Newsletter

Read all about it!

Message From the CEO

EDITION 4 2023

Hello Everyone,

I want to extend our warmest greetings to our amazing community of clients.

Thank you for selecting Neighbourcare to provide you with services again this year - and to those new to Neighbourcare, welcome!

What a big year we've had. It's hard to believe that Christmas is just around the corner. I hope you all enjoy spending cherished time with loved ones.

While this year saw our services get back on track after a tough few years of COVID-19 restrictions, it's still our priority to keep you and our staff safe. On behalf of the hard-working customer service team (and the wider ADSSI group), I sincerely thank you for your ongoing patience and understanding as we continue working to get back to our full roster of services.

We have a jam-packed newsletter for you this summer, with valuable details about vaccinations, bush fire safety, transport news, our social support calendar, and the opportunity to have your say on our Consumer Advisory Committee.

I hope you enjoy reading this newsletter. May you and those close to you have a joyful Christmas and a prosperous 2023. Our team is already excited to support you in the coming year.

Live your best life,

Jenni Allan

Chief Executive Officer

DUNGOG & DISTRICT
Neighbourcare
Your helping hand at home

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Find us on Facebook

@dungoganddistrictneighbourcare

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CLINICAL TEAM UPDATE

VACCINATIONS – KEEPING US SAFE AND WELL.

COVID-19

COVID-19 is spreading in the community, with more outbreaks in NSW. People 75 years or older are strongly encouraged to get an extra COVID-19 vaccine dose in 2023, six months after their last dose. If you are 65-74 years old or have a weak immune system and are 18-64, talk to your healthcare provider about getting an extra COVID-19 vaccine dose six months after your last dose. This is important if you have a medical condition that increases your risk of getting very sick from COVID-19 and have not had COVID-19 before.

SHINGLES

Shingles is a painful rash caused by the varicella-zoster virus, which also causes chickenpox. The Shingrix vaccine is available for eligible Australians. It's recommended as a two-dose schedule, two to four months apart, and provides the best protection when both doses are received.

PREVENTING AND TREATING HEAT STROKE AND EXHAUSTION

Heat can affect health in many ways. Some people are at higher risk, like older people, those with existing medical conditions, or those who live or work in hot areas. Heat illnesses can happen to anyone. The body sweats to cool but can have problems regulating temperature or replacing fluids. This puts pressure on the heart.

Heat exhaustion can develop into a severe illness. Seek medical care if symptoms persist. Call 1800 022 222 for advice. If symptoms worsen and you're concerned about heat stroke, call triple zero (000) immediately. Heat stroke is life-threatening. To treat heat stroke:

- Cool down by moving to a cooler place with elevated feet.
- Use cool water spray, a damp cloth, wet clothes, a cool shower, or ice packs on the neck, groin, and armpits.
- Drink small sips of water if thirsty.
- Avoid taking medication without consulting a doctor.

Volunteer NEWS

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With a long hot summer approaching please take some refreshments from the esky to take with you on MoW delivery. Did you know that staying hydrated can also decrease your risk of falling.

With the bush fire season well underway, and predictions of a long hot summer, we encourage you to install the Hazards Near Me app on your phone to receive alerts for any emergencies in the 'watch zone' that you select.

Meals on Wheels NEWS

In September Meals on Wheels (MOW) sent a videographer to Dungog to do an article on our MOW deliveries. On the day both the Public School and the High School were able to deliver the meals, to highlight their involvement in the broader community. We also had our first Post COVID afternoon tea to thank our volunteers, some of our volunteers were also interviewed on the day about their experiences with MOW. We are waiting patiently for the filming to be sent to us so watch this space.

FROZEN MEALS, there has been some changes to the menu booklet, if you would like a copy of the new booklet please give us a call on 4992 3348 or Joan on 0477 021 266 and we will get one to you.

CHRISTMAS MEALS BREAK

TOCAL KITCHEN

CLOSED 15/12/2023 RESUME 15/01/2024

DUNGOG KITCHEN

CLOSED 22/12/2023 RESUME 8/01/2024

Empathy in Every Step: Our approach to Voluntary Assisted Dying (VAD) in New South Wales

The Voluntary Assisted Dying Act 2022 (VAD Act) was recently passed in New South Wales, Australia, legalising VAD in the state. This act affects end-of-life care and client choice, and home care providers like ADSSI play a crucial role in supporting individuals who choose to access VAD services at home. ADSSI remains committed to providing compassionate and professional client care to its clients without judgment and will support clients' clinical and home care needs throughout their journey to the end of life, regardless of the pathway chosen by the client. ADSSI staff will receive training, information, and resources on the VAD pathway, and staff with personal beliefs or circumstances challenged by VAD can opt out of providing care to clients who have chosen this pathway.

To read our full statement, visit:
www.neighbourcare.org.au/empathyinevrystep/
or scan the QR code.

4 SIMPLE STEPS
TO PREPARE FOR BUSH FIRE

Most people have a plan for what they will do during a bush fire. By having a plan you have a better chance of surviving a bush fire.

While firefighters and emergency services will do everything they can to assist you, there is no guarantee that there will be a fire truck available when you need it.

