

Queen's Birthday Public Holiday

On public holidays, your services may need to be rescheduled.

This could involve changes to the time and day of your service and the Community Care Worker who attends. You will be notified to discuss any changes.

Please contact the office as soon as possible if you wish to cancel services rostered for public holidays. The office will be closed on **Monday, 10 June 2019**.

When the office is closed, Council's On Call service 0418 123 347 is available for urgent cancellations of services.

On-Call hours are 7 am to 8.30am and 5 pm to 9 pm on weekdays, and 7 am to 9 pm on weekends and public holidays. Best wishes to you all for a healthy and social Winter.

Odd Spot - quote

"Old age is an excellent time for outrage. My goal is to say or do at least one outrageous thing every week."

- Maggie Kuhn, an American activist, founder of the Gray Panthers movement, after she was forced to retire from her then job at the then-mandatory age of 65.

Victorian Senior of the Year

Do you know an older Victorian who makes a difference in their community or an organisation that improves the lives of older people? A leader who inspires others, a behind-the-scenes organiser, or a person who does the hands-on work to deliver services.

Nominate them for:

- Premier's Award for Victorian Senior of the Year
- Promotion of Multiculturalism Award
- Healthy and Active Living Award
- Veteran Community Award
- COTA Victoria Senior Achiever Awards
- Age-Friendly Victoria Award – for organisations that create age-friendly communities, promote active ageing, improve the quality of life and inclusion for older people.

Download a nomination form at seniorsonline.vic.gov.au/awards.

For more information or help with completing the form call the Seniors Card on **1300 797 210** or email seniorsonline@dhhs.vic.gov.au.

Nominations close **Friday 5 July 2019**. Look out for information on October's Victorian Seniors Festival events at seniorsonline.vic.gov.au

LATE CANCELLATION FEES

To avoid a late cancellation fee, please notify the office before noon, the day before your service is scheduled.

Cancellations, except for urgent after-hours cancellations, must be received during office hours Monday to Friday 8.30am – 5 pm.

When the office is closed, Council's On Call service 0418 123 347 is available for urgent service cancellations. On-Call hours are 7-8.30am and 5-9 pm on week days and 7 am to 9 pm on weekends and public holidays.

CANCELLING DELIVERED MEALS

We need three weeks' notice if you are going to cancel your ordered meals. Please consider your requirements if you are going away, or having a family to visit. If you need to cancel any meal, please contact the office as soon as possible to adjust your order. If you cancel within the three-week cancellation period of your order, you will be charged whether the meals are provided to you or not.

Macula health – looking after your eyes

Age-related macular degeneration (AMD) is a chronic and progressive disease of the macula, leads to loss of central vision. Always check with your eye health professional about any changes in your vision.

Most common symptoms of AMD are:

- Difficulty in reading or doing any other activity that requires fine vision;
- Distortion, where straight lines appear wavy or bent;
- Problems distinguishing faces;
- Dark patches are appearing in the centre of your vision.

Tips for optimal macular health are:

- Visit an optometrist every year if over 65, or as advised by your eye health professional, to look for early signs of AMD;
- Don't smoke – smokers are at 3 to 4 times higher risk of AMD than non-smokers;
- Exercise regularly and eat a macula friendly diet – fish two or three times a week, dark green leafy vegetables and fresh fruit daily, and a handful of nuts once a week can help reduce risk of AMD;
- Protect your eyes from sunlight exposure;
- Monitor changes in your vision by using an Amsler grid if you have signs of AMD

To order a FREE Amsler grid or find out more about macular disease please call the Macular Disease Foundation Australia on **1800 111 709** or visit mdfoundation.com.au.

Winter health hazards at home

Tips to keep you and your home fire-safe:

Keeping warm and safe during colder months also means being alert to indoor health hazards. Hot water bottles, electric blankets and heaters can cause burns and other injuries. Other risks come from faulty electrical products which can overheat, give you an electric shock and potentially cause a fire.

