



Message from the CEO

The West Coast Homecare Board of Management has seen some changes with our Chairperson Julie Low and Vice Chairperson Geoff Dodd retiring from their roles.

Julie commenced as a Board Director on 23 October 2014 and accepted the Chairperson role from 27 October 2016 retiring on 23 March 2022.

Geoff commenced on 27 March 2013 and accepted the Vice Chairperson role in 24 October 2013 and retired on 28 October 2021.

In March 2022 we welcomed Catherine Pearson as the new Chairperson and Vicky Wilkins as the new Vice Chairperson. Meagan Franklin from Cowell and Matt Hayman from Port Lincoln have joined West Coast Homecare as Board Directors. You will hear from our new Chairperson Catherine Pearson in our next newsletter.

Our Board of Management and staff are committed to ensure that Consumers feel confident that the organisation is well run and that they can partner in improving the delivery of care and services.

I have thoroughly enjoyed meeting with people who receive services from West Coast Homecare in their own communities of Port Neill, Tumby Bay, Cummins and Cleve.

We call these meetings "Conversations" for Consumer Engagement and further meetings are planned for Coffin Bay and Port Lincoln in June 2022 and then further meetings later this year.

Our team has met with many consumers over morning or afternoon tea to see how our service is supporting them to make informed choices for their care and services.

Our Board Directors, managers and staff have provided these opportunities for consumers to engage with us in the development, delivery and evaluation of care and services and to support people in that engagement.

Feedback received from the forums will be reviewed and reported back in our next newsletter to inform Consumers of what we have done to support these suggestions.



L to R – New Chairperson Catherine Pearson making a presentation to Julie Low retiring Chairperson and Geoff Dodd retiring Vice Chairperson.

West Coast Homecare has continued to grow in response to increasing requests for services. Our rural communities have embraced access to local street front offices in Tumby Bay, Cleve and more recently in Cummins.

We have welcomed many new staff and Service Providers over the past year. Our hybrid workforce model continues to meet Consumer needs with minimal interruption and we have continued to recruit new workers to support this continued growth.

Our staff and service providers never cease to amaze me with many compliments received from Consumers to say that our workers are kind and caring and go the extra mile to ensure their individual care and support needs are met. The workers support our organisational culture of inclusion and respect for consumer's and aspire to support consumers to exercise choice, independence and respect consumers privacy at all times.

We have invested in our staff with new software programs and additional training to ensure that we have a workforce that is sufficient and is skilled and qualified to provide safe, respectful and quality care and services.

We look forward to being able to support all consumers to optimise health and well-being in accordance with individual needs, goals and preferences to ensure people can live the life they choose in their own home and community.

Deanne Hartwig
CEO West Coast Homecare

Community Engagement

West Coast Homecare has commenced a schedule of visits to the areas where we currently provide services. So far, we have been to Port Neill, Cummins, Tumbly Bay & Cleve. Below is a summary of the main information shared at these meetings and some of the things we will do to address issues of concerns that were raised with us.

What we told you

- An update about what is happening at West Coast Homecare
- How to access homecare services
- How Community Engagement helps us to better understand what consumers want
- New shop front office in Cummins
- Additional Care Coordinators and clinical services
- Role of Volunteer Board members in the management of West Coast Homecare
- Why 'local' is important
- How to provide feedback and make a complaint
- How complaints are dealt with



What you told us

What is important

- Service is efficient
- Important to have a friendly, kind, caring and trustworthy staff
- Continue mail outs as not all consumers use email or text
- Long-term local care workers
- Flexible services that change as needs change
- Enjoy being a valued member of the community
- Community Engagement meetings important
- Local office in town

What is of concern

- Transport for appointments, shopping and social activities
- More time required especially when transport involved
- Ageism in the community e.g. being talked down to
- Fear of being institutionalised - being able to stay home for as long as possible is very important.
- Mobility and Transport
- Loneliness and lack of social contact
- Need more physical activity programs
- More information about financial and power of attorney, Advanced Care Directives, health and wellbeing – eg. Depression, grief etc

What we will do

- Review options for increased time and support for appointments to include social time or time for other activities where possible.
- Co-plan with consumers to be creative to make it happen.
- Identify social support options with consumers in care planning.
- Promote positive ageing and living with disability.
- Ageism awareness.
- Include information and options for accessing further information in 'Conversation' newsletters.
- Continue Community Engagement meetings
- Continue to encourage feedback



New resources for NDIS participants, providers and workers

New resources have been developed to empower NDIS participants to exercise their right to quality and safe NDIS services and supports, and to educate NDIS providers and workers on best-practice support of NDIS participants.

