

JULY 2019 EDITION

Price increase

The 2019/2020 financial year is about to begin. Due to cost increases and at the direction of the Department of Health, services funded by the Commonwealth Home Support Programme will be charged at \$10.00 per hour. From 1 July, 2019 the cost per hour for home and garden maintenance, domestic assistance, social support and food services will increase to \$10 per hour.

Five reasons to give up alcohol this July

Taking a break from alcohol is absolutely one of the best things you can do for your health (and your wallet!).

It is estimated around three per cent of all cancers diagnosed in Australia each year are due to alcohol use. Cutting out alcohol not only reduces your risk of cancer, but you can also expect these five great benefits:

Weight loss

Alcohol is high in energy, with one standard drink containing 315 kilojoules from the alcohol alone. It also promotes weight gain. When we drink alcohol, our body focuses on breaking down the alcohol and getting it out of the system as quickly as possible. When alcohol becomes the metabolic priority, we don't burn fats and sugars as efficiently, and so store more of it as body fat.

Taking a break from drinking will go a long way in helping you lose weight, stabilise your blood pressure and it will give your liver a rest!

Increased energy levels

Alcohol might help us fall asleep, but it leads to poorer quality sleep. Within one week of giving up alcohol, you can expect to experience an increase in wakefulness, enhanced work performance, better sleep quality and improved concentration. Not being glued to the couch recovering also means more opportunities to get out and about and reduce your fatigue long term through exercise.

Improved mental health

A lot of us are guilty of using alcohol as a way to unwind. It might feel like it works, but alcohol is often used as a short-term coping mechanism. It can be damaging to our mental health and regular drinking can actually trigger or worsen symptoms of anxiety. Dry July is an excellent time to get to the bottom of the stressors in your life and address the root causes. By giving up the booze you'll have more time to test out some other ways to cope with stress. Yoga, meditation, exercise or listening to music can all be excellent stress-busters.

Healthier skin

Alcohol dehydrates the skin, promotes inflammation and causes small blood vessels in the skin to widen, which can lead to broken capillaries on the face. So giving it up will leave you with hydrated healthier-looking skin.

The average Australian household will save \$1,664 a year (or roughly 85 avocado toasts) by ditching the booze. That's more money to spend on brunch with friends and less spent on Panadol to nurse your hangover!

So what are you waiting for - Go dry this July!

We are once again partnering with Dry July to raise vital funds for our 13 11 20 support service. So turn your month off booze into a way to help people affected by cancer. We guarantee it will make the month go quicker and be even more enjoyable.

Sign up for Dry July today

Your body and the thousands of West Aussies affected by cancer, will thank you.



Picture by Cancer Council

New Aged Care Standards

What are the new standards?

The Australian Government has set some new Aged Care Quality Standards that clearly define what good care should look like. These new Standards have been published and your service will have to use them from 1 July 2019.

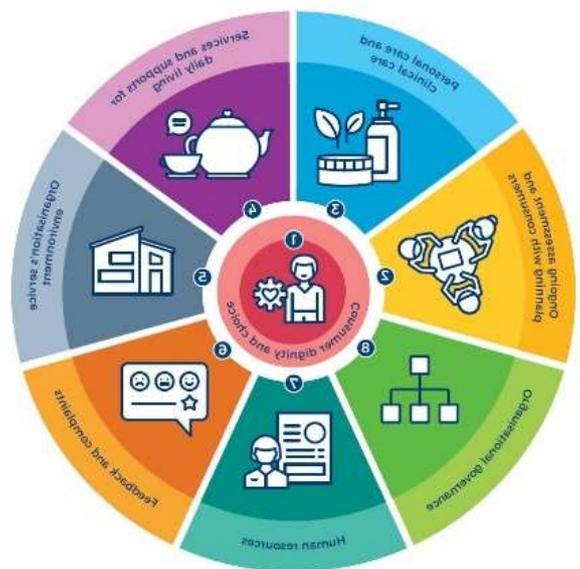
The new Standards make it easier to check that people receive good care. Good care is not about your provider 'ticking boxes'. It's about them caring for you and your individual needs.

Each standard says what you, the consumer, can expect. Your aged care provider has to meet an "outcome" for you and they have to demonstrate how they are meeting that outcome.

There are eight standards, and each one is about an aspect of care that contributes to your safety, health and wellbeing. The graphic shows you

which part of your care these standards relate to, or you can see the list below:

1. Consumer dignity and choice;
2. Ongoing assessment and planning with consumers;
3. Personal care and clinical care;
4. Services and supports for daily living;
5. Organisations service environment;
6. Feedback and complaints;
7. Human resources; and
8. Organisational governance.



