



*Glen Innes Severn Council
Community Services Newsletter
February 2007*



How to contact us:

Team Leader Brokered and Packaged Care .Northern Community Care –
Janine Johnson. 67390400
jjohnson@gisc.nsw.gov.au

Team Leader Aged & Disabled, Basic and Direct Care. Garden Court –
Robyn Condon 67302430
rcondon@gisc.nsw.gov.au

Director of Corporate & Community Services – 67302300
ljackson@gisc.nsw.gov.au

Staff at NCC

*Elsie Newberry
Anne Edwards
Susie Dunn
Vicki Malone
Sandra Parnell
Janine Johnson
Charmaine Potter*

Staff at Garden Court

<i>Robyn Condon</i>	<i>Ron Webel</i>
<i>Judi Handebo</i>	<i>Noel Schmidt.</i>
<i>Jeffrey Burnett</i>	<i>Fay Yarnold</i>
<i>Jenny Lethbridge</i>	<i>Lindy Rolf</i>
<i>Jenny Carney</i>	<i>Karen Proctor</i>
<i>Sue Sills</i>	

Happy New Year!!

We hope that all of you have a wonderful 2007.... That all your hopes and dreams are reached and that you have plenty of laughter and adventures ahead !!!

Welcome to Sue Sills !!!

Sue Sills has been recently employed at Garden Court as the Home and Community Care Co-ordinator and started work on 15 January. We welcome Sue to Glen Innes Community Services and hope that she enjoys her time with us.

Relay for life

Glen Innes Severn Council Community Services entered a team in the Glen Innes Relay for Life- raising money for Cancer. We had a fantastic time – and we all agreed that it was one of the most extraordinary, heart-wrenching community events we have been involved in. There were 87 teams, who raised a combined total of **\$143,000**, which will go towards research and clinical trials for cancer. There were a lot of tired feet, blisters, sore muscles and sore heads on the Sunday.... But it was all worth it. Congratulations to all of those who contributed. I was extremely proud to be part of the GISC Community Services team, and a part of the wider Glen Innes and district community. It just re-affirmed to me why we live where we live!!!



Regional Respite Programs (Garden Court)

Northern Respite Assist and Ageing Parent Carer Respite.

Service Update. Funding received in the 06-07 financial year for Ageing Parent Carers (Ag-Par) has been fully allocated apart from some limited one-off provisions. These services will be reviewed and prioritised, along with Northern Respite Assist (NRA), a regional respite program for carers of people with disabilities from Birth-65.

Prioritising Meetings. This process involves a review of existing services with case managers and coordinators to determine the level of need for carers, based on their caring responsibilities, range of care requirements, carer stress and other factors such as isolation, and services that are currently received.

The meetings are to be held in April and May, and your case manager or service coordinator may be contacting you to obtain consent for this review meeting and updating information for the prioritising process. Carers with particular needs should talk to their case managers, so that these needs can be taken into account at the meetings and everyone's needs can properly be assessed.

Most existing services will remain the same if the need is the same, although sometimes there may be a change in the funding provider. Occasionally clients/carers who are receiving a relatively high level of service, may have hours reduced; others may have hours increased.

By involving providers across the region, equity of service provision is maintained, and the process is transparent. Carers will not be able to access respite from both NRA and Ag-Par, and generally the level of respite received by all agencies will be taken into account when determining the number of hours allocated.

Provider Reviews. Glen Innes Severn Council has conducted reviews of providers of direct service in the last 12 months, to ensure that those providers we use meet the standards required, and comply with our policies and procedures. This has been a useful process and continuing contact with providers is seen as an important part of ensuring the service that you receive is excellent.

On the Job! Garden Court now has its full complement of staff for local HACC programs, after almost 12 months struggling to keep up with needs. This will mean that Judi Handebo and Robyn Condon will be able to commit to the regional respite programs as is appropriate. We thank all the providers and case managers who supported us through this difficult time.

Focus for 2007. One of the goals for this year is to focus on the health and wellbeing of carers. It is established that if carers are healthy they are able to cope better, and that exercise and healthy eating helps to reduce stress. Respite hours that enable carers to achieve these goals will be encouraged. Carers will also be encouraged to use the respite hours for activities that enhance their sense of community/social involvement, because this is another way of maintaining a life balance.

