



SUMMER 2023

Connect



Out and About

The power of protein

**Smart solutions
for a safe and
independent lifestyle**

**8 benefits of
exercise for seniors**

**1300 377 074
allcare.org.au**

Spread the allcare love

At allcare, the support you receive is all about you. We're here to help you 24 hours a day, seven days a week.

64% of our new clients come from word of mouth! We want to take this opportunity to thank you for telling your friends and loved ones about us.

If you know someone who would benefit from becoming part of the **allcare** family, please share our details with them, we'd love to help them receive support to stay in their own home.



Here's how they can contact us:



-  By phone: 1300 377 074
-  By email: info@allcare.org.au
-  Or they can visit our website for more information allcare.org.au

But wait! We know others may be reading this edition of allcare connect!

Volunteer with allcare

We know family and friends of loved ones may enjoy volunteering with **allcare**. And we love our volunteers!

Volunteering is an immensely rewarding experience; we recognise the important function that volunteerism plays in the aged care space, and more broadly in our community.

Our volunteers have the opportunity to support the **allcare** community through:

- Driving our community transport vehicles.
- Helping out at BBQs and community events.
- Providing our clients with social support activities of their choosing.
- Helping out at our corporate office.

If you know someone (or they're reading this!) who would like to volunteer with **allcare**, please contact us on the details above.

Careers

Do you know someone who is passionate about delivering wonderful care and support to people aging in their own home?

allcare is committed to delivering genuine person-centred care, and that's why we need the highest quality staff.

We're always looking for people who are dependable, respectful, innovative, and have a passion for providing person-centred care for our clients. If someone you know is looking for work and is honest, reliable and passionate pass on our details!



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Welcome to the Summer 2023 edition of allcare Connect!

As the holiday period approaches it is important that we all create space to pause, reflect on the year that was, reminisce on the things that went well and plan for the year ahead. Helpfully, this edition of allcare Connect provides content on all three of these topics!

Over the past six months allcare has continued to deliver our widely successful Out & About program. Few things bring me greater joy than seeing our clients have a good time, laughing and sharing a joke. It is this spirit of happiness and connection that makes allcare different. On pages 6-9 we share some highlights of this program, and provide you with a schedule for the 2024 year ahead. I hope to see you all at one (or more) of these events.

Technology continues to develop at a rapid pace, and it is important that we all look for ways we can integrate these advances into our lives. On pages 16-17 of this edition we highlight how some technology devices can help you enhance your lifestyle and ensure your safety.

Sadly, increased access to healthcare is an inevitable part of the ageing journey. Such is the frailty of life. In this edition of allcare Connect our friend, Dr. Gary Butler from Illawarra Family Medical Practice has helpfully answered some questions regarding GP Health Care Plans. We have also provided information regarding advance care planning.

I am proud to be part of the allcare team. My colleagues inspire and motivate me each and every day. In this edition we introduce you to Viktor and Emma, two familiar faces who go above and beyond for our clients and their families. I am grateful that they choose to work at allcare and are helping us to deliver on our vision.

As has become tradition with this magazine, we have also provided some fun and games, some Christmas jokes and some sudoku to help keep your mind sharp!



From my family to yours, a very Merry Christmas! I sincerely hope the 2023 holiday season brings you joy, happiness and an opportunity for renewed purpose.

Happy reading!

Christopher Murphy
Chief Executive Officer

Mark your calendars: the Out & About schedule for 2024 is here!

7 Feb

The Australian
Motorlife Museum

5 Mar

Lunch at The
Builders Club

9 Apr

Lunch at Wests
Illawarra

7 May

High Tea Yallah

4 Jun

Bingo at Oak Flats
Bowling Club

Jul

Christmas in
July party!

6 Aug

A trip to the
movies

10 Sept

Wollongong Art
Gallery

15 Oct

Lunch at Gerroa
Fishermans Club

12 Nov

Dapto Leagues
High Tea

Dec

allcare client
Christmas Party

We will be adding
additional Musicals and
outings as they become
available. More information
will be provided soon.



Morning Melodies

Golden oldie classics for the young at heart!

Everyone was singing along and enjoying lunch at The Fraternity Club, watching "Danny Elliott does Jerry Lee Lewis". Take a look at the smiles on all those faces.

One of our clients told us that the more she comes to these events, the more people she recognises, which means the more people she gets to have a chat with! This is what we love to hear from our Out & About participants.





Lunch at the Yacht Club

Catching up with friends with good food and even better views.

Christmas in July

Tis the season to be jolly!

Look at those smiling faces celebrating Christmas in July at The Robertson Hotel!

Nothing beats the spirit of the holidays, a warm fire and the joy of sharing laughter, delicious food, and festive cheer.



Paint & Sip

**Crafting masterpieces,
one sip at a time!**

It was a day of fun and creativity at The Sip Studio Wollongong with our amazing allcare clients. Everyone unleashed their inner artist while enjoying a warm cuppa. There may or may not have been some messy fingers...

Check out the final artworks – aren't they impressive?





The Ten Tenors

45 clients singing along to hits like Thriller and Hallelujah!



Trip to the movies!



Catch-up in Kiama





A lifesaving legend of Wollongong: meet Leo Tobin

Wollongong has a rich history when it comes to surf lifesaving. The North Wollongong Surf Lifesaving Club, founded in January 1908 at North Wollongong Beach, was instrumental in ensuring the safety of beach-goers and promoting the spirit of camaraderie that thrives in the region. allcare client Leo Tobin, a lifelong Wollongong resident, is a prominent figure within the Surf Club, embodying the values of courage, commitment, and community that define surf lifesaving.

Born in Wollongong in April 1938, Leo's journey with the Surf Club began in 1952 at the age of 14, when he joined as a cadet. In his early years, Leo carried out the tasks assigned by the senior members, but he found his true calling in the water, where he spent most of his time swimming and surfing. It was his natural affinity for the ocean that would set the stage for an extraordinary career in surf lifesaving.

At 16, Leo earned his Bronze Medallion, a significant milestone in his surf lifesaving journey. In his first year as a junior, he secured the state title at the Surf Lifesaving Championship, cementing his local hero status. His expertise led him overseas to places such as New Zealand and Peru, where he taught lifesaving techniques and rescue craft training. It was in Peru in 1977 that Leo's dedication and bravery gained global recognition with the World Lifesaving Special Achievement Award, earned for rescuing two individuals on two separate occasions in a single day—a truly exceptional display of selflessness.

In his years at the North Wollongong Surf Lifesaving Club, Leo engaged in numerous rescue missions along North Beach. He vividly recalls one of his most significant rescues took place on New Year's Day in 1956 when he saved a man swept from Brighton Beach to the rocks near the Continental Pool. A surfer assisted the distressed man onto his board, and Leo, along with fellow lifesavers, reached the scene to save his life, a heroic act that made headlines in the Sydney Telegraph. Interestingly, it was Leo's own family who were taken by surprise. His father returned from work, unaware of the rescue, exclaiming, "You didn't say anything about being in a rescue yesterday, and I went to work, and they were all talking about it, and I didn't know anything about it." Leo responded, "I came home and told ya," and his mother playfully quipped, "You did tell us, but you have one every day, so we didn't take any notice of it."

