

Volunteers

Please and thank you!



National Volunteer Week was recently celebrated at integratedliving's Raymond Terrace Activity Centre with staff and local volunteers coming together.

On the day, two integratedliving volunteers, Ron Gough and Heather Forbes were recognised as Volunteers of the Year.

Raymond Terrace volunteer Ron was recognised for his tireless work doing the local linen run as well as cleaning fleet cars and many other social support services. Staff presented Ron with his trophy and acknowledged his ongoing efforts, in particular his cheerfulness and reliability.

Heather has six customers that she takes shopping around Salamander Bay, NSW.

While Heather was on a well-deserved holiday and unfortunately missed the presentation, staff recognised Heather's efforts on the day and commented on the wonderful feedback they receive from customers about Heather's cheerful nature and compassion.

There were also volunteer week celebrations across many of our other locations. Staff and volunteers came together to acknowledge the significant contribution of these valued people.

Volunteer milestones

integratedliving has many long-standing volunteers and we would like to specially acknowledge those who have been helping our customers for more than two decades. Thank you, **Kay Burgess, Janet Mess, Pam Avard** and **Shirley Hunt** for volunteering more than 20 years. To **Kay Hardy, Ray Hardy and Pat Burke**, thank you for more than 30 years service.



Volunteer with us

integratedliving depends greatly on the generosity of volunteers and we are always looking for people to lend a helping hand.

We currently need volunteers in the following areas:

- Activity Centre Assistants
- Administration
- Home Visits
- Meal Delivery
- Low Level Maintenance
- Shopping and Social Outings
- Transport

**To volunteer contact us on:
1300 364 584 or visit our website:
www.integratedliving.org.au**

An extra special thank you to **Elsie Donnelly** and **Mary Bowman** who have been volunteering with us for more than 40 years.

We could not provide our wonderful services to our customers across the country without our volunteers and we thank everyone who gives their time to integratedliving.

Top left: Volunteer of the Year recipient, Ron Gough (Raymond Terrace NSW).

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From the CEO's Desk



Customer Corner

Robert, NSW

Robert, from NSW, is 67 years old. Before he was an integratedliving customer he felt somewhat isolated and was worried about his health. He also felt disorganised in his home and life in general and often wondered how he would continue to live independently.

Robert has expressed to staff how his life has improved greatly thanks to receiving integratedliving in-home services.

"I am very grateful to the support workers who transport me to my appointments, to get the shopping and do the cleaning."

"My home is in order now and I have met some really great people who work for integratedliving. They have helped me a lot to get around and to generally feel better" said Robert.



Robert and his cat

Welcome to the Winter Edition of the Community Newsletter.

Winter is well and truly underway with cold crisp mornings and temperatures plummeting in many areas of the country. Please make sure you keep warm and heating appliances are regularly checked.

Some highlights in this issue include our award winning Memory Wellness program; our Values Based Award Winners for 2016, staff recognised and nominated by our customers; and welcoming customers and staff from two organisations who have recently joined integratedliving.

Delphis, based on the NSW Central Coast, and BDNH Group, operating in Ballarat Victoria, became part of the integratedliving family in March and June respectively. These organisations bring additional skills, expertise and assets to our business and our intention is to build on their legacy to leverage and grow new services for regional communities.

We are very proud to have had our Memory Wellness team recognised as a finalist in the HESTA Nursing and Midwifery Awards and the 5th Asia Pacific Eldercare Awards. Our Memory Wellness program is built on the latest research and covers aspects of memory wellness and dementia care. It is a comprehensive program enabling older people to have an e-health enabled clinical assessment and access to a brain health promotion program supported by a Nurse Practitioner in a Nurse led Pop-up Memory Clinic and course. The program comes to the customers' community, you are not required to travel hundreds of kilometres to a specialist clinic.

Our Digital Wellness programs whilst enhancing brain health, also provide great training and support to people who would like to learn more about social media and other ways to connect online with friends, family and the community.

Our Values Based Awards presentation was held in Newcastle recently. Six of our staff were presented with awards and joined by family and friends for what was a very special evening. We sincerely thank all of our customers who nominated staff throughout the year and I encourage you to continue to nominate our staff this year.

Staff recognition is key to ensuring we have the right staff to deliver the level of customer service you require. Our staff regularly communicate with you and having a better understanding of your needs helps us tailor solutions to meet your specific requirements.

