

# COMMUNITY MATTERS

## Kalyra Community Services Newsletter

ISSUE 15

SEPTEMBER 2018

**SPECIAL  
POINTS OF  
INTEREST:**

Message from  
Director Community  
Services 1

Survey results  
Social Connections  
Domestic Assistance 2

Ambulance cover  
Smoke detectors  
Phone system 3

Your HCP surplus  
My Health Record 4



### Message from Valerie Sandlant, Director of Community Services



On Sunday 16<sup>th</sup> September, Prime Minister Morrison announced a Royal Commission into aged care.

This provides an opportunity to engage in a much-needed, constructive national discussion about the future of aged care, including how as a society we will deliver quality services to our growing ageing population. Whilst this will focus on residential care, community services will hopefully be examined, even if only for the huge numbers of people waiting for community services of whom some end up in residential care while waiting.

ABC Four Corners two-part series on aged care 'Who Cares?' commenced 17th September, contains distressing stories about poor quality care. The concern about the quality of residential aged care has been increasing.

At Kalyra we believe that all older Australians should be able to expect high quality care, and we are committed to providing the highest quality care each and every day through both our community services and residential care.

We believe there is no room in our community for poor or inattentive care and we have zero tolerance for criminal abuse, assault or negligence.

If you or your family have any concerns about the care you are receiving, please contact myself, or your Coordinator so we can support you and discuss any queries or concerns.

Kind regards Valerie

## Survey Results

Please see enclosed the annual client survey results for 2018. If you have any suggestions for improvement to our services, please let us know.

## Social connections

Thank you to Janet for feedback on how social connections have a positive impact on life. Social connections are known to reduce levels of stress, increase happiness and wellbeing.

Janet has been accessing an opportunity on the Fleurieu Peninsula, organised by Rachela Home Support Worker, to meet with other locals, share interests and develop connections.



Dear Anita,  
Am writing to say how much I have enjoyed the social gatherings hosted by Rachela at CWA rooms each month.  
These days I have given an encouraging moment to start my social life again.  
For more than ten years I nursed/cared for my late husband at home & there was no time/opportunity for social connection.  
After John's death I was very ill for some time. Balyra was critical in my recovery.  
I hope you continue with this social inclusion.  
Regards Janet O'urray,

## Domestic assistance

Sometimes the expectation of what we can do is greater than what we can actually provide. We provide light house hold cleaning. If you would like heavy household cleaning e.g. scrubbing of shower screens or tiles, please speak with your Coordinator as this can be arranged through professional cleaners (depending on your budget and program).

## Ambulance Costs

Ambulance attendance & transfers are expensive if you do not have ambulance cover (\$976 for emergency call out and \$218 for non emergency).

If you access ambulance cover through private health funds, we recommend checking to determine if the cover is appropriate for your needs. Private health insurance may limit the number of ambulance call outs and/or only cover for 'emergencies' not 'non-emergencies' (e.g. for tests, ongoing treatment or transfer to another hospital).



SA Ambulance cover gives 'peace of mind' knowing that there is no limit to call outs and transports are also covered.

**An ambulance will be called if you have a medical emergency while our staff are present.**

## Smoke Detector

Have you had your smoke detector tested this year?

If you need assistance to get yours checked please speak with your Coordinator.

## New phone system connected



Our new phone system should enable you to contact the office and speak with staff 'with ease'. **Please see enclosed flyer of contact numbers for our offices.** Please phone if you have any questions!

## Is your Home Care Package in surplus?

Home Care Packages- Service providers have been directed by the government to talk with clients who are not using all their funds to discuss the possibility of them going down a package level or exploring opportunities to consider some reablement programs. These can be physical activities or exploring things of interest.



Research has shown that these programs can avoid or delay a person requiring more intense support in the future.

Your Coordinator could work with you to identify what a Home Care Package can provide and be of benefit for you to maintain or even enhance your mobility and well-being.

## My Health Record

Every Australian will have a My Health Record created for them, unless they choose not to have one by 15th October.

My Health Record is an online summary of your health information that can be shared with your doctors, hospitals and other healthcare providers.

You may opt out by visiting the My Health Record website ([www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)) or by phoning 1800 723 471).



### Contact Kalyra Help at Home:

[admincommunity@kalyra.org.au](mailto:admincommunity@kalyra.org.au)

[www.kalyra.org.au](http://www.kalyra.org.au)

123 Swanport Road, Murray Bridge 5253  
Telephone: (08) 8531 0425

51 Torrens Street, Victor Harbor 5211  
Telephone: (08) 8408 4720

2 Kalyra Road, Belair 5052  
Telephone: (08) 8278 0390

66 Hutchinson Street, Mt Barker 5251  
Telephone: (08) 8408 4710

343 Brighton Road, North Brighton 5048  
Telephone: (08) 8408 6331

### Healthy Tip

A training diary can help track your progress toward your fitness goal. Record specific goals, time, distance, type of workout, weight and heart rate.

This can also be great for motivation toward improvement.



**kalyra**  
communities