IT IS YOUR RESPONSIBILITY TO PREPARE YOURSELF, YOUR HOME AND YOUR FAMILY

Follow these four simple steps to ensure you and your family know what actions you will take should a bush fire threaten:

1. DISCUSS
Know what you and your family will do if a fire threatens your home or property.

2. PREPARE
Get your home and property ready for bush fire season, by keeping the grass low and clearing an area around your home.

3. KNOW
Be mindful of the Bush Fire Alert Levels and the Fire Danger Rating. These will give you an indication of how dangerous a fire near you will be.

4. KEEP
In a bush fire, stay up to date on the situation in your area. It is important that you do not rely on one source of information.

OFFICE CLOSURES

Monday Dec 25th - Christmas Day
Tuesday Dec 26th - Boxing Day

Monday Jan 1st - New Years Day

Our office will be closed on these days. In an emergency always call 000 or use your personal alarm if you have one.

IF YOU WILL BE AWAY OVER CHRISTMAS AND NEW YEAR AND WON'T BE HOME FOR SERVICES, PLEASE LET THE OFFICE KNOW TO HELP THE ROSTERING TEAM

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Dungog Shire Community Centre
"....together a stronger community."

COMMUNITY CHRISTMAS DAY LUNCH
WHERE: DUNGOG PRIMARY SCHOOL
TIME: 11:30 - 1:30
CALL 4992 1133 TO BOOK YOUR SEAT

ADVISORY COUNCIL

ADSSI's Advisory Council is looking for additional members and is calling for Expressions of Interest from interested community members.

The Council aims to engage with clients, carers, and stakeholders in a group setting to identify areas of improvement for ADSSI's service delivery, policies, and procedures. We currently meet three times a year.

For more information or to submit an Expression of Interest, contact Alexandra Andrews, on 1300 578 478 Ext 021 or via email at alexandra.andrews@adssilimited.com.au

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STEPPING ON

Stepping On is a seven-week program designed for people who are living at home and have experienced a fall or are concerned about falling. The program is an evidence-based program that is effective and proven to reduce falls in older people living in the community. The program incorporates strategies to implement positive lifestyle changes to keep you independent, upright and active. Neighbourcare ran a successful "Stepping On" falls prevention program in April 2023, we will be running another program on a Tuesday commencing in February 2024. It is important to do all of the lessons, if you would like to be part of the program and can commit to the 7 weekly lessons, please give the office a call for eligibility on 4992 3348.

Transport NEWS

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DUE TO THE CURRENT ROADWORKS AT HEXHAM IS IT POSSIBLE FOR CLIENTS MAKING APPOINTMENTS IN THE NEWCASTLE AREA TO MAKE THE APPOINTMENT, BETWEEN 9.30AM-12 MIDDAY.
YOUR ASSISTANCE WOULD BE GREATLY APPRECIATED.

FRIDAY SHOPPERS

We are putting together our Friday Shopper Timetable for 2024.
Please let us know if you are interested in heading to Singleton occasionally to go shopping.
It might only happen twice a year, your feedback is important to us.
Phone the office 4992 3348.

A SET OF KEYS WERE FOUND IN ONE OF OUR VEHICLES. IF YOU THINK THEY ARE YOURS, PLEASE CONTACT THE OFFICE, 4992 3348.

NEED A LIFT !
IF YOU REQUIRE TRANSPORT TO DUNGOG RAILWAY STATION OR NEWCASTLE AIRPORT
PLEASE CONTACT OUR OFFICE PH: 4992 3348 TO DISCUSS YOUR NEEDS.
WE ARE HERE TO HELP.

DUNGOG & DISTRICT Neighbourcare
Your helping hand at home

WHEN BOOKING TRANSPORT PLEASE TELL THE OFFICE ALL THE DESTINATIONS YOU WOULD LIKE TO GO TO ON THE DAY E.G. CHEMIST, SUPERMARKET OR POST OFFICE. MORNING APPOINTMENTS ARE PREFERRED FOR MEDICAL APPOINTMENTS. PLEASE BOOK AT LEAST 48 HOURS PRIOR TO YOUR APPOINTMENT TO ALLOW US TIME TO SCHEDULE OUR STAFF AND VEHICLE REQUIREMENTS.

A CANCELLATION FEE OF $15.00 WILL BE CHARGED IF YOU CANCEL A BOOKING THE DAY BEFORE.

SOCIAL SUPPORT PICTURES

SOCIAL SUPPORT OUTINGS

Call Lyn to book in - 4992 3348. Please RSVP for outings 3 days prior to the event for vehicle scheduling. With the weather warming up please bring a hat and sunscreen for protection. Outings may be postponed or altered due to weather on the day. Cost of entry to venues, transport and lunch is at your own expense. CANCELLATION FEE OF $15 WILL APPLY IF YOU CANCEL WITHIN 24 HOURS OF OUTING OR TRANSPORT.