Forums. The Sub-Regional Consultative meetings that are held in Tenterfield, Glen Innes, Inverell and Bingara by Glen Innes Severn Council, although they only cover part of the respite area, are nevertheless a good opportunity for consumers and carers to have input into service delivery and to raise issues of unmet need. **SO please come along to the ones in your area and have your say!**

Renovations !!!!

Northern Community Care has just recently had the path fixed at the front of the building. A non-slippery ramp replaces the old one, which was covered with slippery tiles!!

Northern Community Care : -

New funding was received for five (5) Community Aged Care Packages making a total of 60 Packages. Congratulations to Janine and Anne for the work they put in with this application.

Glen Innes Severn Community Services Sub Regional Consultative Group.

When: Thursday 15th February

Where: Garden Court

Time: 11am

*NB- there will be a talk on medication handling
and monitoring at this meeting.*

All those who receive a service from Glen Innes
Severn Council Community Services are invited to
attend.

Dates of interest

- 7 February - New England Aboriginal Planning and Advisory Group (attended by Elsie)
- 13 February -HACC steering group meeting (attended by Janine).
- 15 February - sub regional Consultative Group meeting (attended by Janine, Sandra and Lotta).
- 23/24 February – Community Options Conference (attended by Charmaine and Elsie).
- March – Seniors week.
- International Women's day- 8 March

- 14/15 May – HACCC conference.

Fire Alarms

Fire Alarms

Please remember that Fire Alarms are mandatory in homes! If you need to have a fire alarm installed or a battery changed, please contact your case manager/ co-ordinator and we will assist you to organise this. Having a Fire alarm is vital and could save your life, so please ensure that you have one. Be aware that your alarm needs to be checked regularly as well, to ensure that it is working..... and if it starts beeping , it needs to be changed !

Safety at Home

- Never let a stranger in. Don't be embarrassed to insist on proper identification from any caller. If they can't show it or you're still suspicious after seeing it, call the organization or company they represent for verification.
- Keep emergency numbers such as those for the police and fire department near, or on, the phone.
- Always keep your doors locked when at home.
- Install a peephole in your door, so you can see callers without opening the door.
- Be sure your street address number is large, clear of obstruction, and well lighted so police and other emergency personnel can find your home quickly.
- If a stranger asks to use the phone, don't let him/her in. Offer to place the call for him/her.
- Never give out information over the phone indicating who is or is not at home, or when they are expected back.
- Consider installing a telephone in your bedroom, since it enables you to call for help if you wake up and hear an intruder in your home.

Complaints Scenario:

Scenario:

John had just been visited by his Case manager. John was unhappy about some of the comments made by the case manager and was confused by some of the conversation.

John should:

1. Discuss this with the case manager if possible, and ask for another meeting to resolve the confusion. The case manager should work with the client in reaching a solution at this point.
2. If John feels uncomfortable talking to his case manager or he isn't satisfied in the first instance he could fill out and submit the included Feedback form or contact the Team Leader, Janine Johnson on 67390400.
3. If, after talking to Janine, John is still not happy he should contact the Director of Community Services, Lotta Jackson on 67302300.



Feedback Form

Northern Community Care values your feedback on what we do well and what we can do better. If you feel that we have failed to abide by the agreement between you and Northern Community Care in any way, or that we have done something particularly well, please don't hesitate to contact us.

It is important to us that you are aware, that by exercising your right to give negative feedback about our service your right to current or future services will not be affected.

This form can be completed and sent to Northern Community Care at any time. We appreciate the opportunity to improve our service delivery to clients and thank you for your input.

Name:

Address:

Nature of concern:

Date of incident:

What has been done so far?

What would you like done about this?

Thank you for taking the time filling out this form. Please expect a written response within 14 days of lodging this letter. If you do not receive a response, please contact the Team Leader, Packaged & Brokered Care on 67390400.