Leo's lifesaving feats were so frequent that his family had grown accustomed to his daily acts of heroism.

The North Wollongong Surf Lifesaving Club has always been more than just a place of duty and responsibility; it has been a social hub for its members. Leo says, Sunday evenings were traditionally reserved for dances, with live bands and a DJ who had hundreds of records.

CLIENT SPOTLIGHT



Leo's contributions extended beyond his lifesaving feats. He devoted a significant portion of his life to the North Wollongong Surf Lifesaving Club, serving as its secretary for a decade. His dedication and leadership qualities led him to ascend through the ranks, eventually becoming the President of the Surf Club for three years, despite his humble claims that he assumed the position primarily because no one else wanted to.

The North Wollongong Surf Lifesaving Club, like Leo, has evolved over the years, adapting to changing times and ideals. Initially male-dominated, the club embraced inclusivity in the 1980s, acknowledging that lifesaving knows no gender boundaries. The community itself played a pivotal role in the club's evolution, with members taking it upon themselves to renovate and extend the facility in the early 1990s.

While Leo has taken a step back, his legacy continues to inspire the next generation of surf lifesavers, encouraging them to lead with their vision and values. Leo's incredible journey and enduring commitment have left a lasting mark, embodying the spirit of courage, dedication, and community in the coastal haven of Wollongong. He offers sage advice to those who follow in his footsteps, encouraging them to lead the club in a way that aligns with their vision and values. In Leo's words, the North Wollongong Surf Lifesaving Club is a reflection of its members, and its future is in their capable hands.





A life lived for others: Aunty Nola's journey of community, love, and service

In the heart of Nowra, allcare client and First Nations woman Nola Stephens, (affectionately known as Aunty Nola) is a beacon of community spirit. Born in Kiama, she moved to Nowra at the age of two, and has been deeply intertwined with her community ever since. Nola reflects on her journey with a warmth that mirrors the upbringing she cherishes.

"The best part was being part of a community that cared. We grew up in a close-knit community participating in programs like the local bushfire brigade and Sunday school," reminisces Nola. Her childhood was marked by a sense of belonging, where community programs and shared values fostered a sense of responsibility and connection.

Nola demonstrated an early dedication to community service in her high school years through her involvement with the Red Cross. "It takes a village to raise a child," she reflects, encapsulating the essence of her upbringing. Her family's active participation in the local bushfire brigade and Progress Association further fueled her commitment to community involvement.

In addition to her parents, the most influential person in Nola's life was Gran Knavanstrom. Fondly known as the 'Lady of Illaroo road,' Gran, like Nola, lived with deafness. Gran became a mentor, guiding Nola through the intricacies of navigating life with hearing loss. Their weekly rituals of baking, walking, and shared lunches forged a strong bond and taught Nola invaluable lessons in resilience and friendship.

Nola knew early on that she wanted a profession that allowed her to connect with people on a personal level. Due to her empathetic nature, she was encouraged to pursue a career in nursing, but instead, made the decision to become a domestic cleaner in childcare and aged care homes. This aligned better with her hearing-ability and still allowed her to positively impact people's lives.

In addition to her work, Nola has been a committed volunteer, acting as the Consumer Advocate for the Shoalhaven District Memorial Hospital and giving 20 years of service to Meals on Wheels and 22 years in the Illaroo Road bush fire brigade.

Nola's passion lies in paying her good-fortune forward through helping others, advocating for those in need, and giving back to a community that has always supported her.



Nola's involvement in the Shoalhaven Council Access Committee highlights her commitment to making the community more accessible for older people and those with disabilities. Through her efforts, better footpaths and parking were made a reality to make businesses more accessible.

Nola's professional accomplishments are also extensive. After turning 50, she returned to TAFE, earning certifications in Year 10, Year 12, Auslan, and Aboriginal studies — a proud achievement for someone who entered the workforce at age 15.

In 2007, Health Cities Illawarra recognised Nola's voluntary services with a 20th-anniversary Special Achievement Award for her long-term and outstanding contribution to the community. Her story was later published alongside the other 16 award winners in 2010 in the book "Visionary Voices", immortalising her selfless services.

Amongst all these professional highlights, the happiest time of Nola's life was marrying her late husband, Fred. Their love story began when Nola was around 13 years old and blossomed

into a lifelong partnership. This marriage resulted in her greatest accomplishment: her children, grandchildren and now her great grandchild.

When asked about what she values most, Nola answers without hesitation, "My life. I never thought I'd get here." Nola survived a childhood accident at the age of two, where she was hit by a motorbike on Kiama bends. Her appreciation for life is profound. Her passion lies in paying her good-fortune forward through helping others, advocating for those in need, and giving back to a community that has always supported her.

Nola's story affirms that her life has been a journey not only marked by personal triumphs, but also by the positive impact she's made on others. Nola has left an indelible mark on her community, one that will remain, long after she is gone.



allcare passes audit with flying colours

Recently, allcare underwent a comprehensive audit conducted by the Aged Care Quality and Safety Commission, and we are thrilled to report that we have achieved full compliance with the Aged Care Standards. This achievement is a testament to our ongoing intent to deliver the best services that we can to our clients and their families.

But what does it mean when we say we passed the audit? Let's shed some light on the significance of this accomplishment and why it matters to you.

The Aged Care Quality and Safety Commission is an independent government body tasked with ensuring that aged care providers like allcare meet stringent standards of care and safety. When we undergo their audit, it involves a thorough examination of our operations, processes, and the care we provide to our clients. As part of the audit process, the Aged Care Quality and Safety Commission speaks with members of our team, and also with our clients. Here's why passing this audit is so meaningful:

QUALITY ASSURANCE

The audit process evaluates every aspect of our services, from staff qualifications to infection control measures, medication management, and client well-being. Currently, allcare delivers over 6,500 appointments each week. We don't always get it right, but we are committed to doing our best each and every day.

SAFETY AND SECURITY

Your safety and security are our top priorities. The audit scrutinises our safety protocols, ensuring that we have the processes in place to ensure your well-being is protected. This includes infection control, training for our team and government safety checks for all team members.

COMPLIANCE WITH REGULATIONS

Aged care providers must adhere to a complex web of regulations and standards. By passing the audit, allcare has demonstrated compliance with these requirements.

CONTINUOUS IMPROVEMENT

Our success in the audit is not the end of our journey; it's just the beginning. We view this as an opportunity to build on our strengths and address any areas that may need improvement. Your feedback is invaluable in helping us do so.

Thank you for being part of the allcare family. We look forward to many more years of providing you with the best care possible.

Meet the team



Viktor Andersson Roster Coordinator

In 25 words or less, what does your job entail? My role is to ensure that client services are in place – to fit the clients and their needs.