Most people know what good care feels like

The staff are friendly and respectful, and they respond to your particular needs. You are well cared for by people who know their jobs. You have people to talk to about the things that matter to you. The organisation providing the care is well-run.

What you can expect in aged care

It doesn't matter whether you are getting care at home or you are living in a residential aged care home. It doesn't matter who you are, where you live, your life experience, identity, beliefs or culture. Every person receiving care has a right to be treated with dignity and respect, and to have their personal and clinical needs attended to.

If you believe your care isn't up to the standard that you expect, let someone know. Raising concerns isn't 'being difficult', it's a normal part of service delivery.

What you can do if you have a concern

You and your family should feel comfortable that you can raise questions and issues with your provider if you feel your care isn't up to standard. If you don't feel comfortable talking about these issues with your aged care provider, you can contact the Commission and other services may be able to help you.

- You can contact us to give feedback about the quality of care and services you have received. This is different to making a complaint. This information helps us in accrediting, assessing and monitoring services against the quality standards. To provide feedback, please call us on **1800 951 822** or email Audit.Feedback@agedcarequality.gov.au.
- You can also contact us to raise concerns about the quality of care and services you have received. Raising concerns provides an opportunity for aged care services to become aware of issues, find solutions and improve their care.

If you're not sure about raising an issue, advocates are available who can help you work out what your rights are and what your options may be. You can speak to an advocate by calling **1800 700 600** or visiting the Older Persons Advocacy Network (OPAN) website. Translating and interpreting services are also available. All services are free.

My Aged Care

My Aged Care is a Government operated website and contact centre for people who would like Government support to access in home support, community or residential care.

The service can help you find information about subsidised aged care options including the different types of Government funded services available, eligibility for those services and the associated costs.

To receive assistance you, a family member, carer or client representative can register your details with My Aged Care and you will need to be assessed to access any Government subsidised services.

My Aged Care then assigns you with an aged care user ID and keeps a central client record which includes your assessed needs and the Government funded care services being provided.

Visit myagedcare.gov.au or call 1800 200 422 for more information.

Office closure

We apologise for the inconvenience but on Monday, 15 July, 2019 the office will be closed so we can undertake essential training..

From the Manager's Desk

I was premature last month thinking that June was going to be my last Newsletter but as Wendy, our new Manager is not commencing until the end of June so this will now be my last newsletter .

We have had another big change this month as Sue Mustapa, our Client Services Officer has decided to move interstate and has left our employ.

Melissa Sullivan who has been relieving in the role of Client Services Officer is kindly stepping up as Acting Client Services Officer and we are very grateful that she has agreed to work in this capacity. Melissa has been working as a Support Worker and has also been assisting as a relief Administration Officer. I am confident that Melissa will look after the needs of our Clients in a spirit of excellence.

I have asked Wendy to write some words about herself and she has sent these to introduce herself to you:

Hi everyone

I would like to take this opportunity to introduce myself to you all, my name is Wendy le Bechee and I am the new Manager Community Care Services for Narrogin Regional Homecare. I have lived in Popanyinning for the past several years with my husband Andrew on our 10 acre property where I enjoy spending my time

gardening and adding to our growing menagerie of animals.

Originally from New Zealand, I have lived in Australia for over 30 years and am the proud mother of two boys who are now in their twenties. Some of you I might have met as I have worked in Wagin and Narrogin previously but for the last year, my husband Andrew and I have been traveling around Australia but there is no place like home and we are excited to be coming back. I am very much looking forward to meeting you all and working with the staff and Shire for many years to come.

Kind regards

Wendy le Bechee

Have a happy and healthy July.

Kindest regards



Lynne, Wendy and the Narrogin Regional Homecare Team

Happiness cannot be travelled to, owned, earned, worn or consumed. Happiness is the spiritual experience of living every minute with love, grace and gratitude.

Dennis Waitley

The day I acquired the habit of consciously pronouncing the words “thank you”, I felt I had gained possession of a magic wand capable of transforming everything.

Omraam Michael Aivanhov

I wish I could tell you the secret to being forever young, but no one's figured that out yet. But if you see the glass half full, simplify your life, and give yourself to a worthy cause, you will be forever happy.

Bert Jacobs

Dates for your Diary

Mandurah Community Museum

Saturday, 22 June, 2019

The Mandurah Community Museum is a very humble looking building and you could be forgiven for thinking it most likely doesn't contain much and you would be 100% wrong!

