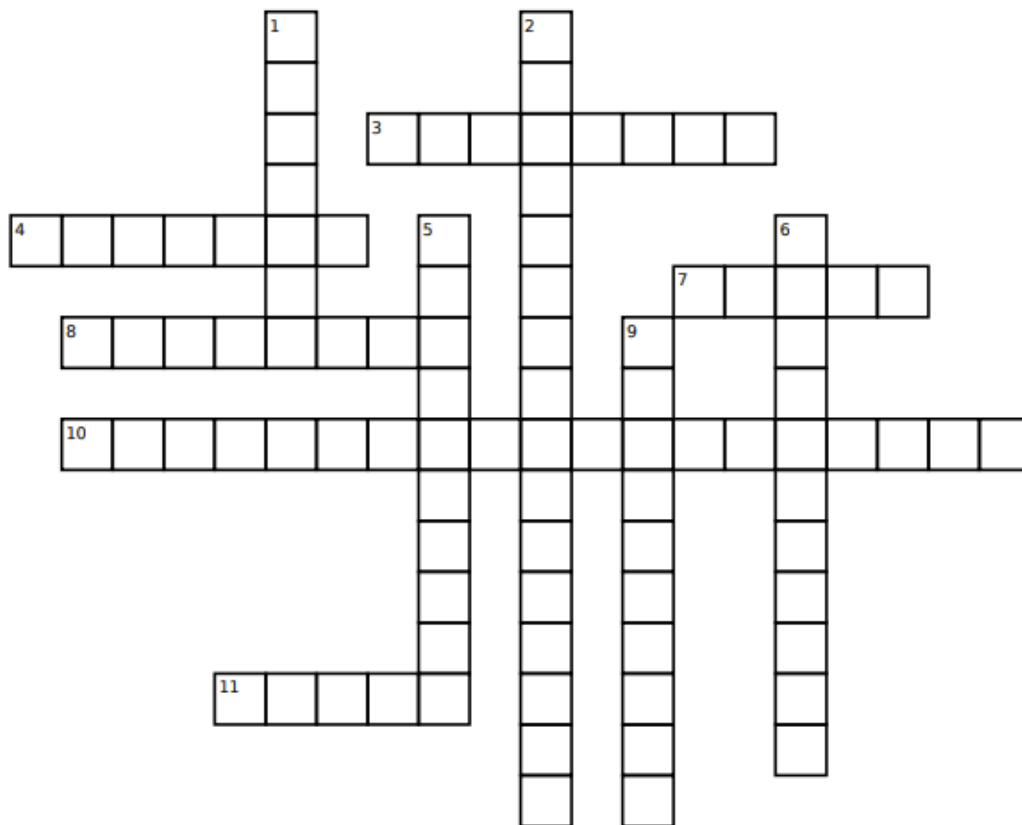
Women's Shed

Each Wednesday Kimmy goes out to the Women's Shed in Pittsworth where Kimmy is made to be a big part of the group. Kimmy goes around to each lady and says hello then sits and has morning tea with the group.

Recently kimmy was helping Susanne chose the different colours for a quilt as shown by the photos. Kimmy loves this part of her life and every Wednesday is eager to go visit the ladies.

Kimmy is then encouraged to take part of what is going on for the day with spending time with the ladies. Everyone takes kimmy under their wing showing them the different items that they are making.





Down:

1. Disease or condition that usually lasts for 3 or more months getting progressively worse
2. clients right to make their own decisions about what is important to them, how they want to receive supports and from whom
5. A device used to wheel people who can't walk
6. someone accepted into the NDIS
9. illness or injury that makes it difficult for someone to do something

Across:

3. make decisions and do things on your own (independent)
4. permission for something to happen
7. what someone would like to achieve in the future
8. Someone to speaks or makes decisions on behalf of someone else
10. Any disability that is not evident when looking at a person
11. someone responsible for looking after another person

July Puzzle

Answers in next edition

Pumpkin Soup With a Twist

Ingredients (7)

- 3/4 medium sized butternut pumpkin
- 2 medium potatoes, chopped
- 1 onion, chopped
- 1-1 1/2 tsp KEEN'S Traditional Curry Powder
- 2 1/2 cups Massel vegetable liquid stock
- 1 cup full cream
- Chilli powder to taste, if desired

Step 1

Place pumpkin, potatoes, onion, curry powder and stock in a large slow cooker. Season with salt and pepper. Cook for several hours until vegetables are tender.

Step 2

Turn off the heat and allow to cool. Using a food processor or stick blender, process until smooth.

Step 3

Stir through the cream and chilli powder (if desired). Warm the soup through again, season to taste and serve.



DISABILITY STATISTICS AND FACTS

Over **4 MILLION** Australians have a disability. That's **1 in 5** people



2.1 million Australians of working age (15 - 64 years) have a disability

1 in 3 people either has a disability or is likely to be close to someone who has a disability



3.4 million (15%) Australians have a physical disability

Almost **90%** of disabilities are not visible

1 in 6 Australians are affected by hearing loss. There are approximately **30,000** Deaf Auslan users with total hearing loss

Vision Australia estimates there are currently **357,000** people in Australia who are blind or have low vision



45% of the population will experience a mental health disorder during their lifetime

Around **668,100** Australians have intellectual and/or development disorders



2.4 million people with disability need assistance with at least one broad area of activity

61% of people with a disability report that their needs were fully met

36% of people with a severe or profound disability are employed

36% of people with a disability aged 18-64yrs, have completed Year 12, compared with **60%** of those without

13% People with a disability are more likely to run their own business, than those without a disability, **10%**



People with a serious disability are **9 times** less likely to participate in activities outside the home

15% of people aged 15 - 64, have a disability

An estimated **10%** of the population has dyslexia. that's more than **2 MILLION** Australians



Contact List



OPERATIONS MANAGER

Aaron Thyer

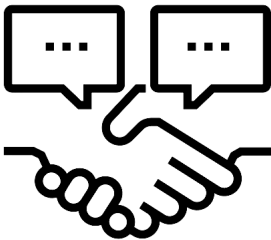
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CLIENT SERVICES MANAGER

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BUSINESS ENGAGEMENT MANAGER

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