

EngAGEING UNLEY

THE CITY of
Unley

APRIL EDITION

Would you like to get this Newsletter and other information by email?

Send your details to wellbeingprogram@unley.sa.gov.au



Wellbeing Bus Trip to Grange Jetty Café for lunch with a view.

Welcome...

to our monthly newsletter for residents who access the City of Unley Commonwealth Home Support Program (CHSP)

Our aim is to keep you informed and provide information on new initiatives, services and supports you may like to access during these very challenging times.

For bus trip or social program suggestions email wellbeingprogram@unley.sa.gov.au

Join Our Wellbeing Bus Trips

Let us do the driving for your next day out. Staff and volunteers will be there to help you have a great day. Sit back and relax in the airconditioned bus. You can meet the bus at Fullarton Park Community Centre or we can arrange to pick you up from home if required.

If you have an idea for a venue you would like to visit or a new experience you would like to try, please contact the **Wellbeing Program** on **8372 5191** and let us know!



Funded by the Australian Government Department of Health. Although funding for this program has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

unley.sa.gov.au

Plan what you would do if you fall over

No one expects to have a fall, but having a plan will help you to be confident and get on with life.

If you spend a lot of time alone, it is worth thinking about how to get help in an emergency, how to get up from the floor and what to do after a fall. Here are some ideas.

Be prepared

- > Make daily contact with a relative, friend, neighbour, carer or Telecross service. They will check if you need assistance if they don't hear from you.
- > Ensure your telephone can be reached from the floor, or carry a cordless or mobile telephone with you.
- > Consider getting a personal alert system so that you can attract attention quickly in an emergency, such as a fall.
- > Leave a spare key with someone you trust, or install a key safe outside your house. This means someone will be able to reach you.
- > Discuss your plan with someone you trust.

How would you get up from the floor if you are not badly hurt?

On page three there is a suggested way to get up from the floor. It may be a long time since you tried to get on and off the floor, so it is a good idea to practise this when someone is with you, so that you know what to do.

Check with a physiotherapist or occupational therapist to find the method that best suits you and to help you to practise it safely.

What to do if you fall

1. Stay still and slow your breathing.
2. Check if you have injuries.
3. Look for hazards such as broken glass or electrical cords before you move, or before you allow anyone to help you up.
4. Decide if you will try to get up.
If you can get up:
 - a. think about how you will get up off the floor
 - b. if you do not manage the first time, rest before trying again.
5. Seek medical attention if you are hurt.

If you can't get up

Call for help by using your personal alert, a phone or by calling out.

While waiting for help:

- > stay as warm and comfortable as possible by using nearby pillows, blankets or towels
- > if you are outside, drag yourself under shelter and try to move out of direct sunlight and off hot paving
- > if you need to urinate, find something absorbent to use, so you protect your skin
- > if you can, change position from time to time to take pressure off a part of your body
- > if you can, drink to prevent dehydration.



What you should do after a fall

- > Seek urgent medical help if you start to feel confused, develop a bad headache, nausea and vomiting, blurry vision, limb weakness, neck stiffness, feeling tired or having no energy after the fall.
- > Write down the details of the fall (when, what, how).
- > Tell your doctor or health professional about the fall as soon as possible after it happened, even if you are not hurt. He or she can look into possible causes and treatment options. This is particularly important if you are on blood thinners.
- > Talk to your health professional so you can work together to prevent future falls, keep your independence and confidence.
- > Tell your daily contact person about your fall. Stay in contact frequently as injuries may not show up straight away.

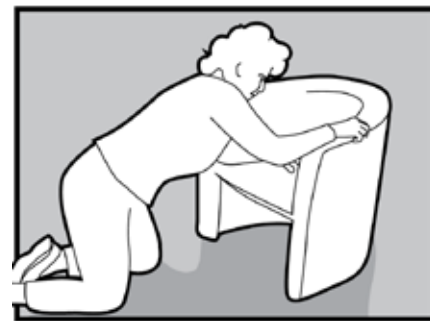
A suggested way of getting up if you are not badly injured



1. Roll onto your side.



2. Get onto hands and knees and crawl or slide to a sturdy piece of furniture



3. From a kneeling position, put arms up onto the furniture.



4. Bring one knee forward, putting that foot on the floor.



5. Push up with your arms and legs, pivot your bottom around.



6. Sit down. Rest before trying to move.

Don't fall for it. Falls can be prevented!