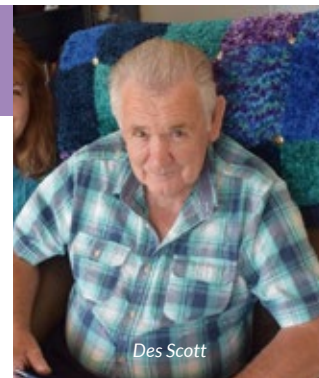
Social media is a great tool to allow our customers easy and fast access to integratedliving information. Customers can follow us on Facebook and Twitter and receive timely updates about the organisation and our services. We encourage you to follow us on Facebook and Twitter, browse our website pages or give our Customer Service Centre a call to provide any feedback or enquire about our programs.

Enjoy reading this edition.

Catherine Daley, CEO

Des, TAS

integratedliving customer, Des Scott from Deloraine, Tasmania, has been enjoying the benefits of the Memory Wellness program. Des had a chat to Examiner newspaper journalist, Tamara McDonald in Tasmania about his experience with Memory Wellness.



Des Scott

The following is an excerpt from Des's story which appeared in the Examiner in February 2017. Visit the Examiner website to read the full article www.examiner.com.au/story/4466743/dess-digital-wellness/

An iPad acquired through an innovative health program is helping Des Scott document memories. Mr Scott has photographed his woodwork and flowers on his recently acquired device, which he received as part of the Digital Wellness program. As the seasons change, the avid bulb collector will be able to recall the vivid details of his summer garden.

The Deloraine 77-year-old was diagnosed with Parkinson's disease about 13 years ago. He said the diagnosis had a "very big" impact on his life. "You can't do what you want to do," Mr Scott said. He said his care team helped him have fun, amid the "down days" he experienced.

His case manager, Helen Beattie, said dementia was a side effect of Parkinson's. "The memory wellness [program] ... is tailored around what the client wants to do with the iPad," Ms Beattie said. "It's around supporting Des with his memory." She said Mr Scott had needed support with remembering his schedule correctly recently.

Mr Scott said the iPad had "everything going for it". "He's got a strong interest in trucks, [he's] an old truck driver, so that was the next project ... making an album on all the different trucks ... that all his mates and the kids drive," Ms Beattie said. He also has games on his device.

integratedliving visits Mr Scott daily during the week, and once a week a staff member helps him with his new digital programs for an hour.

Mr Scott used a federal government-funded home care package, meaning the program was subsidised for him. integratedliving said individual arrangements regarding packages could vary and can be discussed with each individual customer.

Social Media

We are on social media - are you? You can follow [integratedliving](#) on Facebook and Twitter.



Keep up-to-date on our new programs, safety and wellbeing messages, photos and interesting facts. You can also use social media to get in contact with us.

Using social media can expand your networks and help you stay in contact with your family and friends. If you are not sure how to connect to Facebook or Twitter join our Digital Wellness@ program and we can show you how.

For more about Digital Wellness@ or any of our other Wellness for Independence™ programs or services phone us on 1300 782 896 or visit our website www.integratedliving.org.au

Customer Financial Survey Feedback

We'd like to thank our customers who participated in our recent survey to improve how our invoices are presented to you. All customers who completed the survey were entered in the draw to win some amazing prizes.

The winners are as follows:

**Teresa Durkin (TAS),
Marjorie Wilson (NSW),
Barbara Meers (NSW),
Margaret Heazlewood (TAS),
Anthony Terpstra (QLD).**

These customers have been contacted to inform them of the prizes they have won.

Health Organisations join integratedliving!

In recent months two great organisations - Delphis, based on the New South Wales Central Coast and BDNH Group servicing Ballarat and surrounding areas in Victoria - have joined integratedliving.

Delphis became part of integratedliving in March this year while BDNH Group joined us in June 2017.

Delphis was established in 1986 as a small Home and Community Care, State Government funded dementia day care program and became a respected home care and disability organisation.

BDNH Group was established in 1911 as the Ballarat Dispensary and saw one district nurse deliver medications to the community on foot, by tram and on a bicycle. BDNH Group now has more than 80 highly skilled staff supporting independence and wellbeing, and offering specialist clinical skills and education, as well as allied health clinics to 1,828 clients.

integratedliving CEO Catherine Daley, said by combining the best of what each organisation has to offer, we will be at the forefront of service innovation, digital technology and business strategies which will provide exciting service options and pathways for our customers, their partners, carers and families.

"For people living in rural, regional and remote areas the incidences of premature mortality are higher than their metro counterparts. People experience higher levels of chronic and complex conditions, higher levels of preventable admissions to hospital and experience longer lengths of hospital stay," said Ms Daley.

"integratedliving, Delphis and BDNH Group separately were making great inroads offering health options for regional communities and with the additional expertise gained by combining our knowledge and experience we will be even better placed to improve health and wellbeing outcomes for older people.

"The amalgamations have been undertaken in a way that ensures total continuity of services for all our customers," said Ms Daley.