How long have you been working in the industry? I have worked in disability and aged care support for 4 years, and I am celebrating one year with allcare in January 2024.

What is the best thing about your job? That I get to help and assist people every day, and the problem solving - I love making things work!

What do you think is the best thing about allcare? I love the client focus, the 'nothing is impossible-attitude' and the amazing clients that I get to talk to every day.

Five words to describe you? Honest, helpful, friendly, calm, and tall.

Three things you like to do in your spare time? Spending time with my wife and our two kids, listening to music and watching the sun rise over the ocean.

The fast five:
Beach or river: Beach
Country or city: Country
Pizza or pies: Pizza
Summer or winter: Winter
Coffee or tea: Neither, just water.

Emma Sykes Client Engagement Manager

In 25 words or less, what does your job entail? My role involves fostering positive relationships with client's and their families, managing their budgets and enhancing their quality of life through personalised care and support.

How long have you been working in the industry? I have been working within the aged care sector for nearly a year now. I came from the NDIS sector where I worked for a few years.

What is the best thing about your job? I love making a difference in my client's lives, helping them understand the aged care system, and showing them how they can live better and safer in their own home.

What do you think is the best thing about allcare? allcare comes from a place of YES and we all work together as a team to ensure our client's needs and wellbeing are supported at all times.

Five words to describe you? Passionate, happy, positive, caring and supportive.

Three things you like to do in your spare time? Spending time with my family, going on walks and hikes and traveling.

The fast five:
Beach or river: Beach
Country or city: Both
Pizza or pies: Pizza
Summer or winter: Summer
Coffee or tea: Coffee



Smart solutions for a safe and independent lifestyle

Living independently can be a reality at any stage of life. Thanks to modern technology, there are a range of innovative tools that can empower older generations whilst also offering peace of mind to their loved ones.

The desire to age independently within the comfort of one's own home is the wish allcare hears the most when first completing our intake assessment. While the thought of transitioning to a residential care setting may seem daunting, Government programs and advances in monitoring systems and wearable technology are making it increasingly feasible for people to continue safely in their own homes for the rest of their lives.

Staying in one's home provides a sense of comfort, familiarity, and independence that can significantly enhance the overall quality of a person's life.

One of the most remarkable aspects of modern monitoring systems and wearable technology is their non-invasiveness. They seamlessly integrate into daily life, without causing discomfort or intruding on privacy.

Connect with your Client Engagement Manager to discuss if smart technology can help you in your home.





How smart technology can help you in your home:

HEALTH MONITORING

Wearable devices like smartwatches and fitness trackers can continuously track vital signs such as heart rate, blood pressure, and even sleep patterns. This information is vital for both seniors and their caregivers, providing insights into overall health and enabling early detection of potential issues.

FALL DETECTION

Finding a loved one on the floor is a major concern for most carers, and it can lead to severe injuries and hospitalisations. Wearable devices equipped with fall detection technology can automatically alert allcare or emergency services if a fall is detected, offering immediate assistance when needed.

MEDICATION REMINDERS

Forgetfulness can be a common issue for seniors, especially when it comes to medication management. Smart pill dispensers and medication reminder apps can help ensure that medications are taken on time, reducing the risk of missed doses.

LOCATION TRACKING

GPS-enabled wearables can help family members keep tabs on their loved ones' whereabouts, ensuring peace of mind without intrusive monitoring.

ENHANCED SAFETY

Smart technologies such as Apple watches are proactive, offering timely alerts in the event of any potential health or safety concerns. This quick response can prevent accidents or minimise their impact.

SECURITY SYSTEMS

Install smart security cameras, doorbell cameras, and motion sensors to monitor your home and enhance safety. These devices allow you to keep an eye on your property remotely, receive alerts in case of suspicious activity, and even communicate with visitors at your doorstep, adding an extra layer of security.



Support at Home Program: changes to in-home aged care

Learn about the changes happening to aged care, what they mean for you, and what they will look like in the future.



In 2021, the Federal Government delivered a \$18.3 billion investment to provide higher quality and safer care for older Australians. The five-year reform plan is being implemented from 2021-2025 following the final report of the Royal Commission into Aged Care Quality and Safety.

WHAT ARE THE CHANGES?

From July 2025 there will be a new program that provides in-home care services for older Australians. This new program is called the Support at Home Program and it will replace the current Commonwealth Home Support Programme (CHSP), Home Care Packages (HCP) Program and the Short Term Restorative Care (STRC) Programme. allcare will continue to deliver services under the Support at Home Program.

WHY ARE THESE CHANGES HAPPENING?

Changes are being made to in-home aged care services following a series of recommendations made by the Royal Commission into Aged Care Quality and Safety.

Currently, in-home care services are delivered by several programs which have different approaches to assessment, eligibility, service providers, funding and fees. While these programs offer meaningful care and support to almost one million older Australians, the existing system can be complicated and confusing to navigate. Some older Australians and their carers may also have different service experiences based on which program they access, which can lead to inequitable outcomes.

The new Support at Home Program aims to improve and streamline existing in-home aged care services, supporting older Australians to stay at home for as long as possible, in line with current care needs and preferences.

WHAT DO THESE CHANGES MEAN?

Changes to in-home care mean that the CHSP, HCP and STRC programs will transition into the Support at Home Program. This means that all older people and their carers will access services and supports from the same, single program. allcare will deliver services under the Support at Home Program.

WHAT WILL THE CHANGES LOOK LIKE?

Reforms to the in-home care system will mean there are a series of changes made to assessments, available services, funded providers and regulation of the market.

allcare continues to work with the Australian Government Department of Health on these changes, and will update you as we learn more about these upcoming changes.

Scan the QR code to learn more about the new Support at Home Program



Advance Care Planning: a vital conversation

As people age it is natural that they find themselves pondering the future, especially when it comes to their health and well-being.

Advance Care Planning (ACP) is an invaluable tool that empowers people to make informed decisions about their medical care and end-of-life preferences. In New South Wales (NSW), ACP has gained prominence as a means to ensure ageing Australians retain control over their healthcare choices. In this article, we will explore the significance of ACP and outline the essential steps to prepare an Advance Care Plan in NSW.

Advance Care Planning is a process that involves documenting your healthcare

preferences, values, and goals in the event you become unable to make medical decisions for yourself. It ensures your wishes are respected, minimises confusion among healthcare providers and family members, and provides peace of mind during challenging times.

In NSW, the importance of ACP is underscored by the "Advance Care Directives Act 2013," which emphasises the rights of individuals to make decisions about their own medical treatment.

**Scan the QR
code to start the
process today
with Advance
Care Planning
Australia**



Things to consider on your journey:

INITIATE CONVERSATIONS

Start by talking to your loved ones, healthcare providers, and close friends about your healthcare preferences. Engaging in open, honest discussions will help ensure your wishes are known and respected.

APPOINT A SUBSTITUTE DECISION-MAKER

In your Advance Care Plan, you can appoint a Substitute Decision-Maker (SDM), someone you trust to make healthcare decisions on your behalf if you are unable to do so. This person should be aware of your values and preferences.

