

From the CEO's Desk



The recent report on Australia's Health 2016 reinforces the top health conditions that affect our communities and also the contributing factors to many conditions. Health outcomes are impacted by where we live and our ability to access services. When we live outside the metro regions we are more likely to die prematurely, be admitted to hospital when this could have been avoided, and when we are admitted to hospital we stay in hospital longer as there is little perceived alternative.

integratedliving's goal is to ensure equality in health and wellbeing outcomes and equality in access to services for people in rural, regional and remote communities.

Many people have conditions that are treatable and health conditions that can be maintained through an individualised program. Our staff and programs can help you avoid a hospital admission and if you do need to go to hospital we would like to support you to return home as soon as possible and this edition showcases some of our innovative services and products.

We also introduce the Local Connect Centre. As a geographically dispersed company the Local Connect Centre will streamline access and support for customers, and provides us visibility over issues affecting you. With a centralised back office, supported by our local teams operating within your communities, we can ensure your inquiries are addressed quickly and we can work with you to resolve any issues. There have been teething problems as we transition from multiple ways of working to a centralised model and this has caused inconvenience for some. We sincerely apologise for any distress this may have caused. Please be assured, any issues will be addressed, as we have extremely competent and solutions focused staff. As your health and wellbeing is our prime concern Local Connect Centre will also be staffed with Registered Nurses and Allied Health Professionals to provide consistent oversight of your health needs.

integratedliving teams and individuals continue to be acknowledged with awards and we are very proud that our practices are recognised as we strive to provide the highest quality services within our communities. The Values Based Awards are a local way of recognising an individual staff member or volunteer who provides exceptional service aligned to our values. Staff you nominated for awards are also showcased and we know how much they appreciate your nominations so I encourage you to continue to nominate a staff member or volunteer you feel demonstrates the values. We also encourage you to tell us where we can improve so we can address any issues or concerns you may have.

I encourage you to join one of our Memory Wellness Clinics or enquire about our Telehealth or Social Connectedness programs and our nutritious Meals programs. Keep an eye out for the Foot Wellness Clinics, our Wellness for Carers programs and other clinics coming soon focussed on your health and wellbeing. Our friendly staff are happy to answer any inquiries.

Enjoy reading this edition.

Catherine Daley, CEO



Cook & Yarn events in St George, Dalby & Toowoomba

Indigenous Chef Clayton Donovan, along with Queensland General Manager Cheryl Barrett embarked on a three day road trip recently to launch our award winning Cook & Yarn program in St George, Dalby and Toowoomba.

Local Aboriginal Elders and school students gathered together to yarn about Australian bush foods with all showing a great interest in native ingredients. Elders shared their early memories of food gathering and cooking, capturing the interest and curiosity of the students and the pumpkin and aniseed myrtle soup Clayton prepared was a real hit.

Clayton said "I really enjoyed visiting the communities of St George, Dalby and Toowoomba this month. It was great to hear stories from Elders about what's happening in their communities." "Not only that I actually learnt about a few new bush food techniques with one particular ingredient I didn't know you could eat" added Clayton.

Above: Indigenous Chef Clayton Donovan.



World Elder Abuse Awareness Day

integratedliving are proud to be at the forefront of supporting older people in their homes. As such we were involved

in supporting the United Nations recognition of World Elder Abuse Awareness Day held on June 15th.

This day seeks to raise awareness amongst our communities to prevent elder abuse by working together and upholding older people's rights to live without exploitation, abuse or fear.

Staff honoured the day by dressing in purple, displaying posters and purple decorations around the offices, all raising awareness of this very important matter.

If you are experiencing abuse you can discuss this confidentially with your support worker or case manager.

Where you can find us!

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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.

Contracting 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

integratedliving Australia Ltd is supported by funding from the Australian and State Governments.

Muswellbrook Rotary Club

It is with much appreciation that we thank Muswellbrook Rotary Club, a valued supporter for many years, who kindly chose integratedliving as one of the beneficiaries of the proceeds from their Rotary Ball held on 25th June, generously donating \$4,500 to Overton House in Muswellbrook, NSW. Staff, clients and friends who attended the ball had a wonderful night.



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.