- In case of fire, remember to get down low; and go, go, go!
- Where possible, make sure you know more than one safe way out of every room in your home. Have an escape plan in the event of a home fire and practise it regularly.
- Keep wet clothes at least 1m from heaters or fireplaces, and never place clothes or towels on your heater.
- Clean the lint filter every time you use a clothes dryer. (Excess lint can catch fire.)
- never burn rubbish inside your home such as plastics or foam, or wood that is painted or treated.
- Use warm, not boiling water in hot water bottles. Check hot water bottles for leaks. Replace them if they look cracked or worn or every two years. As the rubber can perish from the inside, you may not be able to see if it's worn out.
- Always cover hot water bottles with a towel or a fabric cover to avoid burns to your skin.
- Heat packs are usually fabric bags filled with wheat or another grain and are heated in a microwave, then used to warm parts of the body. Use caution when using heat packs as they can cause skin burns after being heated in a microwave for too long, or cause fires if old and the filling has dried out and become combustible.

First aid for burns - Burns can be caused by many things, including heat, cold, electricity, chemicals.

- Immediately cool the burn with running water for at least 20 minutes.
- Remove constrictive clothing and objects such as rings, watches or other jewellery not stuck to the skin.
- If possible, elevate the burnt limb to minimise swelling.
- Keep the person covered where possible, so they don't get cold.
- Cover the burnt area with a wet, clean (fluff-free) cloth, or a non-stick dressing or plastic cling wrap.

Call triple zero (000) for an ambulance if:

- The person has breathing difficulties, a hoarse voice, facial burns, or singeing to eyebrows or eyelashes.
- The burn was caused by electricity.
- The burn involves hands, face or genitalia.
- The area of the burn is an area larger than the hand of the affected person.
- The pain is not controlled.

Advocacy

An advocate is a person who, with your authority, can represent you and be a participant of any part of the service continuum - initial contact, assessment, care planning and reassessment. Advocacy involves nominating a support person, such as a family member, a friend or organisation, to assist you in communicating your needs, concerns or feelings. An advocate is someone who stands beside you and works on your behalf and at your direction in a way that represents your expressed wishes (Department of Health and Ageing 2001). An advocate can support you to:

- Make decisions for yourself
- Make your voice heard
- Stand up for your rights
- Protect and promote your interests
- Speak on your behalf

An advocate can offer suggestions and information about options, but the final decision will always be yours. Council encourages you to use an advocate when raising issues with the Council if you feel overwhelmed, intimidated or unsure about your rights. You may also want to use an advocate if you are making a complaint or during the assessment or review process.

Appointing an advocate

You can choose your advocate, or we will assist you in contacting an independent advocacy agency. Information is not shared or provided to your advocate unless we have your consent to do so. You can change your advocate or stop using an advocate at any time. Please contact the Positive Ageing Unit if you want to change or stop using your advocate. Organisations that can assist you with advocacy or provide you with an advocate are listed here.

- My Aged Care **1800 200 422**, myagedcare.gov.au
- Elder Rights Advocacy **1800 700 600**, era.asn.au
- Office of the Public Advocate **1300 309 337**

Do you need an interpreter?



On Call Interpreters and Translation Agency **9867 3788**.

You can access information in your preferred language.

If you need to telephone Council with the help of an interpreter, please call the interpreter service.

Please refer to the On Call Interpreters and Translation information pamphlet provided at assessment.

Musical Mornings

Council's Musical Mornings (incorporating the Geelong Performance Arts Centre's program) is a great opportunity for Shire residents to socialise and enjoy live entertainment. The ticket includes transport from your nominated township pick up point to GPAC, an allocated theatre seat for each performance, and a two-course meal lunch at a restaurant. Please call Julia on **5261 0600** to check availability and to book your tickets or e-mail juliac@surfcoast.vic.gov.au.