**Glen Innes Severn Council
Glen Innes Severn Community Services
Sub-Regional Consultative Group**

Chairperson: Janine Johnson		Date: 23 rd November 2006
Apologies: Eileen Mayhew, Lynn Shands, Mary Divine, Cheryl Hill, Linda Tighe, Robbie Duff, Penny Judge, Merv Faulkner		Start Time: 11am Finish Time: 12.35pm
Present: Tony Leamon (carer), David Bales (Target group), Lotta Jackson (GISC), Lynda Kay (Tenterfield HACC Committee), Sue Whitebread (Tenterfield HACC Committee), Rod Smith (Gwydir Shire), Janine Johnson (GISC).		
1	Welcome and Introductions	
2	Acceptance of Previous Minutes	At this point it was decided that the group wouldn't have a rigid formal structure. Minutes/meeting notes would be read each meeting & would be made available to all participants and go in the regional newsletter.
3	Business Arising	Resignation of carer representatives, Merv Faulkner and Linda Tighe
4	Suggestions from participants on future direction of consultative group	
4.1	Lynda Kay	<ul style="list-style-type: none"> ➤ Suggested a questionnaire to obtain feedback from the community. ➤ Feedback from family members
4.2	David Bales	<ul style="list-style-type: none"> ➤ Agreed that feedback was a good starting point.
5	Lotta Jackson	<ul style="list-style-type: none"> ➤ Arrange guest speakers to deal with pertinent issues.
5.1	Topics that would be of interest	
5.2	Rod Smith	<ul style="list-style-type: none"> ➤ Mental Health ➤ Medication management. Mentioned that this topic had been well received in his area. (Barry Mason & Wendy Long did the training). ➤ Management of stress
5.3	Sue Whitbread	<ul style="list-style-type: none"> ➤ Spoke about a recent workshop in Tamworth and Armidale. ➤ Agreed it would be good to survey client base to get common themes for guest speakers. ➤ Possible topics: Enhance life at home Stimulate and assist Enhance health at home Tips and ideas for exercise at home
5.4	Lynda Kay	<ul style="list-style-type: none"> ➤ Mental Health ➤ Bipolar, depression, schizophrenia courses etc

		➤ Pamphlets
5.5	David Bales	➤ Transport
5.6	Lynda Kay	<ul style="list-style-type: none"> ➤ Spoke about transport issues ➤ A Tamworth brochure ➤ Advertising transport ➤ Misunderstandings about transport outside organizations ➤ Suggested looking at local Community Transport – not under our auspice.
5.7	Medications Discussion	➤ Appropriateness of medication speaker
5.8	David Bales	➤ Suggested a Chemist (Janine to explore for next meeting).
5.9	Sue Whitbread	<ul style="list-style-type: none"> ➤ Spoke about a Food Hygiene and preparation of nutritionally balanced meals course run by Kerin Rule - under 30 hours and is free through TAFE. ➤ Suicide Prevention (recent course held in Inverell and attended by staff from NCC).
5.10	Tony Leamon	➤ Spoke on the prevalence of suicide in aged people.
5.11	Rod Smith	<ul style="list-style-type: none"> ➤ Spoke on medication in Mental Illness - Dr Timothy Chen – Professor Pharmacology – Sydney University -right medication, right usage. ➤ Communication with health professionals and distance ➤ ? Skills and practices of non- Government organizations (NGOs) and Government departments
5.12	Tony Leamon	➤ Specific aids and how to get them for physically disabled
5.13	Lynda Kay	<ul style="list-style-type: none"> ➤ Support Groups ➤ McLean Village –palliative care ➤ Importance of information
5.14	Sue Whitbread	<ul style="list-style-type: none"> ➤ Stroke clients ➤ Medical issues - Home Maintenance- Temporary Ramp ➤ Possible talk from Tonya King/ Melissa Hill (OTs)
6	Correspondence	➤ Letter of resignation from Linda Tighe
7	General Business	<ul style="list-style-type: none"> ➤ Services – Where to go from here? ➤ Variety of Services ➤ Northern Community Care Programs ➤ Social Plan
7.1	Newsletter	➤ To continue as discussed last meeting
7.2	Group Meetings	<ul style="list-style-type: none"> ➤ To be changed permanently to the third Thursday in the month. ➤ Next meeting will be 15/2/2007 at Glen Innes.
7.3	Aboriginal Membership	<ul style="list-style-type: none"> ➤ David raised this and it was agreed that it was desirable to have Aboriginal representation, and that Janine would invite members of the Aboriginal community as the meetings occurred in each area. ➤ Group membership in general was discussed and it was agreed to stay with the current structure, but try and increase attendance from the particular local community at each meeting.

7.4	Focus for the group	<ul style="list-style-type: none"> ➤ Lotta suggested formulating aims and objectives and discussed: Increased services to individuals in our community Independence at home Isolation issues- aloneness Lynda talked about where the services go from here Rod asked for information on the services Lotta distributed some social plans Janine to bring information packs to next meeting Lotta, Janine and Robyn to prepare some overarching aims and objectives for discussion
7.5	<i>Next Meeting</i>	<ul style="list-style-type: none"> ➤ 11am, 15th February 2007 –at Garden Court, Corner Cross and Church Street Glen Innes.