Medication. Know how medicine affects you and discuss side-effects with your pharmacist or doctor.

Keep Active. Exercise regularly to maintain balance, muscle strength and flexibility.

Eyesight. Have your eyes checked once a year and keep glasses clean. Wear separate glasses for reading and moving around.

Lighting. Increase the level of light in your home. Eliminate glare. Use lights when getting up at night.

Footwear. Wear well fitting, flat shoes with non-slip soles.

Slipping hazards. Use non-slip mats or floor treatments. Have handrails installed in areas like bathroom, toilet and at the front and back door.

Tripping hazards. Remove tripping hazards around your home and garden.

Take care. Ask for help when you are having difficulty and don't put yourself at risk.

Getting help. Keep in daily contact with someone who can organise help if you need it, especially in an emergency.

The City of Unley offer Better Balance classes that are specifically designed to improve your balance. Please refer page 6 for further details or call the **Wellbeing Program** on [8372 5175](tel:83725175) for more information.

Community Car Transport

Do you have a loved one in a nursing home who you would like to visit but you can't get there? Perhaps you would like to visit a new local café or maybe you need to get to a craft or hobby store? If so, then our volunteer drivers may be able to assist you.

In addition to supporting residents to get to medical and health-related appointments, the Community Car program recognises the importance of being able to stay connected

with the community. Transport is also available to attend social programs, get to hairdressing appointments, visit family and friends and more. Transport depends on the availability of volunteers, and medical transport always takes priority. Current program guidelines and fees apply, and new clients will require a My Aged Care referral. Please contact the **Community Transport Coordinator** to request further information or to discuss your transport needs on [8372 5405](tel:83725405).

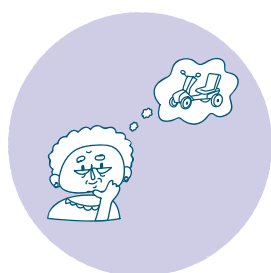


What is dignity of risk?

Dignity of risk is another way of saying you have the right to live the life you choose, even if your choices involve some risk.

If something you want to do involves some risk to you, your aged care provider should support you and your representative to understand the risks and manage them. They should also respect your wishes and preferences.

Your aged care provider should:



Make sure you understand the risks to you and others



Work with you to manage those risks



Respect your decisions

Dignity of risk is a big part of person-centred care.

This means you have the right to make decisions about your care and services.

Dignity of risk is included in the Aged Care Quality Standards. These Standards require your provider to recognise and respect your unique identity, culture, social connections, wellbeing and needs.

This will help you to maintain your independence.

Your aged care provider should support you to take risks, so you can live your best life.

If you, your family or representatives have concerns about the care you or someone else is receiving, it is important to talk about it. Talk to your aged care service, the **Older Persons Advocacy Network** on [1800 700 600](tel:1800700600) or the **Aged Care Quality and Safety Commission** on [1800 951 822](tel:1800951822).

Let's stay safe together.

Social Support Programs

The Commonwealth Home Support Program (CHSP) provides social and wellbeing programs to assist people to participate in community life and to feel socially included through structured activities that develop, maintain, or support independent living and social interaction, whilst facilitating your wellness and reablement goals.

For more information on all our programs and to make a booking contact the **Wellbeing Program** on 8372 5191 or email: wellbeingprogram@unley.sa.gov.au

A current My Aged Care referral is required to access each service type. Please speak to a member of our team for further information or alternatively you can contact My Aged Care on 1800 200 422 to arrange your own referral should you require one.

The City of Unley Commonwealth Home Support Program requires all participants of our social programs to be able to mobilise and walk independently. We reserve the right to review or withdraw participation in any program activity or service should we have concerns about you being physically able to manage without support or if there is a significant decline in your health. Should you be unable to participate independently, we have other programs and services available.