COMPLETE THE ADVANCE CARE DIRECTIVE FORM

In NSW, there is an official Advance Care Directive form that you can obtain from the NSW Ministry of Health website. This form allows you to record your preferences regarding medical treatments, resuscitation, and organ donation, among others.

SEEK MEDICAL ADVICE

It's crucial to consult with your healthcare provider to ensure your ACP aligns with your medical condition and prognosis. They can help you make informed decisions and clarify any medical terminology.

REGISTER YOUR ACP

While not mandatory, registering your Advance Care Plan on the "My Health Record" system can ensure that your healthcare preferences are easily accessible to healthcare professionals in emergency situations.

REVIEW AND UPDATE

Life is ever-changing, and so are your healthcare preferences. Regularly revisit and update your ACP to reflect any changes in your values, medical condition, or treatment options.

SHARE YOUR PLAN

Make copies of your Advance Care Plan and share them with your healthcare providers, SDM, and family members. Ensure everyone knows where to find the document when needed.



Your questions answered: GP Health Care Plans



General Practitioner Dr Gary Butler from Illawarra Family Medical Centre answers the most frequently asked questions surrounding GP Health Care Plans.

QUESTION

What is a Care Plan?

ANSWER

A care plan refers to a General Practitioner Management Plan (GPMP) or a Team Care Arrangement (TCA). Both types of care plans are used by GPs to help people living with chronic diseases, complex medical needs and/or terminal illnesses.

QUESTION

What are the benefits of a Care Plan?

ANSWER

- Organised, structured and planned approach to your healthcare
- Active participation of patients in their own healthcare
- Ease of coordination between your GP, your specialists, and any allied health providers
- Building rapport between patients and their GP

QUESTION

Am I eligible for a Care Plan?

ANSWER

People who have at least one chronic medical condition, or complex medical care needs, are eligible for a care plan. A chronic medical condition is defined as an illness or disability that is present for at least six months.

Examples of common conditions that may require care plans include:

- Heart disease
- History of falls
- Asthma
- Chronic obstructive pulmonary disease
- Diabetes
- Cancer
- Stroke
- Arthritis
- Parkinson's disease
- Kidney disease
- Mental ill-health

People who are either an in-patient in a public hospital or are already on a care package due to living in a residential aged care facility are not eligible.

QUESTION

Who creates a Care Plan for me?

ANSWER

A care plan will be created by your usual doctor (GP). This is the doctor who you have seen most often within the past 12 months, and who will be the doctor you are going to see most in the following 12 months, to manage your health. For the majority of patients, this is their GP.

QUESTION

What is the difference between a General Practitioner Management Plan and Team Care Arrangement?

ANSWER

A General Practitioner Management Plan (GPMP) sets out a plan of action to manage your medical condition. The plan is agreed upon by you and your GP, giving you an active role in your healthcare. A GPMP will include:

- Your diagnosed medical condition(s), and any other relevant health information, such as prescribed medications
- The goals of your management plan, as agreed upon by you and your GP
- A list of services and treatment you will need, who will be providing the services, and arrangements for each service
- A list of actions that you can take to actively help manage your condition(s)
- Clear arrangements for reviewing the plan

A Team Care Arrangement (TCA) is generally used for patients with complex medical needs that requires multidisciplinary management. For example, a patient who is recovering from a stroke can require a GP, rehabilitation physician, speech pathologist, physiotherapist, and occupational therapist if their needs are very complex! Due to this, a TCA is more complex than a GPMP to set up for a patient as it requires:

- The patient's usual medical practitioner (most often their GP)
- At least two other health practitioners that are involved in the patient's care
- Each practitioner must be providing a different service
- Discussion between the multidisciplinary team members regarding:
- Goals of the treatment and services provided to the patient
- Actions the patient can take to help manage their condition(s)
- Arrangements for review dates
- Clear understanding amongst team members about their role in the patient's care

Family members and/or informal carers are not regarded as health practitioners.

QUESTION

What happens once a Care Plan has been made for me?

ANSWER

Once a Care Plan has been made by your GP, it should be regularly reviewed and changes made accordingly. Regular reviews, generally every six months, allows you and your medical team to assess whether your goals of treatment are being met.

Your Care Plan may be changed if the goals of treatment change, which can be due to various reason such as an improvement or deterioration of your condition and/or overall health.

QUESTION

Do I have to pay for a Care Plan?

ANSWER

All aspects of a Care Plan are funded by Medicare through specific "item numbers" that are listed in the Medicare Benefits Scheme (MBS). This means that you are able to claim for all of the following:

- Preparation of a GPMP
- Coordinating the development of a TCA
- Reviewing a GPMP and/or TCA
- Contributing to a multidisciplinary team care plan provided by different provider
- Contributing to a multidisciplinary team care plan provided by residential aged-care facility

In summary, Medicare offers up to five rebated services annually per patient. Additional services are not allowed. If providers accept the Medicare benefit as full payment, there's no out-of-pocket cost; otherwise, patients pay the difference. Referrals to allied health providers must come from GPs, who require reports from them.



Summer's here: top tips on staying cool and safe

Summer is a great time of year for many Aussies. With longer days, warm evenings and plenty of public holidays, it's an enjoyable season for the whole family. However, as temperatures rise, it's essential to be prepared and informed about the potential challenges that summer can pose to our health and well-being.

Summer can be a high-risk time for members of our community – especially on days when temperatures reach well above 30 degrees. People with reduced mobility, chronic medical problems (especially kidney conditions), or who live alone may be at risk of experiencing heat-related health complications over the summer months.

Discover our top tips and advice to ensure that you can enjoy all the pleasures of summer while keeping yourself cool, comfortable, and, most importantly, safe. Plus, find out how to prepare yourself for bushfire season.

PRIORITISE HYDRATION

Ensure you drink at least six to eight glasses of water daily. Hydration not only helps regulate your body temperature but also replaces fluids lost through

perspiration. Consider adding a touch of zesty lemon or frozen berries and mint leaves for a natural boost of flavour.

STAY SUN-SAFE OUTDOORS

- Use at least SPF50+ sunscreen
- Wear a wide-brimmed hat
- Carry a small umbrella as portable shade
- Cover exposed skin with lightweight, light-coloured loose clothing such as linens
- Seek out the shade
- Protect your eyes with sunglasses

AVOID MIDDAY HEAT

Stay indoors or in the shade between 11 am and 3 pm to prevent heat exhaustion. Take it easy and keep strenuous

activity to a minimum. Seek air-conditioned places such as public libraries and shopping centres if needed.

LOOK OUT FOR YOUR PETS

Your pets rely on you to keep them safe and comfortable during the summer months. Ensure they have plenty of fresh water and access to shade and shelter at all times. Limit outdoor activities on scorching days and never leave your pet unattended in a vehicle. Watch out for signs of overheating, such as excessive panting, drooling, lethargy and disorientation, and whilst it's important to groom your pets, don't shave their fur too short as it provides them protection from the sun. A supervised swim in water or shallow kiddie pool is a great way to let them cool off.

