



About the Samford Support Network!

1 Who are we?

The Samford Support Network (often referred to as the SSN) is a registered charity formed out of local unpaid volunteers.

Our vision is: **Well connected and well supported community.**

Our mission is: **Providing assistance to people in our community with a wide range of individual and caring support.**

Our motto is: **Community supporting Community.**

2 Who do we help?

We support people in a specific catchment area around Samford who are:

- (i) struggling and frail elderly; or
- (ii) struggling and have a disability; or
- (iii) struggling and incapacitated due to illness, trauma or accident; or

struggling.

To be eligible to receive SSN assistance you need to be a registered client of the Samford Support Network.

3 How do we help our Community?

We see ourselves as the “good neighbour” who will provide a helping hand when needed. We cover the area of Samford and surrounding areas only. We do this through the following support services:

- (a) **Transport through Community:** Medical/shopping/hair/social. All drivers are also volunteers to Community in Bardon. We work under Community as this allows us to use their call centre which takes a lot of work away from us as we have over 1000 drives/year with them. The client calls Community on 07 3510 2741 to book a drive (at least 2 days' notice unless emergency).
- (b) **Transport through Samford Support Network:** The Samford Support Network also offers 'private transport' organised by the Samford Support Network. We offer this as some clients need to go through 'My Aged Care' government process before they can use Community, which causes a delay. To cover this time, we perform drives through the Samford Support Network organised by the SSN Drive Coordinator.
- (c) **Social activities:** Fun events with friends and future friends. This is organised by the SSN Social Coordinator and is a popular service by the SSN which is growing rapidly.
- (d) **In-home support:** Light cleaning / meals. This service is taken care of by the SSN In-home Support Coordinator and includes things such as hanging up washing, changing sheets, or preparing small meals. They also take the opportunity to check-in with clients periodically.
- (e) **Handyman:** Small jobs around the house. This is taken care of by the SSN Handyman Coordinator. This service can include changing light bulbs, hanging up a picture, and a number of other small jobs a tradesperson would be reluctant to come out for.
- (f) **Gardening:** Small jobs around the garden when the garden starts to be a problem due to illness or sickness (not regular maintenance work). This service is looked after by the SSN Gardening Coordinator.
- (g) **Keep People in their Homes:** This program aims to assist in making it possible and safer for our community to remain in their home for longer and includes many of the other services mentioned as well as support such as emergency alert pendants and key safes.

- (h) **Client Support:** This provides help, company and assistance to clients including psychological support, regular visits, and client needs assessments. This is looked after by the Client Support Coordinator and the Client Liaison Coordinator.
- (i) **Food delivery:** Manage food storage and food box preparation, weekly local collection from stores and businesses, preparation and delivery of food, fruit and veggie boxes to Clients in need, coordinated by the Food Transport Coordinator. The food box drop-off to Clients also includes a quick chat and check-up on how the recipient is doing and assessing whether any further assistance may be required.
- (j) **Financial Support:** In cases of severe and acute financial hardship, the SSN Hardship Fund can be activated to quickly assist qualifying clients with day to day bills. The fund comes under a responsible governance framework and includes professional financial counselling to help those clients in the best way possible.
- (k) **SupportLink:** The SSN are part of the SupportLink referral system allowing emergency services to easily refer people in need to the SSN for assistance. Referrals can trigger any of the services available from the SSN.

What is special is that we know the people we help and our support is individualised.

4 How are we funded?

We are entirely funded by donations from the local community, local businesses and from grants.

You can donate to the SSN through PayPal or by direct deposit to Samford Support Network Inc., BSB 633000 Account number 161951959 (please use reference [DON] followed by your name).

All donations over \$2 are tax deductible – for a receipt please email your name and address to SSN-Treasurer@googlegroups.com)

5 Want more information?

Please talk to any of our SSN Representatives.

You can call us on 0470 214 916, email us on SupportNetwork@outlook.com, follow us on Facebook [@SamfordSupportNetwork](https://www.facebook.com/SamfordSupportNetwork) or visit our website www.samfordsupportnetwork.com.