Tai Chi Class



Tai Chi is an ancient Chinese martial art practiced as a graceful form of exercise. It involves movements performed in a slow, focused manner accompanied by deep breathing. The benefits of Tai Chi include decreased stress, anxiety and depression, and improved mood, energy and stamina, flexibility, balance and agility and muscle strength and definition.

Join us at Unley Community Centre, on **Mondays from 11.45am.**

Cost: Level 1 - \$9 per class;
Level 2 - \$12 per class

Better Balance Classes



Come along to one of our Better Balance classes that are specifically designed improve your balance. Our Accredited Exercise Physiologist, Jenny, will guide you through a range of exercises targeted at preventing falls. The class aims to enhance your balance and confidence while building strength and endurance- all in a fun and social environment.

Join us on Thursdays at Fullarton Park Community Centre, 411 Fullarton Road, Fullarton

Classes at 11am and 12 noon.

Cost: Level 1 - \$9 per class;
Level 2 - \$12 per class

Easy Paced Walking Group



Do you enjoy walking but find other walking groups are too fast and you can't keep up? Join our easy-paced group for a 30 to 40 minute walk around the local area, at your own pace. After the walk, join the group for coffee and conversation at a local café. All abilities and mobility devices are welcome, with rests along the way for those who need them.

The group meets weekly at **10.00am on Tuesday mornings.**

Cost: Gold coin donation.

Social Support Programs

Buddies at Breakfast



Are you a man aged 65+ looking for a social group program?

Join us for great food and excellent conversation at our weekly men's breakfast. Share a joke and a laugh; it's a great way to catch up with other blokes in a relaxed, friendly environment.

Every Friday at Unley Park Sports Club,
8 Northgate St, Unley Park.

Time: 8.30am to 10.30am

Full cooked breakfast with coffee and fruit salad

Enjoy a variety of guest speakers each week.

All-inclusive cost: Level 1: \$13, Level 2: \$19.

Belles Breakfast



Pictured above: Belles Breakfast participants following the older road users' safety session presented by SAPOL. From left to right Ronda, Ann, Christine and Barbara.

Are you a lady aged 65+ looking for a social group program?

Belles Breakfast is a wonderful opportunity if you are seeking a social opportunity to meet new people and form friendships all while enjoying a freshly cooked breakfast.

Held on Thursday mornings at the Unley Park Sports Club,
8 Northgate St, Unley Park.

Time: 9am to 11am

Guest speaker or facilitated activity following the breakfast each week.

All-inclusive cost: Level 1: \$13, Level 2: \$19

Participants must be registered with the City of Unley Commonwealth Home Support Program and have a current My Aged Care Social Support Group referral to attend.

Please phone the **Wellbeing Program** on [8372 5191](tel:83725191) for more information or to register your interest.

Gutter cleaning Service

A gutter cleaning service is available for up to 2 hours including clearing gutters and flushing downpipes. Contractors may also be able to get on the roof to clear valleys and box gutters but are not able to remove gutter guards.

Please note: Gutter cleaning is for the main home only, not for the gutters that are not attached to the house, such as pergolas, sheds, garages, or granny flats.

Please phone the **In-Home Support Team** on [8372 5198](tel:83725198) to book this service.

*A My Aged Care Home Maintenance referral is required.

CHSP WELLBEING BUS TRIPS APRIL 2023 CALENDAR

Bookings open Thursday 30 March at 9am - Telephone 8372 5175 or 8372 5191

If you are unable to attend a bus trip after booking a seat, please provide a minimum of 24 hours' notice. This will allow time to contact others on the waiting list and for another participant to attend.

**TUESDAY
4 APRIL**

WINE TASTING AND LUNCH AT OXENBERRY FARM, MCLAREN VALE



Learn about Oxenberry Farm's history and wine, enjoy your wine flight in the outdoor area whilst taking in the views of Pedler Creek wetlands and vineyards. Afterwards, enjoy lunch made from fresh and local produce, coffee, decadent desserts, and gelato.

Time: 10:30am to 3.00pm

Cost: Bus Trip – Level 1 \$8.50, Level 2 \$11.50, \$15 wine tasting, lunch at own cost.

**WEDNESDAY
12 APRIL**

LUNCH AT THE SAILMASTER TAVERN, NORTH HAVEN



Whether you're craving a pub classic or something a little fancy the extensive menu showcasing locally sourced produce will satisfy all tastes. With an unforgettable backdrop and relaxed atmosphere, it's the perfect spot for a long lunch.