Season One last show for \$40

- B Sharp Big Band - Thursday 4 July

Season Two - \$175 for four shows

- Caruso to Carreras, The great tenors
Thursday 8 August
- Walt sing Australia - Thursday 26 September
- The songs of Shirley Bassey
Thursday 31 October
- A very merry Christmas - Thursday 5 December

National hotline to combat elder abuse

Victims of elder abuse have a free national hotline, providing a 'one-stop shop' for information and referrals. Any older person who is thinking "I'm not sure where my money is going, I don't know what's happening to my medication, I feel concerned that people are controlling my life" – this is the number to ring and talk to people who are experienced to help you. It is estimated that up to 185,000 older Australians experienced some form of abuse or neglect every year. The federal government is also providing 12 trials over four years, of frontline services to support elder abuse victims. Consisting of five specialist elder abuse units, three health-justice partnerships, and four case management and mediation services. The services are aimed at all elderly people, those living independently, and living in residential aged care facilities. The free call number is **1800 ELDERHelp (1800 353 374)**.

Fees Increase - effective 01 July 2019

Council undertakes an annual review of all fees. The new schedule of fees (subject to Council approval at Council meeting 25 June 2019) for Commonwealth Home Support Program (CHSP), and the Home and Community Care Program for Younger People (HACC PYP) is enclosed together with this newsletter. The new Home Care Package fees are available through your case manager. The new fees will apply to all services that are provided on and after 01 July 2019. Also available on Council's website surfcoast.vic.gov.au

Positive Ageing Advisory Committee update

The Committee continues to meet every 4 – 6 weeks. So far, the Committee's main focus has been discussing services and supports, to make sure that all of our community continue to receive the best quality services. Our broader aim is to be the community representative body working towards Age-Friendly Communities. In 2016, our Mayor Rose Hodge signed a declaration committing Council to work towards Age-Friendly Communities, within the framework of 8 areas:

- Communication & Information
- Civic Participation & Employment
- Respect & Social Inclusion
- Housing
- Transport
- Outdoor spaces and buildings
- Community Support & Health Services

The Committee is looking forward to moving onto the other aspects of making the Surf Coast Shire an "Age-Friendly Community". If you have any queries or would like to know more, please contact Nicole Langtip nlangtip@surfcoast.vic.gov.au or **0432 558 119**.

Barwon Health Palliative Care Program

Most people find it difficult to talk about death, and Barwon Health's podcast series aims to break down the conversational barriers around dying, terminal illness, and palliative care.

Room 64 – A Palliative Care podcast features interviews with a wife and daughter of former patients at the McKellar Centre, as well as staff working in end-of-life care.

The volunteer-produced podcast is named after the room where Anglesea centenarian Evelyn Brooks spent her final three weeks last May and was the idea of her daughter Christine.

Ms Brooks wants people to gain a better understanding of palliative care experiences, including the way people discuss the challenging topic of dying and death. She said "While I was sitting in Room 64 hanging out with Mum, I thought 'how come I don't know about any of this stuff. Is it all new to me? That whole discussion around palliative care and the resources available doesn't happen, and my mum certainly didn't want to talk about death.

Room 64 is more than just a medical room in the Palliative Care Unit – it's one of the places people go at the end of their life, and I wanted that reflected in a meaningful way. Room 64 has seen happy times, sad times, lots of love and laughter, and heard lots of stories. It's important for members of the community to hear and see that palliative care is not just about older people dying. Palliative care is everybody's business."

Download at barwonhealth.org.au/podcasts or other podcast services such as Spotify and iTunes. Presented by Christine Brooks and Dominic Black, former BBC documentary producer.

Want your Positive Ageing newsletter sent by email?

Send us an email to scsservicedelivery@surfcoast.vic.gov.au with your request. We do not share your email address or any client information, and will only use your email to send you the Positive Ageing Newsletter.

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