Visit NDIS website for more information...

www.ndiscommission.gov.au/



SAFEGuard Newsletter

SAFEGuard is the NDIS Commission's newsletter for people with disability who receive supports and services through the National Disability Insurance Scheme (NDIS).

This quarterly newsletter helps explain what we and others are doing to make sure the supports and services you rely on are safe and of good quality. If they aren't, you can complain to us.

Sign up for your copy of the newsletter here...

www.ndiscommission.gov.au/news-media/safeguard-newsletter

We send SAFEGuard to registered providers, advocates for people with disability, members of the Disability Sector Consultative Committee, and subscribers. You can directly subscribe to SAFEGuard by completing the subscription form(link is external).

We encourage all recipients to share SAFEGuard with people with disability, as well as their friends and family.



New Office

In August 2021 we relocated offices in Cummins to 58 Bruce Terrace. Currently the office is open on Tuesday, Wednesday & Thursday - 9:00am - 4:30pm

Complaints & Feedback

West Coast Homecare welcomes feedback, including complaints. We believe people have the right to speak up as it helps WCHC to see what works, what doesn't and where we can make improvements in our services and interactions with you.

If you would like to compliment our organisation or staff, we will ensure that the staff and Board of Management receive your valuable feedback.

We believe our coordinators are the best people to assist you when providing feedback. If you would like information about our services or are unsure about something we encourage you to contact your nearest office. You can send an email to admin@westcoasthomecare.com or call 8682 2177. If we can't help you, we will try to refer you to someone who can.

You can make a complaint about West Coast Homecare:

- In person, by speaking the relevant Executive Manager at 56 St Andrews Terrace, Port Lincoln

- Telephoning, and speaking the relevant Executive Manager on 08 8682 2177
- In writing, to West Coast Homecare PO Box 881 Port Lincoln SA 5606
- By emailing to admin@westcoasthomecare.com

If we cannot deal with a complaint, we will explain why.

- If you make a complaint, we will try to resolve the issue as quickly as possible, our complaints procedure requires that we:
 - take immediate action where there appears to be a high risk of harm, neglect, or abuse
 - aim to acknowledge complaints within 3 business days of receiving the complaint
 - aim to resolve complaints within 30 days of receipt
- we will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

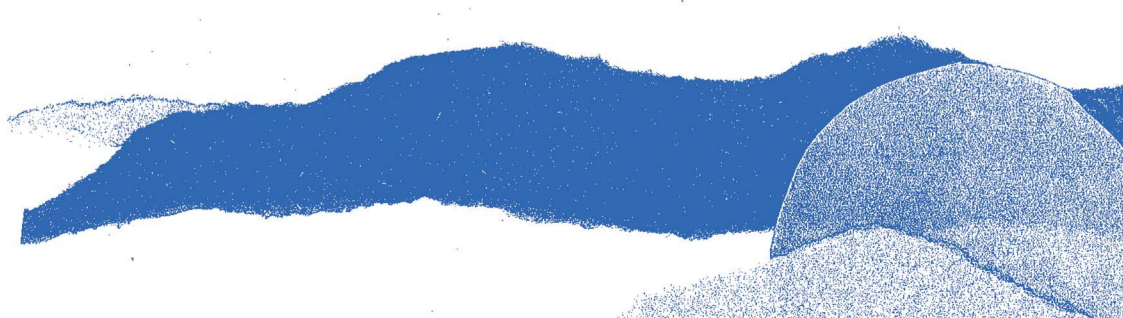
When we contact you to talk to about your complaint we may ask you to provide more information to help us understand the nature of your complaint.

Complaints can be resolved in many ways and the person who is handling your complaint can provide you with information about how similar complaints have been resolved.

