

# COMMUNITY MATTERS

## Kalyra Community Services Newsletter

ISSUE 18

MAY 2019

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



At last it rains but boy is it cold!!

There are lots of changes in aged care, with three commencing as from 1st July 2019.

**Charter of Aged Care Rights:** There is a new version of these. Service Providers need to ensure clients understand their rights and provide all with a signed copy before 31/12/2019 and invite the clients to counter-sign. We will post out 2 copies to you over the next few weeks. One for you to keep and one for you to sign (if you choose to) and to return to us in a reply paid envelope. If you would like to discuss them or need any of them explained please contact your Coordinator.

**Home Care Pricing Schedule:** this will only effect those of you on a Home Care Package (HCP). New legislation will take effect which is aimed at making it easier for people to compare HCP providers. You will be receiving a fact sheet from myagedcare that explains these improvements. We have until 30/6/2020 to transition all existing clients into the new model. Your Coordinator will work through this with you when your annual review is due.

**New Aged Care Standards:** These standards now cover both residential aged care and community services. They are much more focused on the outcomes for the customer and we believe they are a positive step forward in the developing world of aged care services. Keep warm, and kind regards Valerie





## Message from Sara Blunt CEO Kalyra Communities

This year there is much concern arising in the community about access to services for people at home. The Royal Commission into Aged Care is in progress and government systems are being highlighted as needing to improve. I hope you are finding our help at home is working well for you and that if you are aware of friends or family who require services and are still waiting please encourage them to call us and we may be able to be of assistance.

I know how important reliable and trustworthy services are. My mum, who values her independence, was able to enjoy staying at home longer with the help of staff she knew to go out shopping, take her on trips to her favourite places, hang out her washing and provide social support. As a working daughter I highly valued the services, particularly the organising in the background helping to ensure mum got to dental appointments, the hairdresser and re-arranging everything when her friends spontaneously turned up and took her out to lunch or she decided to hop on a bus or go out on her gopher.

Let us know how you are finding our services and what you value through our feedback process. We always like to hear from you. And while we have much in common each one of us has slightly different needs, likes and dislikes and we pride ourselves on responding to each individual.

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### Client Survey 2019

THANK YOU to everyone who has responded to this year's annual client survey.

Approximately 36% of clients or their support people responded to the survey.

We have had some positive feedback and also some great suggestions for improvement eg:

'Totally satisfied with the service. Have told all visitors how good my care is'.

'Seek feedback from the client re standard/thoroughness of cleaning specially if a new person starts'.

More feedback will be coming soon.

A graphic featuring the words "Thank you!" written in a large, elegant, black cursive script on a light grey rectangular background.

## Staff Personal Profile

### Kate Strauss, Home Care Package Coordinator

#### Help at Home

##### *Your Role at Kalyra?*

Community Coordinator. I have been involved with the CHSP program for a number of years, and have just started the role of HCP Coordinator, filling in for Sarah Coughlan while she is on leave.

##### *Where do you call home?*

Where ever my husband and children may be.

##### *What is your favourite holiday destination?*

Bavaria or Vancouver

##### *If you cook, what is your signature dish?*

Baked Salmon and salad

##### *What books are on your bedside table?*

I am a big reader. I have 13 books on my bedside table. Here are just a few:

Origins: How the Earth Made us – Lewis Dartnell

The Unwinding of the Miracle – Julie Yip-Williams

The Weather Detective - Peter Wohlleben

Bridge of Clay – Markus Zusak

##### *If you could meet anyone in the world, who would it be and why?*

Sometimes the most inspirational people are the humble unknowns, so I will leave that door open for whoever walks in.

##### *Your fondest childhood memory is-*

Wintertime exploring in the scrub behind our house in the Mallee.

##### *The most exciting thing you have ever done is:*

Jumped out of a plane on my honeymoon – exciting or dumb, you decide.



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## Influenza Vaccine

Government-funded influenza vaccines became available mid-April 2019 and are recommended as the first and most important step in protecting against influenza and its potentially serious complications. Please speak with your GP if you require further information

And keep warm this winter!