Time: 11.45am to 3.15pm

Cost: Bus Trip – Level 1 \$8.50, Level 2 \$11.50, lunch at own cost.

**TUESDAY
18 APRIL**

LONG WALK FROM BRIGHTON TO GLENELG SOUTH



Join us for a lovely 3.5km coastal walk from Brighton to Glenelg South where we will enjoy lunch with a view at The Broadway Kiosk.

Time: 10.00am to 2.00pm

Cost: Bus Trip – Level 1 \$8.50, Level 2 \$11.50, lunch at own cost.

THURSDAY 20 APRIL

DINNER AT EMPRESS RESTAURANT, TOORAK GARDENS



Join us at Empress Restaurant for a sumptuous meal. The a la carte menu boasts selections from the traditional to modern interpretations of Chinese cuisine. The chef takes pride in introducing fresh approaches to Chinese cuisine and off the menu items are offered weekly.

Time: 6.00pm to 8.15pm

Cost: Bus Trip – Level 1 \$8.50, Level 2 \$11.50, dinner at own cost.

CHSP WELLBEING BUS TRIPS

APRIL 2023 CALENDAR

WEDNESDAY
26 APRIL

LUNCH AT THE BALHANNAH HOTEL FOLLOWED BY TALK AND TOUR AT AUSTRALIAN LIONS HEARING DOGS.



**Australian
Lions Hearing Dogs**

National Hearing Dog Day celebrates the role that a Hearing Assistance Dog plays in the life of someone who is deaf or hard of hearing. The day is recognised annually on 19 April, the day the first Australian Lions Hearing Dog, Amber, was delivered 41 years ago this year.

Join us as we travel to the Balhannah Hotel for a delicious lunch. Afterwards we will visit the Australian Lions Hearing Dogs in nearby Verdun for a talk and tour.

Time: 11.30am to 3.30pm

Bus Trip: Level 1 \$8.50, Level 2 \$11.50, \$5 per person for Lions Hearing Dogs visit, lunch at own cost.

PLEASE NOTE

We would appreciate at least 24 hours notice of all bus trip cancellations. This allows other participants to attend.

IMPORTANT INFORMATION

- Transport to and from the Fullarton Park Community Centre for bus trips is \$2.50 each way.
- Cost for Bus Trips: Level 1 - \$8.50, Level 2 - \$11.50
- The bus leaves from Fullarton Park Community Centre; please arrive 15 minutes early.
- Bus trips leave Fullarton promptly, return times are an estimate.
- To be eligible for this program we require a Social Support Group referral from My Aged Care. You can contact **My Aged Care** on 1800 200 422, or with your consent we can do this on your behalf.
- To make a bus booking contact **Wellbeing Program** on 8372 5175 or 8372 5191 or email wellbeingprogram@unley.sa.gov.au
- When booking on the bus trips please choose your top two preferences. We will then place you on the wait list for any other trips.
- If you are not able to go on a trip after booking in, please notify staff on 8372 5175. If a vacancy becomes available for the trips you are wait listed for, we will contact you to see if you would like to come along. This will help to ensure that everyone has an opportunity to attend.

Complaints

If you have concerns about any aspect of your aged care experience (or a loved one's), it's important you raise them.

There are different ways to make a complaint, depending on your concern.

If you have concerns about a service provider, i.e., the City of Unley Commonwealth Home Support Program, rest assured, you have the right to make a complaint about any aspect of the care and services you receive. We encourage you to let us know how we can improve if something is not right with the services we are providing to you.

Whether you're concerned about the quality of your care, how you are treated by staff, the accuracy of information, fees and charges concern, or the choice of activities provided, the first step, if you feel comfortable, is to contact us directly. Discuss your concerns with us to see if we can help resolve your issue.

Not satisfied with the outcome?

If you're not satisfied with our response and the outcome of our actions, you can make a complaint to the [Aged Care Quality and Safety Commission online](#) or by calling **1800 951 822**. Anyone can make a complaint and the service is free. You can complain anonymously, confidentially, or openly. You can contact the Commission even if you haven't spoken with your provider first.