RECOGNISE HEAT STROKE

Heat stroke can be life-threatening if left untreated and its symptoms are slightly different from heat exhaustion. They include:

- Rapid pulse and fast, shallow breathing
- Trouble speaking or slurred speech
- Problems concentrating or coordinating movements
- Dizziness, confusion, seizures or loss of consciousness
- Sudden rise in body temperature
- Dry, overheated, and potentially red skin, sometimes without perspiration
- Dry, swollen tongue
- Headaches, nausea or vomiting

If you think you, or someone else, might be suffering from heat stroke, ring 000, immediately.

CHOOSE COOL, REFRESHING FOODS

Skip hot dishes that heat up your home and body and enjoy easy-to-prepare options like fruit, salads, and sandwiches instead. Here are our top choices for hydration:

- Watermelon
- Strawberries
- Grapefruit
- Pineapple
- Cucumbers
- Celery
- Radishes
- Zucchini

Discuss summer-friendly meal planning with your Client Engagement Manager.

NSW FIRE AND RESCUE'S TOP TIPS FOR STAYING SAFE

1. Get your smoke detectors checked regularly! Legally, you must have at least one working smoke alarm on each level of the home, placed between bedrooms and in living areas.
2. Don't overload power points and powerboards. Only use fuses of recommended rating and install an electrical safety switch.
3. Regularly check electrical leads for damage and faults. Never use faulty electrical leads or appliances.
4. Store your electric blanket safely - roll, don't fold. This prevents the wires breaking.
5. Before going to bed, turn off all electrical appliances at the powerpoint.
6. Use only authorised installers of fixed heating appliances. Oil, gas or wood heating units may require a yearly maintenance check.
7. If possible, in the kitchen keep a fire extinguisher and fire blanket placed near the exit. And make sure all the keys to locked doors are easy to access in a hurry.
8. Never leave burning candles or any open flame unattended.

LISTEN TO YOUR LOCAL ABC RADIO FOR ALERTS

- **ABC Illawarra:** 97.3FM (Illawarra, Shoalhaven, Southern Highlands, Wollondilly)
- **ABC News on Radio:** Illawarra - 90.9FM (Illawarra, Shoalhaven, Southern Highlands, Wollondilly)
- **103.5 FM** Batemans Bay/Moruya

Visit the ABC Emergency website for live news and updates in your area: www.abc.net.au/emergency

WHO TO CONTACT IN THE CASE OF AN EMERGENCY

- **Police, Fire or Ambulance**
If anyone is in immediate danger you should dial 000.
- **State Emergency Service (SES)**
If you require help in a flood, fire or tsunami you should contact the SES by dialling 132 500
- **allcare**
If you need to discuss your situation or your needs please feel free to contact allcare on 1300 377 074.

It's time to get SAVVY about your well-being

In a fast-paced world, the SAVVY Community stands as a beacon of holistic health and community connection. Their mission is to promote well-being while fostering relationships. SAVVY understands the significance of staying active. Discover their range of diverse, personalised programs.

SAVVY provides one-on-one sessions with expert physiotherapists and exercise physiologists, addressing acute issues and delivering customised clinical instruction. However, their commitment to community extends far beyond individual interactions.

Clinical group classes at SAVVY offer more than just physical exercise. They serve as hubs for like-minded individuals, combating isolation, a growing concern in our modern world.

What sets SAVVY apart is their commitment to education. In group classes, clients not only exercise but gain a deeper understanding of their bodies, empowering them to maximise their independence and overall well-being.

SAVVY tailors classes for individuals with specific medical conditions, such as Parkinson's Disease or stroke recovery. Therapists are also trained to provide the GLA:D program for osteoarthritis of the knee or hip.

They offer a range of group classes, including strength and balance, seated yoga, falls prevention, strength training, and general reconditioning. Not sure which class suits you best? Their friendly team is here to guide your journey to well-being.

SAVVY is more than just a fitness centre. It's a place where health and community come together. Join their group classes to invest in your health and become part of a vibrant, supportive community.



SAVVY clinical classes are designed for small groups, ensuring everyone receives focused attention during their sessions.

BALANCE

Gentle, adapted exercise class with a focus on maintaining and improving functional strength, coordination and balance.

CARDIAC REHAB

Designed for people with cardiac history or high risk of cardiac events. Safely challenge the body and heart through aerobic and resistance exercises.

CLINICAL PILATES

Manage chronic conditions and injuries, improve mobility and strength and enhance overall physical function. Maximum 4 participants per class.

GROUP EXERCISE

Individually tailored class working on full body strength, balance and mobility.

HYDROTHERAPY

Strength, mobility and balance exercises, combined with the buoyancy of water.



PD MOVERS

Targeted exercise circuit class in the management of Parkinson's Disease.

SEATED YOGA

Adapted chair-based yoga focused on strength, balance, mobility, stress management and relaxation.

STROKE GROUP

Community centred stroke recovery group focused in regaining function, fitness and strength.

STRONG CIRCUIT

Low impact class that uses a variety of seated and standing resistance exercises combined with breath work to improve overall strength, balance and fitness.

SUPERVISED STRENGTH

Follow your own prescribed program under the supervision of an Exercise Physiologist. Great for those wanting to build strength, but need extra guidance and support.

SAVVY Clinical Class Schedule

Suite 7 135-143 Princes Hwy, Fairy Meadow
1300 942 895 | savvywellco.com.au

TIME	MON	TUE	WED	THU	FRI
9:15 AM				PD MOVERS	CLINICAL PILATES
10:00 AM	BALANCE @ BULLI				
10:15 AM	SEATED YOGA	SUPERVISED STRENGTH	SUPERVISED STRENGTH	CARDIAC REHAB	
11:15 AM		BALANCE @ SAVVY			
12:00 PM					BALANCE @ FLINDERS
12:15 PM					STROKE GROUP
1:00 PM				HYDROTHERAPY	
1:15 PM				STRONG CIRCUIT	
2:30 PM	GROUP EXERCISE @ WINDANG				
3:15 PM		CLINICAL PILATES			

Specialised Clinical Classes

Clinical classes for Seniors

SAVVY Clinical Classes are either led by experienced Physiotherapists or Exercise Physiologists

Scan the below QR code for information on pricing and how to book into a class.



Managing Osteoarthritis through exercise



Joanne Buchan, SAVVY's Head of Clinical Services shares how exercise can improve the symptoms of Osteoarthritis and what types of exercises can be incorporated into your weekly routine.

WHAT IS OSTEOARTHRITIS?

Osteoarthritis (OA) is a degenerative joint disease characterised by the breakdown of cartilage, leading to pain, stiffness, and decreased mobility. While it may seem counterintuitive, incorporating exercise into your routine can be one of the most effective strategies to manage OA symptoms.

