



Wellness Centres open new doors for you a year on

More than 600 of you each week are embracing our purpose-built *Wellness Centres by integratedliving™* across Australia to stay active, socialise and improve your wellbeing.

It was just one year ago, that the first Wellness Centre in Ballina, New South Wales opened its doors and since then, we have opened three more, with our fourth shortly opening in Launceston, Tasmania.

We also have combined centres in Raymond Terrace, Muswellbrook and Gorokan in New South Wales, which provide a wide range of services, including activity centres, social support and dementia care.



Client, Lettie has attended our Wellness Centre at Gorokan since it's opening in May 2018 and recently celebrated her 90th birthday with friends at the centre.

Lettie has Myasthenia Gravis which affects her nerves and causes muscle pain in her legs, she also has dementia but lives independently at home. When she first began at the centre Lettie had difficulty with the strength exercises, getting tired quite quickly. Lettie had a reassessment on her

12 month gym anniversary and has **improved her strength by 17% and her balance by 114%**. Previously, she could not complete her three minute step test, now she can do 300 steps in three minutes!

Kath from Launceston Wellness Centre has been attending gym classes for just two months and can now say **she is free of pain in her left hip which she had suffered with for years**.



The integratedliving Wellness Centres also help you stay socially active and make new friends.

After her husband passed away, 88 year-old Val wanted to stay active and independent and so she started classes at an integratedliving Wellness Centre.

"My daughters have commented that I now walk more confidently. The Wellness for Independence® programs have helped me exercise my mind too; I've learned to use my computer and love to watch painting demonstrations." said Val.

The introduction of 'Let's Have a Conversation' morning tea events at our Wellness Centres have also been very popular among many of you. The regular social events see people come together, have morning tea and discuss health and wellbeing topics. Turn to page six for more about these events.

Top left: Lettie. Bottom right: Val.

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Aged Care Industry Update

The Charter of Rights

To help you understand the level of service you should expect from a service provider like integratedliving, the Australian Government has introduced a new simplified Charter of Aged Care Rights.

The Charter which was launched in July this year, also focuses on giving you more choice in the services you want, and respects diversity, identity and culture.

These changes will also support integratedliving staff in delivering high quality care to you, your families and carers.

You can view the new Charter by visiting: <https://agedcare.health.gov.au/quality/single-charter-of-aged-care-rights>

Royal Commission

You may have seen the recent media reports about the Royal Commission into Aged Care Quality and Safety, which was announced in September last year.

We believe the Royal Commission is an opportunity for a constructive, national conversation about the future of aged care, including how as a society we will deliver quality services to our growing and ageing population.

Whilst it is widely acknowledged that the majority of aged care providers and staff fulfil their roles with older Australians to a very high standard, there is also recognition, along with industry bodies, that there is no room in our community for poor or inattentive care.

Here at integratedliving, we strongly believe in reporting and compliance and want your feedback as part of those processes. Within this newsletter, you will find a feedback form. Please take the time to fill it in and post it back to us or call our Customer Service Centre on **1300 782 896**. Alternatively, you can use the contact us form on our website – integratedliving.org.au

For more information about the Royal Commission, visit agedcare.royalcommission.gov.au

Pricing Transparency

Our pricing information is now available on the My Aged Care website and will also be provided to you as part of any new Home Care Package Agreement.

This comes on the back of the Government introducing the Standardisation and Transparency of Home Care Package Pricing. This has been implemented, following feedback from senior Australians nationwide that pricing information was not easily available.

The standardisation is intended to ensure transparency of costs on the most common services being provided under a Home Care Package.

integratedliving has listened to your feedback and has taken this opportunity to simplify its pricing structures and incorporate travel charges (in most instances). This makes your monthly statements:

- **Easier to read**
- **Simpler to understand**
- **Easier to compare with other providers via My Aged Care.**

Pricing changes come into effect at the next scheduled review with your Case Manager, unless you choose to adopt this new pricing structure sooner.

The Aged Care Quality Standards



In July this year, the Australian Government implemented new Aged Care Quality Standards which providers, such as ourselves must meet.

The following outlines the new standards and what they mean for you.