The museum building began its life in 1898 as a schoolroom. There will be a guided tour which includes a detailed history of Mandurah, an interactive classroom from a bygone era where you can sit down and write with a real ink pen. Prison cells, mega mouth shark, historic photos, indigenous heritage and ship wreck stories all feature at the museum. All in all a pleasant way to spend an hour or two learning the history of the Peel Region. The Museum is located next to the new Mandurah Bridge. Treat yourself to a relaxing lunch beside the ocean at the many restaurants and eateries on the Mandurah foreshore. What a lovely way to say goodbye to Autumn and welcome in Winter.

Pickups: commence 8.00am. Leisure Centre approximately 8.30am

Cost: \$25 includes morning tea at Dwellingup and donation towards the museum. Lunch in Mandurah at your own cost.

Mandurah Senior Citizen's Christmas in July: Theme "Winter Wonderland"

Wednesday, 3 July, 2019.

A three course Christmas fare with all the glitz and tinsel of Christmas decorations and entertainment. BYO wine and beer, soft drinks can be purchased. Raffles galore to be won.

Dress to impress in your Christmas outfits.

Pickups: Commence 7.30am. Leisure Centre 8.00am

Drop Off: Approximately 5.00pm.

Quindanning High Tea

Monday, 29 July, 2019.

The Country Women's Association of Quindanning and Boddington and are hosting a fund raising event for Breast Cancer.

A High Tea is an opportunity for women of all ages to come together and discuss mutual interests, to make new friends and catch up with old friends. Numerous raffles to be won. Enjoy delicious savouries, scones, sandwiches and cake. Tea served in china teapots and tea cups. Old world elegance prepared by country women.

Pickups: Commence 9.00am Leisure Centre approximately 9.30am

Drop Off: Approximately 4.00pm

Cost \$30. Please have your name and money to the office by Thursday, 25 July, 2019.

Fresh, Local, Free Range: Wagin Duck @ Game

Wagin Friday, 16 July, 2019.

A family-owned duck and game enterprise based in Wagin provides free-range ducks to high-end restaurants all over Western Australia.

Most of the birds are bred here in Wagin. Breeder birds are free to roam during the day and are safely penned at night. Eggs are collected and then incubated when hatched they are transferred to warm and safe housing. When they are a couple of weeks old they are transferred to grow-out paddocks where they have food, water, shelter and swimming water. This way they can have a life as natural as possible, which makes for happy ducks.

Join us on a tour of this intriguing Poultry Farm, their range of birds include corn fed chicken, quail and seasonally pheasant and turkeys for Christmas.

After the tour we will have lunch in Wagin which will be at your own cost.

Pick- ups commence 9am Leisure Centre 9.20am

Drop off approximately 4pm

Cost \$25.00.



Picture sourced from Pixabay

Complaints, Compliments and Feedback

Narrogin Regional Homecare encourages Clients to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

If you want to comment on any of the services you receive, please let us know. If you do not feel comfortable with the Support Worker who visits you, please let the Manager know and a change of staff can be arranged if necessary.

All complaints and feedback are treated confidentially and will not affect the quality of support you receive or any other dealings you have with Narrogin Regional Homecare.

Support Workers carry "Continuous Improvement /Tell Us What You Think" forms with them at all times. You may request a form at any time from a Support Worker or from the office.

If you wish to pay a compliment, this also helps us to continue to deliver quality service. We encourage you to acknowledge quality service with a simple "thank you" or let us know in some small way that we've got it right.

Complaints Procedure

- 1 You are encouraged to raise your complaint with the staff member concerned if you feel comfortable to do so.
2. If you are not happy to discuss the issue with the staff member or are not satisfied with the outcome you can contact the Manager.

If your complaint concerns the Manager, you can contact the Executive Manager Corporate and Community Services at the Shire of Narrogin on telephone 9890 0900. Remember that you can use an advocate to assist you. The phone number for the Manager, Narrogin Regional Homecare is 9890 0700.

3. The Manager will liaise with the Client Services Officer and the staff to work to resolve the complaint.
- 4 If the issue is not satisfactorily resolved you can submit your complaint in writing to:

*Manager Community Care Services
Narrogin Regional Homecare
Shire of Narrogin
Post Office Box 1145
NARROGIN WA 6312*

We are happy to assist you with this if you phone the office.

- 5 If you are unhappy with the Manager's decision you may wish to contact someone outside the area of Narrogin such as one of the advocacy and external complaints contacts listed over the page.
- 6 Once your complaint has been finalised someone from Narrogin Regional Homecare will be in touch to make sure you still feel comfortable to access support and to ask for your feedback on the complaint process.

NARROGIN REGIONAL HOMECARE

Jessie House, Clayton Road, Narrogin
(between the Leisure Centre and the Hockey Field)
PH: 9890 0700
Email: mccs@narrogin.wa.gov.au
www.narrogin.wa.gov.au