MOTION IS LOTION

Exercise offers multiple benefits for those living with OA. Exercise enhances muscle strength. Stronger muscles provide better joint support, and reduces the burden on the joints. This can alleviate pain and improve function. Exercise boosts flexibility and range of motion. By engaging in targeted exercise, individuals can maintain joint motion, making daily movements easier and less painful.

EXERCISES TO CONSIDER



Walking



Water aerobics



Dancing



Resistance exercises



Yoga (seated or standing)



Clinical Reformer Pilates

WHY IS EXERCISE BENEFICIAL?

Exercises, such as walking, swimming, or cycling, are crucial. These low-impact activities increase blood flow to the cartilage, which can help nourish it and may slow the progression of OA. Cardiovascular workouts can also contribute to weight management. Excess weight puts additional strain on joints every step that you take, particularly the knees and hips, exacerbating OA pain. By shedding extra kilograms, you can lessen this stress and improve symptoms.

Strengthening, stretching, and aerobic exercises can significantly diminish the pain and limitations of OA, enhancing quality of life without the need for complex interventions. It's a simple yet powerful tool in managing osteoarthritis.

Importantly, exercise releases endorphins, the body's natural painkillers. These chemicals

elevate mood and provide pain relief, making the discomfort of OA more manageable. It's a natural and healthy way to cope with the pain associated with the condition.

WHERE DO I START?

If you are unsure about starting any exercise program, individuals with OA should consult with allied health professionals to design a program that is safe and effective. Tailored exercises that consider the severity and location of OA, individual fitness levels, and personal preferences are more likely to be beneficial and enjoyable, leading to sustained activity. SAVVY offer general exercise classes, specific group classes as well as an intensive program known as GLA:D to target hip and knee arthritis in particular. SAVVY can assist with 1:1 assessment to help you to find the most effective and safe programs.

"By engaging in targeted exercise, individuals can maintain joint motion, making daily movements easier and less painful."



The power of protein



Expert nutritionist Nicola Jaffrey from Embody Nutrition Consulting, explains the importance of incorporating more protein into our diet as we age.

Beginning as early as the age of 40, muscle mass loss can occur at a rate of around 8-10% per decade. This muscle loss, known as sarcopenia, is closely associated with an increased risk of falls and fractures, cardiac and respiratory disease development, physical disability and overall quality of life.

This is why it is so important for those progressing into their later years to be looking at ways they can minimise any muscle loss and maintain optimal physical function.

Your muscle mass is influenced by maintaining a balance between muscle protein synthesis (muscle building) and muscle protein breakdown.

In younger people, this process is pretty well maintained without much intervention. However, as you age, your muscle becomes less sensitive to the stimulus provided (training and nutrition) in order to help them grow. This can make maintaining muscle mass as you age particularly challenging.

Tips to support and maintain muscle mass and strength

CONSUME ENOUGH PROTEIN EACH DAY

Protein is critical in helping to maintain muscle mass and function. While resistance training helps to increase the muscle building process, it also causes muscle breakdown. This is where protein comes in, as it can help to minimise the breakdown caused by training.

The current Recommended Dietary Intake in Australia for protein is 0.84g per kilogram per day for adults over 40 years. This only increases to 1.07g per kilogram per day at the age of 70.

Research shows though, that in order to prevent muscle loss adults need to be consuming much more than this. It is suggested that adults should consume between 1-1.5g per kilogram per day which equals 70g-105g per day for a 70kg person.

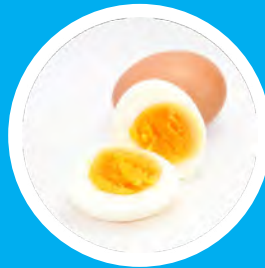
SPREAD YOUR PROTEIN OUT OVER THE DAY

Consuming protein at each main meal throughout the day is the best way to minimise muscle loss. Typically, people tend to consume most of their protein with their dinner, while having some at lunch and very little at breakfast.

By balancing this out and consuming a similar amount at each meal, your body has more opportunities to increase muscle protein synthesis (muscle building).

Try adding some eggs or dairy to your breakfast and some chicken, fish or tofu to your lunch.

8 sources of protein



2 boiled eggs
14g protein



100g chicken breast
25g protein



Canned tuna (95g)
18g protein



100g salmon
20g protein



100g lean beef mince
25g protein



100g tofu
12g protein



100g 4 bean mix
6g protein



Handful almonds (28g)
6g protein



8 benefits of exercise for seniors

As we age, staying active becomes increasingly important for maintaining overall health and well-being. Engaging in physical activity offers a variety of benefits that can significantly improve the quality of life for older individuals. From enhanced physical health to cognitive function, emotional well-being, and social engagement, the advantages of regular exercise for the senior population are undeniable.

1 ENHANCED PHYSICAL HEALTH

Regular exercise helps to maintain a healthy weight, which in turn reduces the risk of chronic conditions such as heart disease, diabetes, and high blood pressure. Additionally, exercise promotes better bone health, reducing the risk of fractures and osteoporosis. Strengthening muscles and improving flexibility can also enhance balance and coordination, reducing the likelihood of falls.

2 COGNITIVE BENEFITS

Exercise doesn't just benefit the body; it's great for the brain as well. Studies have shown that physical activity can help improve cognitive functions such as memory, attention, and problem-solving. Engaging in activities like walking, swimming, or dancing stimulates blood flow to the brain, promoting the growth of new neurons and enhancing cognitive function.

3 MOOD ELEVATION

Exercise is a natural mood booster. It stimulates the production of endorphins, often referred to as "feel-good" hormones, which can help alleviate symptoms of anxiety and depression. Regular physical activity provides a natural and sustainable way to combat stress and improve mental well-being.

Exercise is key to a healthy, fulfilling life, offering numerous well-being benefits. It's never too late to enjoy an active lifestyle!

4 SOCIAL ENGAGEMENT

Participating in group exercise classes or activities can be a great way to stay socially connected. Building a sense of community through shared physical activities can lead to new friendships, reduce feelings of isolation, and provide a support system for older individuals.

5 IMPROVED SLEEP QUALITY

Engaging in physical activity helps regulate circadian rhythms, making it easier to fall asleep and stay asleep throughout the night. This leads to more restful and restorative sleep, which is crucial for overall health and well-being.

6 IMPROVED IMMUNITY

Regular physical activity helps increase the production of antibodies and activates immune cells, making the body more resilient to infections and illnesses. This is particularly important, as a robust immune system becomes even more vital with age.

7 PAIN MANAGEMENT

Engaging in regular exercise can be an effective way to manage and reduce pain. Strengthening muscles, improving flexibility, and promoting better posture can all contribute to alleviating discomfort associated with conditions like arthritis.

8 LONGEVITY AND INDEPENDENCE

By maintaining physical fitness and overall health, people can significantly increase their chances of living a longer, more independent life. Regular exercise helps preserve mobility, ensuring that individuals can continue to perform daily tasks and activities without assistance for as long as possible.