If you are dissatisfied with the outcome of your complaint you can ask for the CEO or Board to review the complaint and how it was handled.

After this, if you are still not satisfied, you may seek assistance from the commonwealth Ombudsman by calling 1300 362 072 or contacting via the web... www.ombudsman.gov.au/making-a-complaint/online-complaint-form

National Relay Service. www.relayservice.gov.au then 1800 035 544



Addressing ageism in Homecare

Ageism can be reflected in care strategies that ignore a patient's values and ideas about what constitutes a productive life. It includes how we think certain groups of people should or shouldn't act or behave and it assumes that older people do not know or understand their own needs or their own bodies.

Treating consumers with dignity and respect is key to ensuring that consumers are supported to exercise choice and independence.

West Coast Homecare adopts a Person Centre Care approach to care planning ensuring that assumptions are not made about what consumers can do and can't do or how they should behave. Our Care Coordinators work with our consumers and their carers to identify what is important to them and what their unique goals are to maintain independent living. Getting to know our consumers and listening to their stories about their past experiences, their skills, knowledge and abilities helps us to

provide care services that are inclusive and respectful. The better we get to know our consumers the better we can provide a care plan that is tailored to specific needs.

Initial care plans are reviewed regularly to ensure that care needs and goals are still relevant and changes are made as required or requested. Consumers are encouraged to provide feedback or discuss issues or changes that they need at any time.

We recognise that older people want to live the life they choose and that may involve goals that others may see as risky, or not suitable for older people to be doing. Working together with consumers, their carers and their family can often produce some creative solutions to assist consumers to meet their goals. It is important for care services to be flexible and open to different ways of providing services.

Let's make it Happen!



Silos Turn Purple!

World Elder Abuse Awareness Day (WEAAD) is commemorated nationally each year on 15th June to highlight the issue of elder abuse. It reminds the community that older people have rights -the right to make their own decisions, to work, be safe and be treated with dignity and

respect. The silos in Port Lincoln were bathed in purple light for the week commencing 15th June to acknowledge the importance of issue.

For further information call about Elder Abuse call the - Adult Safeguarding Unit on 1800 372 31

Reform to in-home aged care

The Australian Government will create a single Support at Home Program. This is replacing the Commonwealth Home Support Programme (CHSP), the Home Care Packages (HCP) Program, Short-Term Restorative Care Programme (STRC), and residential respite programs.

In response to the final report of the Royal Commission into Aged Care Quality and Safety (the Royal Commission), a new Support at Home Program will be created.

This will be develop in consultation with senior Australians and community stakeholders.

The new program will address the Royal Commission's recommendations to support senior Australians to stay in their homes for longer.

Read more about Pillar 1: Home Care, which is part of our aged care reform plan can be found here: <https://www.health.gov.au/sites/default/files/documents/2021/05/home-care-pillar-1-of-the-royal-commission-response-future-design-and-funding.pdf>

This reform will mean better-targeted services for over one million senior Australians who are now receiving home care or residential respite services.

From July 2023, the new Support at Home Program will replace:

- Commonwealth Home Support Programme (CHSP)
- Home Care Packages (HCP) Program
- Short-Term Restorative Care (STRC) Programme

- Residential respite programs.
- Support at Home Program Overview Paper
- This overview outlines the proposed design for the new Support at Home Program. It discusses key aspects of the program and provides a consultation plan for 2022.
- Senior Australians, their families, and carers are encouraged to read an overview summary, which compares current in-home aged care programs <https://www.health.gov.au/resources/publications/support-at-home-program-overview-summary-for-senior-australians-their-family-and-carers>

If you would like a copy of the Pillar 1 Home Care and or the Support at home overview paper phone West Coast Homecare for a copy.

West Coast Homecare Word Search



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

- TUMBY BAY
- HOMECARE
- CLEVE
- DIGNITY
- RESPECT
- EYRE PENINSULA
- LOCAL
- COMMUNITY
- CHOICE
- CONVERSATIONS
- PORT LINCOLN
- AGED CARE
- CUMMINS
- FAMILY
- WEST COAST
- SAFE

*All words can be found horizontally, vertically, diagonally or backwards

Solution on the final page

Today's Inspiration

"I have reached an age when, if someone tells me to wear socks, I don't have to."