Advance Health Care Directive:

This form deals with your future health care. The time may come when you cannot speak for yourself. By completing this form, you can give directions about what medical treatment you would want, or not want

at such a time. If you would like information about this form, please contact your case manager for a copy of the form, email aslarc@scu.edu.au or phone 0266593197.

Useful Phone numbers:

Seniors Information Line: 131244
The Aged Care Rights Service (for older people in supported accommodation): 1800424079
Aged Care Information Line: 1800500853
Aged Care Complaints Resolution: 1800550552

Carer Resource Centre: 1800242636
Carer Respite Centre: 1800059059

Lifeline – 131114
Relationships Australia: 1800801578
Telecross : 1800812028
Country Carelink: 1800806160

Mental Health information & referral service: 1800674200
Mental Health info for Rural Australia: 1300655198

International

Women's Day ♀

Glen Innes Severn Council Community Services applied for and received \$1000 for International Women's day this year. International Women's day is on 8 March 2007, and a small committee has been established to organise the event.

The title for this year's event is **Women Can Do Anything**, and the theme is "*Valuing difference, leading change*". We will have a dinner and Entertainment at the New England Club on 8th. It was agreed to focus this year on the changes in society that have led to a variety of choices for women: to careers in what were once non-traditional roles for women, as well as the opportunity to combine careers with family, or to choose to commit to family as a career. Women can do anything and the committee will invite a selection of women representing differing life choices to tell their own story: why they made the choices they did, what barriers were there for them and how they overcame these, and what rewards and outcomes have been achieved. Their stories will illustrate and celebrate different choices, show how their choices have led to changes in attitude and more opportunities for women, and provide inspiration for us all.

Anyone who is interested in joining in with us on this night should contact Garden Court or Northern Community Care.



Interesting Definitions:

Boast buster – A person who when asked to guess how cheaply you bought something, or the size of your pay rise at work, always picks a figure so extreme that your excellent story falls flat.

Ad nausea – When watching the cricket on the TV, the feeling you get after having seen twenty-three ads in a row during the lunch break.

Ambidisastrous – In football, to be equally incompetent with either foot.



'Life is not measured by the breaths we take, but by the moments that take our breath away.' (unknown author)

The following Standards govern our every-day work. We aim to adhere to these standards within the Community Options program at NCC and HACC programs at Garden Court

Home and Community Care Standards

1. *Access to Services:* To ensure that each consumer's access to a service is decided only on the basis of relative need.
2. *Information and Consultation:* To ensure that each consumer is informed about his or her rights and responsibilities and the services available, and consulted about any changes required.
3. *Efficient and Effective Management:* To ensure that consumers receive the benefit of well-planned, efficient and accountable management.
4. *Co-ordinated, planned and reliable service delivery:* To ensure that each consumer receives co-ordinated services that are planned, reliable and meet his or her specific ongoing needs.
5. *Privacy, Confidentiality and Access to Personal Information:*
To ensure that each consumer's rights to privacy and confidentiality are respected, and he or she has access to personal information held by the agency.
6. *Complaints and disputes:* To ensure that each consumer has access to fair and equitable procedures for dealing with complaints and disputes.
7. *Advocacy:* To ensure that each consumer has access to an advocate of his or her choice.

A Tribute to Fred

In 1997 Steve and I leased the Toompine pub in South Western QLD (between Thargomindah and Quilpie) from a friend and very distant cousin called Fred Houghton. Fred is a remarkable fellow; he was a 'bomber aimer' in the war, a shearing contractor, pub owner and alcoholic (to boot). Fred gave up drinking probably 15 years ago, and hasn't touched a drop since.

While Steve and I were at the pub, Fred would often come to visit, to help out at shearing time, during the Birdsville races, or the annual Easter 'Clay pigeon Gun-shoot'. He would march in with boxes of cheap food he had bought in Charleville on 'special', put some marching music on and proceed to mess the place up!!! If anyone came to visit he would take them for a tour of Toompine in his old ute (which was a bomb), screaming through the mulga at a fast rate of knots. He had an incredible attitude and ALWAYS saw the positive side. He would say "oh! I'm not kiddin, I've been blessed ... I've looked straight down the barrel of Japanese guns, I've drunk myself stupid.... I've got someone watchin' over me for sure!!".