"All of our customers will continue to receive their services as they always have and should they need to make contact with staff they can do so on existing phone numbers or emails and these all stay the same.

"Customers will see some changes in the branding and logos for Delphis and BDNH Group buildings, signage and vehicles in the future and staff will wear integratedliving name badges but all changes will be gradual. We will keep everyone up-to-date as the amalgamations take gradual effect," said Ms Daley.

Should people require further information about the amalgamation with Delphis or BDNH Group please phone your local staff contact or our Customer Service Centre on 1300 782 896.



Pictured above: Catherine Daley (Chief Executive Officer) & Maria Palmer (Chair of BDNH Committee of Management) cutting the cake.



Leave the salt for the old sea dogs!

We recently celebrated World Salt Awareness Week, a global initiative which aims to remind us that salt raises blood pressure which leads to an increased risk of stroke and heart attack.

Hypertension (high blood pressure) is significantly more common in older Australians and research shows that most Australians generally eat too much salt. So, for everyone, and particularly those who are 65 and older, it is important to do what you can to limit salt intake and keep hypertension at bay.

integratedliving's Nutritionist, Bec Meenahan, has put together a short video highlighting three simple things people can do each day to reduce salt in their diet. The video is available on YouTube at www.youtube.com.

If you can't access the video, outlined below are the three tips;

1. Read the nutrition panel

Check salt content on food labels. Use the nutrition panel on the pack to find out how much salt is in a food product. Salt is listed as 'sodium'. Use the 'per 100g'

column on the panel to compare sodium of different brands of products.

- Foods with less than 120mg sodium per 100g are considered low in salt.
- Aim for foods with less than 400mg per 100g of product.

2. Look for salt reduced and low salt foods

Many foods still have salt added to them, even foods that don't necessarily taste salty.

Look for foods labelled 'no added salt' or 'salt reduced' or foods with a higher health star rating as these will be a healthier choice compared with similar foods.

3. Add flavour with herbs and spices

Cutting down on salt doesn't mean you have to cut out flavour. Cooking with herbs and spices will enhance the flavour of healthy foods without adding fat, salt or sugar.



Winter Safety

Temperatures are dropping and the weather is getting chilly. Some of our customers in the southern parts of the country have even seen some snow already this year.

Keeping warm and safe during colder months means being alert to indoor health hazards. Indoor heaters

and electric blankets should be tested and checked before use each year and extra care should be taken using hot water bottles. And while our customers and friends in the northern parts of the country may get through this part of the year without the need for indoor heating it is still a great time to check your smoke alarm batteries.

Visit our **Facebook** page for some simple tips to help keep you safe at home this winter.

Spotlight on Allied Health: Social Connections

We have many services available to help you live a full and independent life. Much of what we have available overlaps and combines to provide holistic support. We look forward to highlighting some of our services in the coming newsletters.

In this edition, we hear from Senior Social Worker, Stephen Weston as he talks about some of our allied health services.

The saying goes 'your health is your wealth'. This is very important particularly as people age. There is often a lot of focus put on physical wellbeing. We also ensure the living environment is safe and comfortable and even adapt homes and transport to make sure people can age and remain living independently at home.

However, one thing that is equally important to achieving continued independence is maintaining social connections. Having social connections with other people and local communities is especially important. The reason is because it enhances our sense of belonging. Often with age comes health and other challenges and it is then that our support networks help us the most. Those networks often expand when we go through those challenging times and it helps us become resilient.

Our Allied Health teams' focus is to build programs that include everyone in the community. Our Wellness Programs have an underlying element of social connectedness. We strive to create meaningful relationships that not only help through tough times but are there for the fun times too.

We know the secret to unlocking social connectedness barriers. Participation is key! So please join that book club! Go to that social lunch! Join one of our award-winning Wellness programs or even sign up to Facebook!

Contact the allied health team on 1300 782 896 for more information about how their services can support you to develop some great social networks.

Celebrating our shining

stars of 2016

Award Winners

Diversity: Tania Lowery, TAS

Leadership: Irene Sorensen, NSW

Respect: Sherryl Browne, NSW

Unity: Nicole Braggins, NSW

Equity: Craig Minns, NSW

Integrity: Simone Taylor, NSW

We are excited to announce the winners of the Values Based Awards Program for 2016.

Over the past year we have received many inspiring tributes to our staff who play a significant role in the lives of our customers and are consistently committed to excellence in their work.

Thank you to all of our customers who nominated many dedicated and talented employees who demonstrated excellence in their work throughout last year.

It wouldn't be possible to conduct the Values Based Awards without the input of our customers so we appreciate your time and effort very much.