If you have concerns about elder abuse

Call the national **1800 ELDERHelp 1800 353 374** line (freecall) to talk to someone about potential or actual elder abuse. This service provides information on how you can get help, support and referrals. Contacts and options for getting help:

South Australia Aged Rights Advocacy Service Elder Abuse Phonenumber 08 8232 5377 or 1800 700 600

Need help to make a complaint?

[The Older Persons Advocacy Network \(OPAN\)](#)

The Older Persons Advocacy Network (OPAN) provides support to help resolve concerns and complaints on your behalf. They also provide support for people experiencing elder abuse. This help is free, independent, and confidential.

Read more on the [Advocacy page](#) or visit the [OPAN website](#).

Other ways to escalate a complaint

[Commonwealth Ombudsman](#)

If you are still not satisfied with the outcome or the handling of your complaint after following the relevant complaint process, you can contact the Commonwealth Ombudsman.

[Visit the website](#) for more information or call **1300 362 072**.

Department of Health and Aged Care – Reporting suspected fraud.

If you suspect that someone is engaging in fraud in delivery or receipt of an aged care service, we strongly encourage you to report this to the Department. An example of fraud may include where an older person has been billed for an aged care service that was not provided.

You can report suspected fraud by: completing the [Report suspected fraud form](#) on the Department of Health and Aged Care website, calling the **Department of Health and Aged Care Fraud Hotline** on **1800 829 403**, from 9am to 5pm AEST, Monday to Friday; or emailing the details to agedcarefraud@health.gov.au.

More information about fraud and how to report it is located on the [Department of Health and Aged Care website](#).



WHAT'S ON APRIL 2023 CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday
03	04	05	06	07
<p>Tai Chi 11.45am at Unley Community Centre</p> <p>Community Shopping Bus Omega Foods & Gaganis Bros Passenger pick up from 9am. Approx return time 12noon</p>	<p>Walking Group –10am</p> <p>Community Shopping Bus Unley Central- AM Passenger pick up from 9am. Approx return time 12noon</p> <p>Unley Central- PM Passenger pick up from 1pm. Approx return time 3.30pm</p> <p>Bus trip: Wine Tasting and lunch at Oxenberry Farm, McLaren Vale 10.30am to 3pm</p>	<p>Community Shopping Bus Unley Central Passenger pick up from 9am Approx return time 12noon</p> <p>Pasadena Shopping Centre Passenger pick up from 9am Approx return time 12noon</p>	<p>Belles Breakfast 9am to 11am</p> <p>Better Balance 11am & 12noon</p> <p>Community Shopping Bus Unley Central Various passenger pick ups starting from 9am Approx return time 12noon</p>	GOOD FRIDAY
10	11	12	13	14
EASTER MONDAY	<p>Walking Group –10am</p> <p>Community Shopping Bus Unley Central- AM Passenger pick up from 9am. Approx return time 12noon</p> <p>Unley Central- PM Passenger pick up from 1pm. Approx return time 3.30pm</p>	<p>Community Shopping Bus Unley Central Passenger pick up from 9am. Approx return time 12pm</p> <p>Burnside Passenger pick up from 9am. Approx return time 12noon</p> <p>Bus Trip: Lunch at the Sailmaster Tavern, North Haven 11.45am to 3.15pm</p>	<p>Belles Breakfast 9am to 11am</p> <p>Better Balance 11am & 12noon</p> <p>Community Shopping Bus Unley Central Various passenger pick ups starting from 9am Approx return time 12noon</p>	<p>Buddies at Breakfast 8.30am to 10.30am</p> <p>Community Shopping Bus Unley Central Passenger pick up from 9am Approx return time 12noon</p> <p>Castle Plaza Passenger pick up from 9am Approx return time 12noon</p>
17	18	19	20	21
<p>Tai Chi 11.45am at Unley Community Centre</p> <p>Community Shopping Bus Bunnings Passenger pick up from 9am. Approx return time 12noon</p> <p>Out and about Shopping Bus Tour of Various Grange Rd Op Shops and lunch at the Grange Hotel. Passenger pick up from 9am. Approx return time 2pm</p>	<p>Walking Group –10am</p> <p>Community Shopping Bus Unley Central- AM Passenger pick up from 9am Approx return time 12noon</p> <p>Unley Central- PM Passenger pick up from 1pm. Approx return time 3.30pm</p> <p>Bus Trip – Long Walk from Brighton to Glenelg South 10am to 2pm</p>	<p>Community Shopping Bus Unley Central Passenger pick up from 9am. Approx return time 12noon</p> <p>West Lakes Passenger pick up from 9am. Approx return time 12noon</p>	<p>Belles Breakfast 9am to 11am</p> <p>Better Balance 11am & 12noon</p> <p>Community Shopping Bus Unley Central Various passenger pick ups starting from 9am Approx return time 12noon</p> <p>Bus Trip – Dinner at Empress Restaurant, Toorak Gardens 6pm to 8.15pm</p>	<p>Buddies at Breakfast 8.30am to 10.30am</p> <p>Community Shopping Bus Unley Central Passenger pick up from 9am Approx return time 12noon</p> <p>Castle Plaza Passenger pick up from 9am Approx return time 12noon</p>
24	25	26	27	28
<p>Tai Chi 11.45am at Unley Community Centre</p> <p>Community Shopping Bus Spotlight – Albert Park then Banquet Foods & Don's Espresso Bar and Eatery Passenger pick up from 9am. Approx return time 12noon</p>	ANZAC DAY	<p>Community Shopping Bus Unley Central Passenger pick up from 9am. Approx return time 12noon</p> <p>Ingle Farm Shopping centre Passenger pick up from 9am. Approx return time 12noon</p> <p>Bus Trip – Balhannah Hotel and Australian Lions Hearing Dogs Tour 11.30am to 3.30pm</p>	<p>Belles Breakfast 9am to 11am</p> <p>Better Balance 11am & 12noon</p> <p>Community Shopping Bus Unley Central Various passenger pick ups starting from 9am Approx return time 12noon</p>	<p>Buddies at Breakfast 8.30am to 10.30am</p> <p>Community Shopping Bus Unley Central Passenger pick up from 9am Approx return time 12noon</p> <p>Castle Plaza Passenger pick up from 9am Approx return time 12noon</p>
31				
<p>Tai Chi 11.45am at Unley Community Centre</p> <p>Community Shopping Bus Northpark shopping centre Passenger pick up from 9am. Approx return time 12noon</p>				