-Albert Einstein

"Age is a state of mind. If you consider yourself 70 years old, you're merely 70. If you see yourself on a 70 year old journey, you're an explorer!"

-Unknown

Headline Budget Figures: 2022-23

→ The 2022-23 Federal Budget includes an additional \$522 million in aged care since the 2021-22 Budget of \$17.7 billion, bringing the total investment of the response to the Royal Commission into Aged Care Quality and Safety to \$18.8 billion:

- Pillar 1: Home Care - \$7.7 billion
- Pillar 2: Residential aged care services and sustainability - \$7.8 billion
- Pillar 3: Residential aged care quality and safety - \$1.5 billion
- Pillar 4: Workforce - \$901.1 million
- Pillar 5: Governance - \$869.6 million

→ COVID-19 support for aged care - \$1.4 billion

→ "Since 2012-13, the investment in aged care has grown by 161%, from \$13.3 billion reaching a record \$34.7 billion in 2025-26." (From Ministerial media release)



Staff Profiles

Introducing Janet Sinclair

Home Care Coordinator
(Enrolled Nurse) Tumby Bay



Janet commenced with West Coast Homecare in 2019 as the inaugural Home Care Coordinator in our successful Tumby Bay office.

Janet is an Enrolled Nurse with 31 years of experience mostly in the Age Care sector.

She has a Certificate IV in Community Care Coordination and believes home and community care is the future of age care and disability support.

Janet has lived and worked in Port Lincoln and Tumby Bay for the past 20 years.

Introducing Kate Eglinton

Consumer Engagement
Coordinator



Kate commenced with West Coast Homecare in 2015 and has over 40 years of experience in the health and community services industry.

She also has experience in nursing, community health and community development and brings extensive experience and skills in change management and influential leadership with a focus on developing partnerships and collaborative approaches for better outcomes.

With a strong background in Primary Health Care, Kate understands the importance of using a holistic approach for good health and wellbeing of individuals and communities.

WINTER WARMER RECIPE



Time : 1 hour (45 minutes)

Serves : 6

Ingredients

- 1kg chicken lovely legs
- 1 onion, finely chopped
- 4 large carrots, peeled, cut into 2cm pieces
- 4 stalks celery, sliced
- 1 turnip (or swede), cut into 2cm pieces
- 2 cloves garlic, crushed
- 2 teaspoon dried thyme leaves
- 1 dried bay leaf
- 1 reduced salt chicken stock cube, crumbled
- 200g wholemeal pasta
- 1 cup coarsely chopped fresh parsley

Nourishing Chicken Soup

Method

Heat oil in a large, deep pot over a medium-high heat. Add chicken. Cook for 5 minutes, turning occasionally, until lightly browned all over. Remove and set aside. Reduce heat to medium.

Add onion, carrots, celery, turnip, garlic and thyme to pot. Cook for a further 5-7 minutes, stirring occasionally, until lightly browned.

Return chicken to pot with bay leaf, 2 litres (8 cups) water and stock cube. Bring to the boil. Reduce to a simmer and cover with lid.

Simmer for 1 hour. Stir in pasta.

Simmer, covered, for a further 15 minutes.

Remove from heat. Lift chicken pieces from pot using a slotted spoon. Shred chicken meat and discard bones. Return chicken to pot with parsley. Stir over low heat until hot.

Tips

To cook soup in a slow cooker, complete steps 1 and 2 as above, then transfer chicken and vegetables to a slow cooker. Add bay leaf, water and stock cube as directed in step 3.

Cook on Low for 7 hours (or High for 4 hours), adding pasta in the last 30 minutes of cooking time. Follow step 4 as above and keep soup warm in slow cooker on low setting until ready to serve.

Freeze individual soup portions in containers. Thaw overnight in fridge and reheat on stovetop or in microwave until hot. Great for a warming office lunch or a light dinner on chilly nights.

Source : www.heartfoundation.org.au/Recipes/chicken-soup

Dementia Australia

No matter how you are impacted by dementia or who you are, Dementia Australia is here for you.