- 1. Consumer dignity and choice** - You are treated with dignity and respect, and can make informed choices about your care and services.
- 2. Ongoing assessment and planning with consumers** - You are a partner in ongoing assessment and planning that helps you receive the care and services you need.
- 3. Personal care and clinical care** - You receive personal and clinical care that is safe and right for you.
- 4. Services and supports for daily living** - You receive the services and supports for daily living that are important for your health and wellbeing, and that enable you to do the things you want to do.
- 5. Organisation's service environment** - You feel you belong and are safe and comfortable in the organisation's service environment.
- 6. Feedback and complaints** - You feel safe and are encouraged and supported to give feedback and make complaints. You are engaged in processes to address your feedback and complaints, and appropriate action is taken.
- 7. Human resources** - You receive quality care and services when you need them from people who are knowledgeable, capable, and caring.
- 8. Organisational governance** - You are confident the organisation is well run. You can partner in improving the delivery of care and service.

If you have any questions or feedback about the new Charter of Rights and Aged Care Quality Standards, please email us at mail@integratedliving.org.au

From the CEO's Desk

Welcome to the Winter Edition of the Community Newsletter.

As we move into the second half of 2019, we are busy preparing to celebrate the first anniversary of our first Wellness Centre in Ballina.

Today we have three additional centres in operation across Australia, attracting more than 600 people a week, all achieving incredible health and wellbeing goals.

Soon we will be opening the doors to another new centre in Launceston, Tasmania – an addition to the fantastic services we provide there already.

Our aim with the Wellness Centres, has always been to give you a place where you can make new friends and stay socially and physically active. The response has been incredible, with so many of you sharing your stories of how you have improved your balance, mobility and confidence and made new friends.

We understand that being healthy means something different to each of you, which is why as one of the leading providers of health services, we develop and tailor services to suit you and your health goals.

Shortly, we will be launching a new website, so you will be able to find information even more easily on how we can support you and your wellness goals. It will also feature a



Live Well blog, containing health and wellbeing information, as well as our full list of services and programs.

Our dedicated team are always ready to help you too, over the phone at our Customer Service Centre, via email or through using our My Support App by [integratedliving®](#) - available to download to your mobile phone or tablet.

If you prefer to communicate in a language other than English, we also have an interpreter service available. To access, simply talk to your Case Manager, or call us on 1300 782 896.

Ensuring we are delivering high quality care really is our top priority and we are in full support of the Australian Government's new Charter of Aged Care Rights, new Aged Care Standards and standard national Schedule of Services.

These focus on ensuring high quality care is consistently delivered to all of you, providing clear information on common services and costs and supporting your choice, diversity, culture and identity.

Please take the time to familiarise yourself with the new Charter, details of which can be found on page two of the newsletter.

Thank you from each and every one of us for being such a valued [integratedliving](#) client and letting us be a part of bringing your wellness journey to life.

Enjoy reading this edition.

Catherine Daley, CEO

Awards which value our staff

We celebrated the fantastic members of our dedicated team who provide you with care and support recently at our Values Based Awards (VBA) Program.

The 2018 VBA winners and CEO's Principles Based Awards, were honoured at a gala dinner in Newcastle, New South Wales.

The VBAs are driven through peers and your nominations and recognise excellence in the categories of our values - Diversity, Integrity, Unity, Respect, Equity and Leadership. For the Principles Based Awards, staff are recognised for Customer Focus, being Solutions Driven, Quality and Safety and being Professional and Committed.



The awards celebrated staff from a range of roles and disciplines.

A full list of winners can be found on our website at: [integratedliving.org.au](#)

We are also very proud to announce that a number of our staff were recognised at community-based, national and international industry awards recently.

Congratulations to:

- Claudia Uribe – Central Coast Activity Officer – Rotary Club of Woy Woy Pride of Workmanship Award.
- Michelle Flood – Registered Nurse – Excellence in Aged Care Award, Tasmania Aged Care Awards.
- Chief Executive Officer – Catherine Daley – Asia Pacific 7th Eldercare Innovation Awards – Global Trailblazer Award.

STOP PRESS:

Has one of our staff gone above and beyond in your community recently? Want to nominate them for a VBA? Tell us more and simply fill out the enclosed form and mail it back to us.

Holistic health and wellbeing

At integratedliving we take a holistic approach to health and community services, so you can choose what is important to you to lead a fulfilling life.

Here are some tips as we see out the cooler months.

Maintain the skin you're in

Particularly in the cold and wintery weather our skin, the largest system of the body - becomes tight and dry. Our skin has less elasticity and becomes flaky as we age and it makes it easier for it to crack and be prone to infection. In addition, healing takes place at a much slower pace.

Here are some helpful hints to help your skin stay supple and healthy:

- **Stay hydrated.**
- **Eat a balanced diet that includes protein.**
- **Include healthy fats in your diet.**
- **Make sure you are getting enough Vitamin A, C, E, K and minerals zinc, iron and copper.**
- **Shower or bathe using warm water as needed. Hot water**

and frequent bathing increases dry skin and possible skin irritation.