Monday	Tuesday	Wednesday	Thursday	Friday
DECEMBER Access: Wheelchair, Walking Frame, Several Steps, Walking, Food		Dungog & District Neighbourcare – Your helping hand at home		1 FRIDAY SHOPPER - RAYMOND TERRACE CARE & SHARE Lunch Included
4 TAI CHI	5 	6 CHRISTMAS PARTY DUNGOG	7 CRAFTY NEIGHBOURS Lunch Included	8 FRIDAY SHOPPER - MAITLAND / GREEN HILLS CARE & SHARE Lunch Included
11 TAI CHI MOVIES & LUNCH Movie and session time to be advised	12	13 Cookabarra Restaurant & Function Centre	14 MEN'S GROUP OUTING TO BARRAMUNDI FARM	15 FRIDAY SHOPPER - RAYMOND TERRACE CARE & SHARE Lunch Included

Ideas? Compliments? Feedback?

Scan the QR code and let us know.
We'd love to hear from you

Monday	Tuesday	Wednesday	Thursday	Friday
JANUARY			5TH JANUARY FRIDAY SHOPPER TO RAYMOND TERRACE	12 FRIDAY SHOPPER - MAITLAND CARE & SHARE Lunch Included
15	16	17	18	19 FRIDAY SHOPPER - RAYMOND TERRACE CARE & SHARE Lunch Included
22 MOVIES & LUNCH Movie and session time to be advised	23	24 ROCKY HORROR PICTURE SHOW AT CIVIC THEATRE TICKETS - $90	25 MEN'S GROUP	26 AUSTRALIA DAY PUBLIC HOLIDAY OFFICE CLOSED
	30	31 MEN'S GROUP OUTING TO SINGLETON ARMY MUSEUM		

Save time. Book online.

Now accepting online transport booking requests.

You must be registered with Neighbourcare.

Monday	Tuesday	Wednesday	Thursday	Friday
FEBRUARY ROSES ARE RED VIOLETS ARE BLUE SENDING LOVE AND HAPPINESS TO ALL ESPECIALLY YOU!			1 CRAFTY NEIGHBOURS Lunch Included	2 FRIDAY SHOPPER - RAYMOND TERRACE CARE & SHARE Lunch Included
5 MOVIES AT RAYMOND TERRACE & LUNCH Movie and session time to be advised	6 DUNGOG DINERS	7	8 MEN'S GROUP OUTING TO DUNGOG RSL FOR LUNCH	9 FRIDAY SHOPPER - MAITLAND CARE & SHARE Lunch Included
12	13 	14 HINTON PUB FOR LUNCH	15 CRAFTY NEIGHBOURS Lunch Included	16 FRIDAY SHOPPER - RAYMOND TERRACE CARE & SHARE Lunch Included
19 MOVIES & LUNCH Movie and session time to be advised	20	21	22 MEN'S GROUP	23 FRIDAY SHOPPER - MAITLAND / GREENHILLS CARE & SHARE Lunch Included
26	27 	28 LUNCH AT STROUD PUB & CRAFTY FRIENDS SHOP	29 CRAFTY NEIGHBOURS Lunch Included	

CANCELLATION FEE OF $15 WILL APPLY IF YOU CANCEL WITHIN 24 HOURS OF OUTING OR TRANSPORT.

CASH PAYMENTS AT THE OFFICE

If you are paying your account with cash at the office, please ensure you have the correct money. We no longer have change in the office. Alternatively please pay with cash at the Maitland Mutual Bank or if you would like to change to Direct Debit, call the office, 4992 3348, and ask for a Direct Debit form to be sent out to you.

STAFF

General Manager
Cherylin Brown

Coordinators
Debra
Joan
Kelly
Lurline
Lynette
Michelle

Rostering
Doreen
Jennie

Registered Nurses
Ali
Cindy

Finance
Ruth
Sharon

Admin
Jennie
Wendy

Drivers
Alison
Emma

Support Workers
Amanda
Danielle
Heather
Heidi
Jennie
Joyce
Karen
Katie
Louise
Lyle
Mellissa
Milisa
Natalie
Rachel
Robert
Sarah
Sue

Laundry Assistant
Josie

Dialysis Transport
Jon
Leeanne

IMPORTANT PHONES NUMBERS

- The Older Persons Advocacy Network 1800 700 600
- The Australian Centre For Grief and Bereavement 1800 222 200
- Beyond Blue 1300 224 636
- Lifeline 13 11 14
- Mental Health Line 1800 011 511
- The Older Persons COVID-19 Support Line (OPSCL) 1800 171 866
- Carer Gateway 1800 422 737
- Seniors Rights Service 02 9281 3600
- Aboriginal & Torres Strait Islander Crisis Support Line - 13YARN - 139276
- Family, Domestic or Sexual Violence helpline - 1800RESPECT 1800 737 732

ADSSI Limited T/A Dungog & District Neighbourcare
62 Hospital Road, Dungog NSW 2420; PO Box 171, Dungog
E info@neighbourcare.org.au **W** neighbourcare.org.au **P** 4992 3348

We are situated on Darkinjung, Wonnarua, Awabakal and Gringai lands and acknowledge the Traditional Custodians of these lands. We pay our respects to the Elders, past, present and future, and recognise their continuing connection and contribution to this land.

We affirm the right to equality, respect and fairness for the LGBTIQ community and all community members.