Christmas Word Search

S	S	T	O	C	K	I	N	G	E	Z	M	Q	A	G
R	A	L	J	C	O	R	Z	Y	Y	L	K	B	T	I
A	C	M	Y	K	U	P	M	G	O	J	F	B	N	N
T	L	V	T	D	P	R	A	W	N	S	O	R	A	G
S	B	L	O	S	H	C	A	E	B	B	E	Y	S	E
Y	S	L	U	X	I	D	D	H	R	E	W	I	D	R
Y	P	T	O	G	O	R	O	X	D	D	O	V	N	B
H	R	J	F	O	A	L	H	N	Y	P	H	M	N	R
I	L	R	F	I	I	E	I	C	V	I	V	R	O	E
V	H	A	E	D	G	E	S	W	R	E	A	T	H	A
F	E	V	A	M	R	E	T	A	R	O	C	E	D	D
S	H	Y	A	V	O	L	V	A	P	O	Y	M	L	V
W	S	M	I	S	T	L	E	T	O	E	X	V	Z	N
L	E	S	N	I	T	S	E	I	K	O	O	C	U	G
H	R	W	P	R	M	J	D	V	J	B	O	S	Y	P

BBQ
BEACH
CHRISTMAS
COOKIES
DECORATE
ELF

GIFTS
GINGERBREAD
HOLIDAYS
JOY
MERRY
MISTLETOE

PAVLOVA
PRAWNS
REINDEER
RUDOLPH
SANTA
SEAFOOD

SEAGULL
STAR
STOCKING
SUN
TINSEL
WREATH

Jean's Jokes



1. What do you get from a pampered cow?
Spoiled milk.
2. Did you hear about the first restaurant to open on the moon?
It had great food, but no atmosphere.
3. What did the salt say to the pepper on Christmas?
Seasonings Greetings!
4. What do snowmen call their offspring?
Chill-dren
5. How do kids always know when Santa Claus is around?
They sense his presents!

Riddle me this

1. What is so fragile that saying its name breaks it?
2. What begins with an "e" and only contains one letter?
3. It has keys, but no locks. It has space, but no room. You can enter, but can't go inside. What is it?
4. What breaks yet never falls, and what falls yet never breaks?
5. What has a neck but no head?
6. What can you hold in your right hand, but never in your left hand?
7. I speak without a mouth and hear without ears. I have no body, but I come alive with wind. What am I?

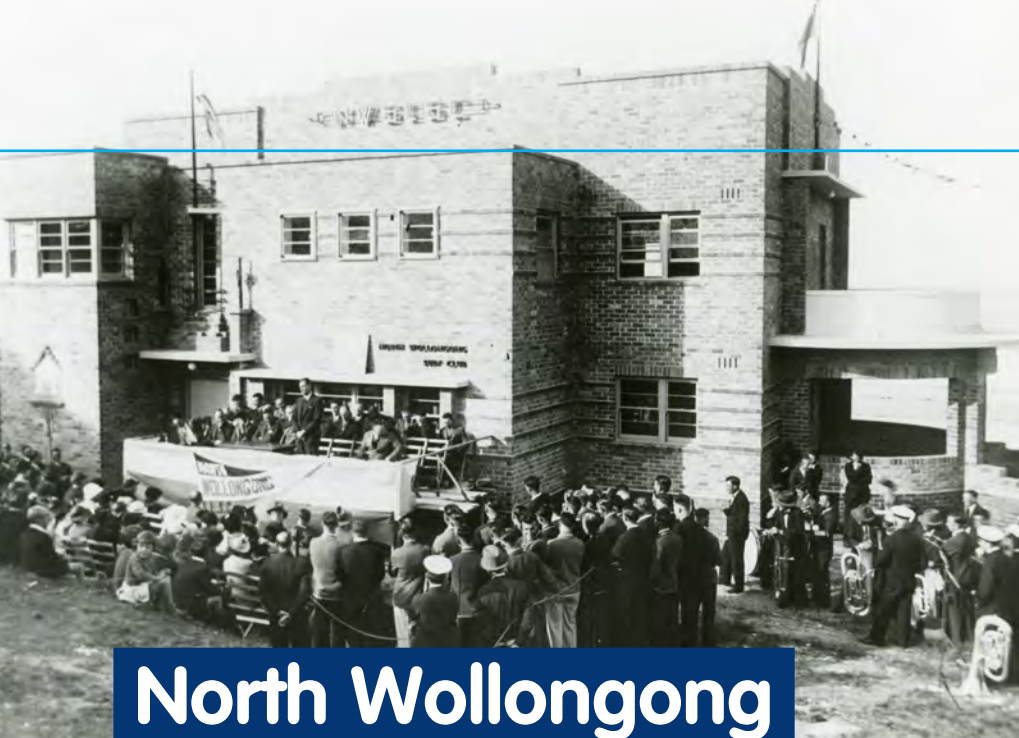
Sudoku

5		3		1		6		
	2	9			7	3		
	6				3		5	9
				9	6	2		4
		4	3			5	6	
2			5				9	3
9	4				2			
3				4	5			
	5		9			4		

Brain Teaser

My life can be measured in hours. I serve by being devoured. I'm quick when I'm thin and slow when I'm fat. Wind is my enemy. What am I?

ANSWERS:
Riddle me this: 1. Silence. 2. An envelope. 3. A keyboard. 4. Day and night. 5. A bottle. 6. Your left hand. 7. An echo.
Brain teaser: A candle.



North Wollongong

Surf Beach: a nostalgic journey through time

Nestled along the pristine shores of the Illawarra coast in New South Wales, North Wollongong Surf Beach has been a cherished haven for surf enthusiasts and sunseekers alike for generations. As we embark on a nostalgic journey through time, we uncover the rich history that has shaped this iconic destination for older Australians who have fond memories of this seaside paradise. Long before European settlers arrived, the region that is now North Wollongong Surf Beach was inhabited by the Dharawal people, who maintained a deep spiritual connection to the land and sea. Their presence here dates back thousands of years, leaving an enduring legacy of respect for the natural environment.

The late 18th century saw European settlement on the Australian continent, and the Illawarra region was no exception. Wollongong, as it was then known, evolved from a small colonial outpost to a thriving industrial town. Its strategic location, surrounded by lush green hills and the Pacific Ocean, made it an attractive destination.

By the early 20th century, a burgeoning surf culture was beginning to take root. The iconic Wollongong Surf Lifesaving Club was established in 1911, marking the beginning of an era where beachgoers could safely enjoy the waves. Surf carnivals and competitions quickly became a part of the coastal scene, captivating the hearts of many.


North Wollongong Surf Beach, as we know it today, officially came into existence in the mid-20th century. The pristine sands and consistent waves

drew both locals and visitors, making it a favoured destination for those seeking sun, sand, and surf. The beach provided a sense of freedom and escape during the post-World War II era, making it a cherished location for leisure.

The year 1956 was particularly significant for North Wollongong Surf Beach, as it played host to the water events during the Melbourne Olympics. The world's attention turned to the stunning coastal setting, which further solidified its status as a prime destination for water sports enthusiasts.