The 2016 award winners were selected from a group of very deserving finalists.

We congratulate our 2016 shining stars who were recognised and celebrated at our annual awards presentation in Newcastle and look forward to continuing the Values Based Awards in 2017.



2017 HESTA Nursing Awards



2016 Values Based Awards Winners

Pictured above: Doug Kimberley, Sherryl Browne, Irene Sorensen, Simone Taylor, Nicole Braggins, Craig Minns, Tania Lowery & Catherine Daley.

An awarding experience

integratedliving's Memory Wellness Program has recently been recognised as a finalist in two prestigious awards.

Memory Wellness is the first of integratedliving's Wellness for Independence programs to be launched. The program addresses the timely diagnosis and early intervention of dementia and focuses on developing brain health.

Memory Wellness was recognised as a finalist in the 2017 HESTA Australian Nursing and Midwifery Awards and the 5th Asia Pacific Eldercare Innovation Awards.

integratedliving Registered Nurse, and Memory Wellness team leader, Ms Helga Merl, said there is generally a three-year gap between people discussing symptoms of dementia with their GP and them receiving treatment. This timeframe is even greater in rural and remote communities.

"Early intervention is the key to preventing dementia and slowing the onset of symptoms. Memory Wellness helps identify and address the risk factors that contribute to dementia and other memory-related illnesses."

"It is great to be acknowledged as a finalist in an international and national award. Unfortunately we didn't win but it shows recognition from our health industry peers and enforces that we are doing something great. Even better than that is the fantastic results we are seeing with improving our customers' memory and brain health through the program," said Ms Merl.

Memory Wellness also incorporates the Digital Wellness program which covers topics including music, nature, photography and a 'this is my life' section. Customers receive an iPad and are supported to use it to develop their brain health. *"Spending 20 minutes a day completing brain training activities in areas*

of interest to each person can make a difference," said Ms Merl.

Socialising through Facebook and FaceTime are already proving popular with customers who can reconnect with, see and talk with family and friends and expand their social networks. *"Staff develop a customised digital health plan with each customer and work with each person to monitor their goals and achievements."*

The focus of the program is to support development of new skills and research shows this is integral in developing memory wellness.

For more information about Memory Wellness or any of our other Wellness for Independence programs or services please phone us on 1300 782 896 or visit www.integratedliving.org.au

Top left: Helen Tuxworth, Doug Kimberley, Helga Merl, Catherine Daley & Vanessa Jones.

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

lcc@integratedliving.org.au
www.integratedliving.org.au

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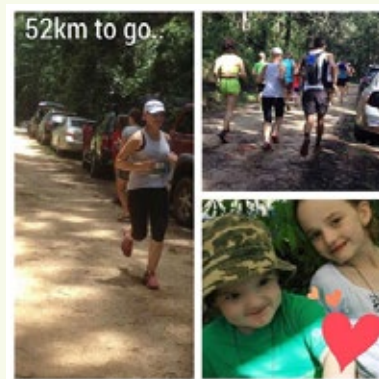


Staff Profile

Introducing Registered Nurse
Peninsula/Far North QLD,

Elizabeth Bradford.

300kms and much more for Caleb



In February, Elizabeth Bradford decided it would be a good idea to run 300km.

"I thought it was a great idea at the time", said Ms Bradford.

An integratedliving Registered Nurse, based in Far North Queensland, Elizabeth wanted to do something to honour the memory of her precious son Caleb. Caleb was diagnosed with a brain stem tumor when he was just three years old. The aggressive type of cancer meant Caleb passed away several months later.

"I wanted to run in memory of Caleb but I also wanted to raise money for paediatric brain cancer cure research," said Ms Bradford.

Elizabeth's goal was to raise \$700 for the charity organisation The Cure Starts Now. *"The money donated to this charity goes purely to fund the scientists and researchers who are working hard to find a cure,"* said Ms Bradford.

So Elizabeth decided she would give herself one month to run the distance and raise the money. A few obstacles stood in her way though, not only had she chosen the shortest month of the year but, living in Cairns, it was also the hottest.

Elizabeth had made her commitment and decided to push on with her challenge. She named her adventure the Feb300 and calculated what it would take for her to complete it.

"I had to run 10.7km a day in order to achieve my 300km goal by the end of the month," said Ms Bradford.

"So I ran and I ran hard. I did two half marathons in one week just to get my daily km's down. I was hurting, I was hobbling, I was laughing, I was delirious. It was so much fun, and I ended up running 312km and raised the \$700."

"Now I get to tell the Cairns integratedliving wellness program groups all about my crazy antics, it brings a few laughs and inspires them to stay active for their own longevity", said Ms Bradford.

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

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

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.