## Who to Contact?

Kalyra Communities, Help at Home program is growing, and due to this growth so are the number of our staff!

Our Program Assistant team are your first point of contact to the office and are available to respond to your enquiries. The Program Assistants understand the need for responsive service and are able to provide information on scheduling or make any changes that you require. They are also able to respond to general enquiries or contact the coordinator as required.

The Program Assistant team includes:

### Belair

Simone  
Holly  
Eileen  
Annabelle  
Tania  
Ali

### Murray Bridge

Jodie  
Katie

### Mt Barker

Amy

### Victor Harbor

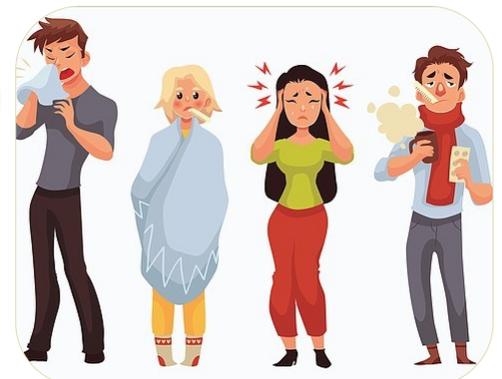
Leonie

Your Coordinator— The Coordinators work with you to discuss and find a great solution to your needs and wishes. The Coordinator works closely with the Program Assistant and Home Support Worker team to identify opportunities and provide solutions, and continuity of care.

Please refer to back page for phone numbers. Office hours are 8.30am—5pm

## Seasonal Alert

With the winter season upon us so are winter illnesses and to avoid spreading these illnesses across the community we would really appreciate it if you could please let us know if you are feeling unwell or have an illness. We can then take the appropriate action to either re-schedule your services or set up appropriate Personal Protection Equipment for our staff to attend to your essential services. Thank you



## Happy 60th Wedding Anniversary!

To Don and Marg Fidock who are celebrating their 60th wedding anniversary.

Wishing you much happiness as you celebrate another year of your wonderful journey together.



## Montessori Middle School opens on the site of Kalyra Woodcroft

Sonia Bolzon, Chair of Kalyra Communities Board with the Chair of the Montessori Board opened this exciting venture on 28th May 2019.

This is an excerpt from Sonia's speech:

'Studies have found older adults who regularly volunteer with children experience fewer falls, are less reliant on walking aids and perform better on memory testing than their peers. They have also confirmed that older people with dementia or other cognitive impairments experience more positive effects during interactions with children than non-intergenerational.

The older adults will get significant benefits out of being able to contribute to the life skills of the students. We see this happening through contact where the older people will be able to share life experiences and knowledge- of the type not encountered in the usual classroom environment. The older adults will also benefit from life-long learning and learning new technology. We believe that this will instil in the older adults a sense of value and purpose- which many may not have felt for many years.'

# Wellbeing at Home

Our home is our sanctuary, our castle, it is where the heart is. It is a place to rest, restore, relax and share time with loved ones. The home environment can play a huge role in influencing the way we feel. **Let's look at a few tips on how to make your home a place of calm, productivity and happiness.**

1. Filter the natural light and ensure a flow of fresh air to create a positive, clean environment.
2. Declutter your home. This does wonders for our mental health by creating space and a fresh feeling in your home.
3. Add flowers. A burst of seasonal colour and scent is very uplifting and relaxing.
4. Create a quiet sacred space in your home. This might be a place to have a relaxing cup of tea or somewhere where you can put your feet up and reset.
5. Get in the garden to uplift your spirit, mood and connect with nature. Try some fresh herbs or veggies.



## Healthy Tips

Practice random acts of kindness  
Random acts of kindness are good for givers and receivers alike. It could be a quick call or text to someone you care about or have lost touch with, or showing a fellow motorist some consideration, or giving up your seat on a train or bus, or buying someone lunch or giving a spontaneous bunch of flowers.

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  
Telephone: (08) 8531 0425

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

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

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

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



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