We exist to support and empower the estimated half a million Australians living with dementia and almost 1.6 million people involved in their care. Dementia is the second leading cause of death in Australia yet remains one of the most challenging and misunderstood conditions.

What is dementia?

Dementia describes a collection of symptoms that are caused by disorders affecting the brain. It is not one specific disease.

Dementia affects thinking, behaviour and the ability to perform everyday tasks. Brain function is affected enough to interfere with the person's normal social or working life.

There are many different types of dementia – in fact there are more than 100 different types - with the most common form being Alzheimer's disease. Other forms include vascular dementia, frontotemporal dementia and dementia with Lewy Bodies.

Who gets dementia?

Most people with dementia are older, but it is important to remember that not all older people get dementia. It is not a normal part of ageing.

Dementia can happen to anybody, but it is more common after the age of 65 years. People in their 40s and 50s can also have dementia.

Can you prevent dementia?

Being brain healthy is relevant at any age, whether you are young, old or in between. However, it is particularly important once you reach middle age as this is when changes start to occur in the brain.

At this point, there is nothing definitive you can do to prevent dementia, however, we do know what is good for your heart is good for your brain.

There are many things you can do to help reduce your risk of developing dementia.

While we cannot change getting older, genetics or family history, scientific research suggests that changing certain health and lifestyle habits may make a big difference to reducing or delaying your risk of developing dementia.

It's never too early or too late to start.

Brain Health

You can live a brain healthy lifestyle by:

- Book regular GP check-ups for blood pressure, blood glucose levels and cholesterol including hearing checks
- Being physically active
- Mentally challenging your brain
- Following a healthy diet
- Not smoking or drinking to excess
- And being socially active

Your risk of developing dementia may decrease if you look after your physical fitness and health.

Physical activity increases blood flow to the brain, stimulates the growth of brain cells and the connections between them, and is associated with larger brain volume. Diet, sleep patterns, hearing and head protection are also factors for good body health.

Dementia Australia services

Across South Australia, Dementia Australia provides a range of services and supports including:

- The National Dementia Helpline (1800 100 500) which is open from 8am to 8pm Monday to Friday, and provides information about dementia and memory loss, direction to support and services in your area, information on how to reduce your risk of getting dementia as well as providing emotional support and counselling;
- Counselling services for people living with dementia, their families and friends;
- Help Sheets and resources on a range of dementia related information;
- Early intervention programs such as the Living with Dementia Series which provide people in the early stages of dementia, along with their families and carers with information, advice and peer support;
- Younger onset dementia support services;
- Carer support groups
- A library and information service;
- Dementia education sessions and programs for people living with dementia, their carers, family members as well as health professionals;
- And we have a range of public awareness activities.

Dementia Support Specialists

Dementia Australia has Dementia Support Specialists located across the country including Kylie Earl who is based in Port Lincoln, SA and provides services to much of the Eyre Peninsula.

Dementia Australia's Dementia Support Specialists are a specialised team who assist people with dementia and their families to access specific information, resources, education and support, tailored to their individual needs.

What Dementia Support Specialists can help with

The Dementia Advisory program assists people 65 years and over living in the community. Dementia Support Specialists cover the whole state, providing information and education around living well with dementia. Specialists provide this service either individually or in a group setting. The program can also assist special needs groups such as Culturally and Linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander (ATSI) community members 50 years and over, people at risk of homelessness 50 years and over, veterans, members of the Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) community and people living alone.

The Dementia Advisory program is funded by the Commonwealth Home Support Program (CHSP). A client contribution might be required to access this service.

Specialists can help with:

Understanding the diagnosis

- Communication strategies
- Memory strategies
- Tips and resources
- Advance Care Directives
- Future planning
- Dementia specific support groups
- Education programs and workshops

To connect with Dementia Australia services and support please call the National Dementia Helpline 1800 100 500





OFFICE LOCATIONS

West Coast Homecare is committed to supporting small rural communities on Eyre Peninsula, our office locations and opening hours are:

Head Office
Port Lincoln
56 St Andrews Tce
Phone: 8682 2177
 Monday – Friday
 9:00am – 5:00pm

Tumby Bay
3 Spencer Street
Phone: 8688 2464
 Monday – Friday
 9:00am – 4:30pm

Cummins
58 Bruce Terrace
Phone: 0438 163 641
 Tuesday, Wednesday
 & Thursday
 9:00am – 4.30pm

Cleve
27A Main Street
Phone: 8628 2870
 Monday – Thursday
 9:00am – 4:30pm

Pandemic Fatigue

While we can all experience fatigue in different ways, it is possible to counter its effects. The Commission has developed resources to help you look out for some of the signs of fatigue, and shares steps you can take to be kind to yourself and overcome these feelings.