- **Apply gentle, non-greasy pH neutral lotion after a shower or bath.**
- **Use UV protection - the Skin Cancer Foundation recommends SPF 15 or higher.**
- **Wear a hat and light clothing that covers skin exposed to the sun.**
- **Check the skin routinely for changes, and report any changes to your doctor.**
- **Good foot skin care is crucial especially if you are a diabetic. Dry skin can cause the skin to crack and lead to infection, which can cause serious problems for diabetics.**

What are your wishes?

There are many important decisions you will make in your life, but some of these are ones you and many others may put off thinking or talking about.

How to deal with death, dying and bereavement fall into this dilemma, with many people often feeling too ill-equipped to support loved ones.

This is where Dying to Know Day, which is held in August each year, is designed to change your concerns, by starting conversations and providing a space to talk about end of life, helping you and your family have peace of mind and plan for the inevitable.

We are currently in the early stages of developing our own Palliative Wellness for Independence® program, which will support you through these stages of decision making.

Support such as assistance from a Social Worker, Power of Attorney and palliative care are just small ways integratedliving can help. Speak to your Case Manager or call our Customer Service Centre on 1300 782 896. One of the most popular resources released as part of Dying to Know Day is a checklist, which outlines important things to consider including:

- **Wills and Power of Attorney;**
- **Details of what sort of funeral you would like;**
- **Do your family and friends know your end of life wishes?**
- **Medical interventions and who can speak on your behalf about these.**

To learn more, visit the Dying to Know website at dyingtoknowday.org

We encourage you to consider these important decisions and reach out to our support staff or your family, friends or carers.



What does being **healthy** mean to you?

Being healthy may mean something different to you, compared to your friends and that is ok. Heather and Ivor tell us their stories.

Heather turns back the bone density clock

Heather was a matron to the midwives for about 40 years and for the past 29 years has experienced terrible back pain. Since coming to the Raymond Terrace Wellness Centre, her back is now feeling great and she is sleeping easily at night. Most amazingly though, Heather recently had a bone scan, which has shown she has increased her bone density by 1%. Research shows that after the age of 30, bone density starts to decrease. This makes Heather's feat even more fantastic.

Ivor is an inspiration

integratedliving client Ivor, joined a Memory Wellness group last year in the hope of improving his short-term memory. He came along with his wife who was dedicated to helping Ivor in whatever way she could. Sadly, Ivor's wife became suddenly ill and passed away, but Ivor returned to the group after two weeks, and with the support of staff and other group members, has come to terms with his grief and sadness.

He has joined in the fun of group sessions and decided to learn the button accordion. He plays the accordion for the group and now plans to learn to play the piano.

Ivor's post assessment has shown improvement in his short-term memory. He was recently diagnosed with macular degeneration and is now hoping to benefit from integratedliving's Low Vision Wellness program. Ivor, you are an inspiration!



Pictured top right: Heather. Pictured bottom right: Ivor.

More **STRC** places

We were recently allocated 85 new Government funded Short Term Restorative Care (STRC) places across Australia over the next two years – making even more care options available to you.

STRC is an eight week program, which is tailored to your specific needs if you have had a significant health event such as an injury, been diagnosed with an illness or after a hospital stay. It helps you transition to other services, or to no longer needing support.

Assessment for STRC eligibility is completed through My Aged Care. Our team can help you to access My Aged Care and take you through the eligibility criteria – simply call us on 1300 782 896.

Services can include nursing support, personal care, domestic assistance and allied health services, such as physiotherapy, occupational therapy, social work and speech pathology.

Places will be available across the Hunter and Illawarra regions in New South Wales, Far North, Northern and Wide Bay regions in Queensland, Gippsland in Victoria and East Arnhem in the Northern Territory.

We are already delivering STRC in Far North Queensland with great success, having supported more than 110 of you to regain your independence.

Registered Nurse, Elizabeth Blooms, said: "One client we have supported is Phillip, who was very active in the community; a butcher by trade and a keen boxer, so much so that he volunteered as a boxing trainer at Cairns Police Citizens Youth Club.

"After being diagnosed with younger onset dementia and experiencing episodic black outs, Phillip was unable to get out and about and his wife feared leaving him home alone. This affected Phillip's mood considerably.

"Phillip started the STRC program in July 2018 and was supported through the program to attend our Wellness Centre in Cairns. By September, Phillip was an active member of the Wellness Centre, attending four times a week.