North Wollongong Surf Beach has been the birthplace of numerous surf legends who have represented Australia on the world stage. Names like Mark Richards, four-time world surfing champion, and Layne Beachley, a seven-time world champion, have honed their skills on these very waves.

As we look back on the history of North Wollongong Surf Beach, it becomes clear that this coastal gem is not just a place but a repository of cherished memories. The sun-kissed sands and rolling waves continue to beckon, providing a timeless escape for those who have revelled in its beauty throughout the years. Whether it's a stroll along the shoreline or catching a wave, North Wollongong Surf Beach has and will continue to be a place where the heart finds solace in the embrace of the sea.



Connecting communities since 1881: the legacy of the Shoalhaven Bridge

For many people, the Shoalhaven Bridge, also known as the Nowra Bridge, stands as a testament to the enduring history and technological evolution of New South Wales. This iconic bridge, located in Nowra, NSW, has played a pivotal role in connecting communities and fostering regional development. Let's take a journey through time to explore the remarkable history of this engineering marvel.

The story of the Shoalhaven Bridge begins with ambitious plans for a double railway track. It was initially envisioned as part of the Illawarra railway line's extension, with dreams of reaching destinations like Jervis Bay and Eden. The bridge's purpose shifted, and it was transformed into a road bridge to meet the growing needs of the local community.

Designed by American engineer Charles Shaler Smith, the bridge's construction marked a significant chapter in NSW history. The Shoalhaven Bridge is recognised for its unique pin-jointed Whipple truss design, a remarkable engineering feat for its time. Completed in 1881, it showcased remarkable aesthetics, despite its lightweight appearance.

Throughout its history, the Shoalhaven Bridge underwent transformations in materials. Originally featuring a timber deck for a century, the bridge experienced a significant upgrade in 1981 when reinforced concrete replaced the steel Armco decking. The bridge's original cast iron piers,

supplied by the Atlas Foundry in Sydney, remained intact, testifying to their enduring quality. The use of steel or wrought iron has been a topic of historical debate, as evidence suggests the materials used were mainly wrought iron, making the bridge a technological marvel for its era.

The Shoalhaven Bridge's impact goes beyond its functional purpose. It holds a special place in the hearts of older Australians, as it has been a vital part of NSW for over 120 years. The Shoalhaven Bridge's legacy also extends to its contribution to the social and commercial development of the South Coast District. It served as a vital transportation link, connecting communities and fostering regional growth. In 2019, Infrastructure Australia approved the construction of a new four-lane bridge to the west of the existing ones. This new bridge became the northbound crossing, while the original northbound bridge was converted for southbound traffic. The historic 1881 bridge was retired from road traffic and is set to be re-purposed for the community's future use.

In February 2023, the new bridge opened, allowing for a smooth transition as the 1981-built bridge underwent refurbishment. This marked the next chapter in the bridge's storied history, ensuring it remains a significant part of the local landscape for generations to come.

Images from the collections of Wollongong City Libraries and the Illawarra Historical Society - P10575, P08456, P15167, P08526

Share Your Favourite Things

From our next edition onwards we're introducing a new section called "Our readers' corner". We'd love to hear from our allcare community in these pages.

Do you have a ...

- Short-story or poem that you've written
- Book or movie review that you'd love to share
- Piece of art to share

WE WANT TO HEAR FROM YOU!

Please send your content to our team via email to info@allcare.org.au and include your name and the content you'd love to share!

We cannot guarantee publication, but we'll try our best. You might just find your content on our social media pages!

If you're online and have a Facebook or Instagram account to keep connected with family, why not also connect with **allcare**



Allcare



allcareaustralia

Having your say: Providing feedback

At **allcare**, we want to understand our clients' needs and aspirations. We want to discover what is important to you so we can work together to meet your needs ensuring you are in control of your life.

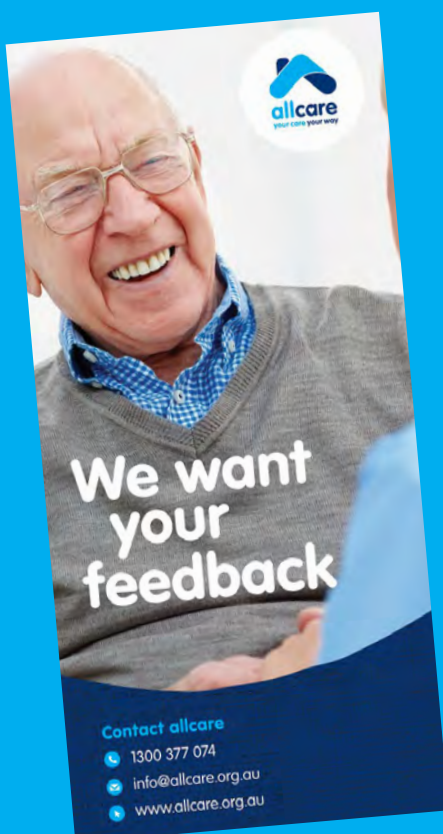
1 How do I provide feedback?

There are many ways in which you can provide feedback to **allcare**:

- **Talk** to your Community Support Worker about the situation. **Phone 1300 377 074.**
- **Visit** our **website www.allcare.org.au** and click on the feedback tab to fill in the form.
- **Post** the completed **Feedback Form** to us.

Who can provide feedback?

Everyone is encouraged to share their thoughts on how we are doing.



All feedback, whether it is a suggestion, concern, compliment or general comment, helps us improve the way we do things and allows us to deliver the best service possible to our clients. We welcome you to share your thoughts with us.

2 What happens to your feedback?

Any information shared with us is treated in the strictest confidence. We will let you know we have received the feedback within two days.

Once the feedback is received it will be reviewed by Management. **allcare** will aim to address the feedback within 14 days, but if we need more time, we will let you know.

Compliments will certainly be passed onto our dedicated Community Support Workers.

If you feel your feedback has not been resolved, the following avenues are available to you:

- **Aged Care Complaints Commissioner**
GPO Box 9848 Sydney NSW 2000
Phone: 1800 951 822
Website: www.agedcarecomplaints.gov.au
- **Seniors Rights Service – Advocacy Service**
Phone: 1800 424 079
Website: www.seniorsrightsservice.org.au

Sudoku Solution

5	7	3	4	1	9	6	8	2
8	2	9	6	5	7	3	4	1
4	6	1	2	8	3	7	5	9
1	3	5	8	9	6	2	7	4
7	9	4	3	2	1	5	6	8
2	8	6	5	7	4	1	9	3
9	4	7	1	6	2	8	3	5
3	1	8	7	4	5	9	2	6
6	5	2	9	3	8	4	1	7



Meet our front cover couple: Barbara & Barry Howe

Barb and Barry met 78 years ago when they were 11! They love to go caravanning and watching crime shows and documentaries.

Barb is known for her amazing cake decorating skills and Barry can always be found putting at the golf course twice a week.

Think you could be on our 2024 front cover? Contact us and we can take your photo!



1300 377 074

allcare.org.au

info@allcare.org.au