Pandemic fatigue is real and it's absolutely understandable many Australians are experiencing it.

Every Australian has had to endure a lot as a result of COVID-19.

We put 2020 behind us and envisaged 2021 as being a fresh start. We found the courage to support ourselves, our loved ones and our communities through many hardships last year, but it's a bit different this time as many of us are running close to empty

emotionally and mentally. It's absolutely understandable that many Australians are experiencing pandemic fatigue at this time, but it's important to realise that we can overcome it.

The National Mental Health Commission and mental health services are united in urging all Australians to take practical steps to maintain their mental wellbeing.

Everybody is experiencing pandemic fatigue differently. Some of us may not even be aware it's affecting us.

It's important to be aware of pandemic fatigue in ourselves and in those around us, so we can take proactive opportunities to maintain our wellbeing

Many OF US ARE FEELING:

Low in energy
 It's hard to look forward to tomorrow

A lack of enthusiasm for things you would normally enjoy

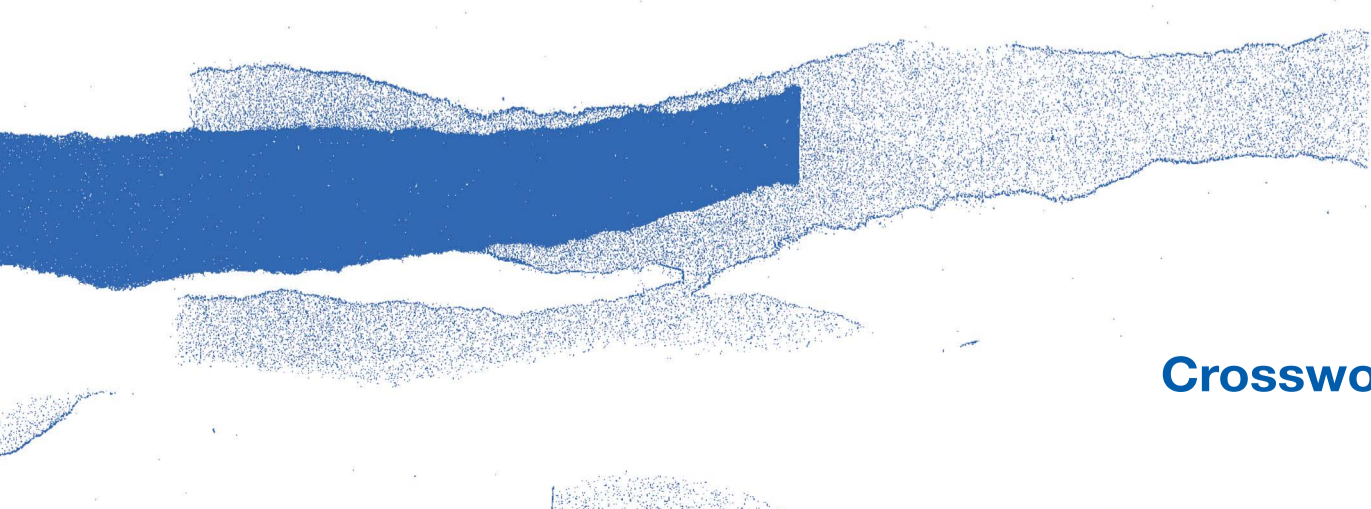
Some tips TO HELP CARE FOR YOURSELF AND THOSE AROUND YOU:

Get sweaty Seek support

DO SOMETHING YOU PUT OFF FOR A RAINY DAY

Australian Government
 National Mental Health Commission

Coronavirus Mental Wellbeing Support Services: 1800 512 348
www.headtohealth.gov.au



Crossword Solution:

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