Getting older. Let's talk about it!

Ageing well in your community

Thursdays from 4 May—6 July
Including a two week break

9.30am – 12.00 noon
Fullarton Park Community Centre
411 Fullarton Rd, Fullarton.

**A FREE
8 week
Conversations
Series**

Thinking about ageing? This conversation series, facilitated by Zest Creative, provides an opportunity to share with and learn from others about what it takes to successfully grow older with meaning, purpose and passion.

Some of the topics explored include: home, belonging and community, the reality of ageing, ageism, money matters, living with meaning and purpose, importance of social connection.

Sessions are free and include refreshments.
To book phone: **Fullarton Park Community Centre** on **8372 5180**

www.zestcreativeaustralia.com.au

We acknowledge and respect that we operate on the land of the Kaurna peoples and pay our respect to Elders past, present and future as the Custodians of this beautiful land.



To be eligible for our programs we require a program specific referral from My Aged Care. For example, we need you to have a Social Support Group Referral to access any of our group activities. This is generally a simple process with a phone call to **My Aged Care** on **1800 200 422**, or if you prefer, we can do this on your behalf.

If you don't wish to go through the My Aged Care process, some of our listed program allow access without a referral.

The City of Unley requires all participants of our social programs to be able to mobilise and walk independently. We reserve the right to review or withdraw participation in any program activities, or services, should we have concerns about you being physically able to manage without support or if there is a significant decline in your health. Should you be unable to participate independently, we do have other programs and supports that we would be pleased to be able to support you with.



If you would like to access any of these services or want further information please call >

In-Home Support Coordinator Phone: 8372 5414

Wellbeing Program Coordinator Phone: 8372 5191

Community Bus Coordinator Phone: 8372 5131

Car Transport Coordinator Phone: 8372 5405