In 1997 when I was pregnant with my eldest child, Alec, I had to drive to Charleville a couple of weeks before he was due. Charleville was three hours away and was the nearest town that could deliver babies!! Fred lived in Charleville (when he wasn't flitting all over the country) and he took me in. In those weeks I helped Fred collect fire-wood for people and delivered Toompine honey to his mates around the town. He made stews every day for his alcoholic anonymous mates and his friends in hospital. He unfortunately would buy dog meat from the butchery to make these stews and invariably they would have a bit of 'guts' stuck to the meat, which wasn't good for my stomach!! He had no smell or taste buds, so he thought it was great. I watched him one day put the whole pot of stew into the freezer after it was cooked. When it froze he took it out to his car and sat it on the bonnet to defrost. The next day (after a day of it sitting in the sun), he had forgotten where he had put it and nearly drove himself crazy looking for it!! I would bend over backwards to try and cook a meal myself every night (with meat I had bought from the butcher) so that I wouldn't have to eat dog meat curry!! Every afternoon he would yell

“ all aboard the flyer” and he would take me driving over gullies and ruts in and around Charleville. He believed this would help to induce the baby!! We got bogged in a gully once at the Three Mile, where he used to go fishing as a boy. I was sure that I would have Alec in this sandy gully with Fred as the midwife!! Fred made the comment that the Three Mile had more sand in it than the Simpson Dessert, put the ‘beast’ in gear and jammed his foot flat on the accelerator. After five minutes of motionless roaring and smoke filling the vehicle I suggested that maybe we should put the hubs in!! Finally we took off with a sudden jolt and flew over the sandy goat track that was once a road!! When we emerged the other side of the gully the ‘beast’ stopped. I suggested that perhaps she was over-heated, but Fred insisted that it wasn’t because it didn’t show on the temperature gauge(the needle on the gauge hadn’t registered all day, and I don’t know whether it ever worked!). Fred was incredibly generous with his time... his energy.... his enthusiasm. In fact, Fred was there while I was in labour (outside the labour ward) pacing up and down, ringing everybody that he could think of. He was the first person (apart from Steve) to see Alec when he was born and I’ll never forget him exclaiming ‘ Hoh!! What a little beauty, you’re blessed, he just loves livin!!’. I loved Fred, although at times he nearly drove *me* to drink! There was never ever a dull moment.

The other day when he found out that he had cancer through all of his body he said to my cousin Mary “ Oh, don’t worry about me, I’ve been blessed, I’ve had a good life-I’m in front of most people”. Fred is currently in Charleville hospital, hanging on by the skin of his teeth (as Fred would). The phone apparently rings non-stop: old mates ringing to see how Fred is. Fred was a mate to everyone, and he never forgot anyone he met in passing. He treated everyone the same. It didn’t matter whether you were the queen, or a ‘hobo’, Fred was still interested and still helped you where he could. He taught me many things, but the most important thing he taught me was how to really live and appreciate! As the saying goes ‘ *life is not measured by the breaths we take but by the moments that take our breath away*’..... Here’s to Fred. sx

On the night we were ‘walking the track’ for Relay for Life, Fred passed away.

Telstra Priority Assistance:

Is available to current Telstra clients who:

- Live alone, without social support or in a remote location
- Have dependent medical conditions ie:
- Dialysis patients, oncology patients, AIDS patients, Haemophilia patients and others with bleeding disorders, people with a severe disability.

If you want to find out if you are eligible or not, contact 132200 or contact your case manager who can assist you to access this service.

** The Priority assistance form needs to be updated every 3 years.*



Judi Handebo raised over \$1,150.00 for cancer and had a very public head shave at the Relay for Life on Saturday. You can see her above being shorn by her hairdresser, Sam.

Other members of our Glen Innes Severn Council Community Services Relay Team are pictured below having a well deserved rest in between walking. Vicki Malone is on the left and Sandra Parnell on the right. The hands denoted the helping hands that our team extends to people in the community.



Please remember that we would love to receive contributions to our newsletter from our service users, and I'm certain that others clients, carers and members of the target community would also enjoy sharing your stories.

If there is any particular topic that you would like to be addressed in the newsletter or at our quarterly meetings please contact us and let us know. Your input will help us to continually improve the quality of our service. I hope to see some of you at the Glen Innes meeting on 15 February. *Janine Johnson*