"It comes as no surprise that Phillip's favourite work out in the centre is the boxing machine, though he also stays for the Stretch and Flow class which he said helped improve his mood and relaxation."

Phillip said the STRC support and the Wellness Centre have been pivotal in improving his general quality of life.

He said: "I've regained my strength and confidence and my wife and I enjoy having a coffee and socialising with other people from the centre."

To find out if you are eligible, call the Customer Service Team on 1300 782 896.

Where you can find us!

integratedliving Australia Ltd
ABN 95 130 530 844
Registered Office
3 Wilkinson Avenue
Muswellbrook NSW 2333 /
PO Box 2567, Dangar NSW 2309

Customer Service Centre 1300 782 896
Facsimile 1300 778 718

mail@integratedliving.org.au
www.integratedliving.org.au

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We speak your language

Would you find it easier to learn more about our services with the help of an interpreter? We support cultural diversity and have interpreting services available to help you through 'TIS National'.

What is available?

Interpreting services via phone 24-hours a day, every day of the year and pre booked phone and on-site interpreting services. The service offers interpreting in 160 different languages.

Who can access:

Interpreter services are available to all of you free of charge to assist in communicating with our staff.

How to access:

Interpreter services can be organised by calling the Customer Service Centre on **1300 782 896**. Alternatively, talk to your Case Manager or a Team Member.

You can call the interpreting service 'TIS National' directly on **131 450**, an interactive voice response will ask which language and connect you with an interpreter and dial us into the call.

More information:

Find out more through the TIS National website **www.tisnational.gov.au** or by calling us on **1300 782 896**. Alternatively, speak with your Case Manager.

Feedback & Complaints

integratedliving encourages clients to provide honest feedback which may include compliments or complaints. Compliments/complaints on our services or services provided by a staff member may be made via the phone or in writing. integratedliving values these comments and staff appreciate hearing feedback.

If you don't want to discuss your concern with us, or you are unable to resolve your complaint with us, you can contact:

The Aged Care Complaints Commissioner on 1800 550 552.

The Seniors Rights Service on 1800 424 079.

National Disability Complaints Resolution and Referral Service on 1800 880 052.

Contacting an Advocacy Service

Advocacy services are free, confidential and independent. Services are available in each state and territory. You can call Aged Care Advocacy directly on 1800 700 600 or with your permission we can phone an advocacy service on your behalf, to explain your concerns and arrange for the service to contact you.

Privacy of Information

Personal information collected by integratedliving Australia is treated as confidential and is collected, stored, used and disclosed in accordance with the Australian Privacy Principles (APP) contained in the Privacy Act 1988 (Cth).

Access to Information

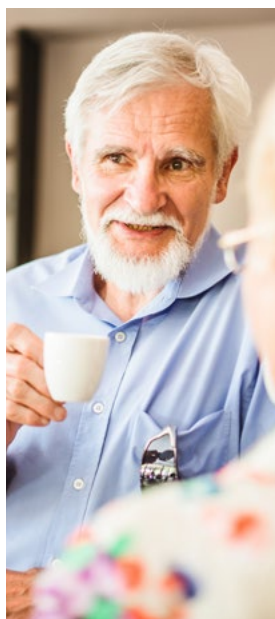
Service users can have access to any information which integratedliving has collected about them, in accordance with the Australian Privacy Principles and integratedliving Policy and Procedures.

Independence

All services provided by integratedliving take into account lifestyle, cultural and religious preference. integratedliving encourages individuals to maintain their independent living skills and works proactively with them to enhance, retain or regain the skills required for daily living.

Funding Acknowledgement

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T-Time Conversation

integratedliving Wellness Centre staff have been hosting 'Let's Have a Conversation' morning teas, bringing some of you together to speak about a different topic each week, share stories and make new friends. Some groups have also had the pleasure of listening to special guest speakers. Some of the topics covered include:

- **Demystifying the aged care system.**
- **Food portion sizes.**
- **What is an exercise physiologist and how can they help me?**
- **Stretching and how it can help me at home.**
- **How to help me feel better when I travel.**
- **The benefits of a daily routine.**

Find out more details about upcoming events on our Facebook page, or phone 1300 782 896

SUPPORT...

YES! I would like to make a donation to integratedliving **integratedliving**

*supporting individuals
enriching communities*

Mr / Mrs / Ms / Dr (please circle)

First Name Surname

Address

Suburb State Postcode

I would like to donate \$

- Enclosed is a cheque payable to integratedliving
- Donation has been transferred by direct deposit to: BSB 633-000 ACC 133706358
Please use your name as the reference. Donations over \$2 are tax deductible.