

Registered by Australia Post for Prepaid Postage
link



SILVER CHAIN

EVERY MINUTE. EVERY HOUR. EVERY DAY. WE CARE.



Courtesy of the Community Newspaper Group.

Nominate a young carer!

Nominations for the Young People Who Care Awards 2010 are now open.

If you know a young person or a group of young people, aged 10 to 18 years, who voluntarily care for others in their community and live in Western Australia we would like to hear their story!

All nominees will be recognised for the remarkable and selfless things they do for others. Plus, finalists, their special guests and their nominator will be invited to attend a special award ceremony hosted by Premier Colin Barnett and they will receive heaps of great prizes!

There are three award categories including:

- 'Caring in the Community', presented by Silver Chain, recognises a young person who provides voluntary care to a person or people in their community.

Silver Chain – Central to the Evolution of Health Care in Western Australia

A key policy of the Western Australian Government is to implement a scheme called FINE (Friend in Need – Emergency).

The Government has seen the great work that Perth residents have enjoyed for nearly three decades in palliative care where much of the advanced care, often otherwise provided in hospitals, is provided to people in their homes. People with a life limiting illness in Western Australia are twice as likely to be able to achieve their goal of remaining at home with their friends and family rather than being admitted to a hospital. Not only is this greatly appreciated by the patients and their families but also saves the health system many millions of dollars.

Therefore, the Government of Western Australia and Silver Chain are working to achieve the same goal for people who often are admitted to hospital but who, with the help of an organisation like Silver Chain, could receive the care they need, safely in the convenience of their own home. This program is called Home Hospital and, as I said, is a key part of the Western Australian Government's FINE program.

Our goal is to create a 500 bed hospital where the care is delivered in people's home. This means more convenience to the patients, better continuity of care with the patient's usual General Practitioner (GP) continuing to be involved, and enormous savings to the health system. We hope this program will go a long way to relieving the pressure on our valuable emergency departments.

We can also help patients to leave hospital sooner making those beds available to more acutely ill patients. For example, after surgery, further wound care and rehabilitation can take place within the home.

We believe this is a great example of the Government and Silver Chain working together to deliver better health care for Western Australians. We will be sure to keep you up to date with the success of the program as it grows and evolves.

Christopher McGowan
Chief Executive Officer



HomeHospital
 SILVER CHAIN

- 'Young Carer', presented by Carers WA, recognises a young person who cares for a family member with a disability or illness.
- 'Caring Together', presented by Woodside Energy Ltd, recognises a group, team or club of young people who carry out voluntary work that benefits others in their community.

The Young People Who Care Awards 2010 are proudly hosted by Silver Chain and Carers WA with the kind support of Woodside Energy Ltd, The West Australian and the Government of Western Australia.

Nominate before September 2010 either online www.youngpeoplewhocare.com.au or contact Alice Bassham on 0450 842 366 or via email abassham@silverchain.org.au for a nomination form.

Inside

- | | | | |
|---|----------------------------------|---|---------------------------------|
| 2 | HACC fee update | 6 | Thank you! |
| 3 | 'Silver Chain Response Plan' | 7 | Client Liaison |
| 4 | Travel Smart Stay Safe update | 8 | Making a World of Difference... |
| 5 | Staying Active, Staying Positive | | |

Link is available in a larger text format, please visit www.silverchain.org.au/Link.

24 hour Customer Operations Centre (08) 9242 0242 or 1300 650 803 (country callers) • www.silverchain.org.au



Chicken and Veggie Pie

Preparation Time – 20 minutes + 30 minutes cooking

Serves – 4

Serves of vegetables in this recipe – 10

Ingredients

4 small chicken breasts, skin removed
2 cups chicken stock
2 tablespoons dry sherry or white wine (optional)
1 bay leaf or bouquet garni sachet
700g mixed vegetables of choice (carrots, cauliflower, leeks, cabbage, asparagus, baby corn, peas)
2 teaspoons cornflour
2 tablespoons low-fat milk
2 tablespoons chopped mixed herbs (parsley, thyme, oregano, marjoram) or 1 teaspoon dried mixed herbs
Freshly ground or cracked black pepper, to taste
6 sheets filo pastry
Olive or canola oil spray

Method

Preheat oven to 200°C. In a large covered pan, slowly poach chicken breasts in chicken stock, sherry and bay leaf for 15 – 20 minutes depending on size.

Cut vegetables into bite-sized pieces and add to the pan. Cover and continue to cook for 5 minutes. Remove the bay leaf and place chicken and vegetables into a deep pie dish, leaving behind the juices.

Mix cornflour with milk and add to juices, bringing to the boil to thicken. Add herbs and season with pepper. Pour sauce over chicken and vegetables.

Prepare pastry crust by spraying every second sheet of filo with a little oil and layering sheets on top of each other. Place over top of dish, scrunching up slightly. Spray with a little oil and bake until crisp and brown. Serve immediately.

© State of Western Australia (May 2010) reproduced with permission.

HACC fee update

Services delivered by agencies funded through the Home and Community Care (HACC) program, must adhere to the WA HACC Fees Policy.

These policies seek a contribution from clients towards the cost of the HACC service(s) they receive, at a level that is fair and affordable, but sufficiently flexible to adapt to individual circumstances.

The Department of Health review their HACC Fee Policy in July each year. At the time of your yearly review your Care Co-ordinator will discuss increases in fees, if applicable to you, and negotiate the appropriate charge.

All clients are assessed to see if they can afford to contribute to the cost of their care. There are provisions within the HACC Fee Guidelines for fee reduction and our staff will be happy to negotiate this with you if applicable. Fees are only a small contribution to the actual cost of delivering a service.

Whether the Care Co-ordinator who visits your home or one of our friendly staff contacts you by telephone to complete this process, please be assured that it will be conducted in a fair and consistent manner. Clients or their advocates have the right to appeal if they are unhappy with any aspect of their income assessment or fee setting.

SILVER CHAIN MERCHANDISE STORE

With the winter months fast approaching why not purchase one of our large 'silver' umbrellas to help keep you dry? Featuring a strong and sturdy frame, they have been designed to prevent them turning inside out! Just \$30.00 each (plus \$7.70 for postage and handling) our umbrellas are approximately the size of a golf umbrella.

To purchase a Silver Chain umbrella please call Marketing and Communications on 9201 6755 or visit Silver Chain House Reception, 6 Sundercombe Street, Osborne Park WA between 8:30am and 5:00pm, Monday to Friday.



Silver Chain Response Plan

Community service providers are required by the Government to have procedures in place to assist us in dealing with instances where clients do not respond to our prearranged visits. For example, if a client does not answer the door or telephone due to injury or ill health, we will take the necessary timely action to ensure the client receives the assistance required.

To meet this requirement and to complement our existing processes

we need to capture each individual's preferences. In order to achieve this, from Thursday, 1 April 2010 our staff began completing a 'Silver Chain Response Plan' with each client. This plan is to be completed at the time of initial assessment and updated at yearly review or sooner if circumstances change.

The 'Silver Chain Response Plan' takes into consideration the following options:

- Do Something – indicating what the client wants us to do (get a spare key from a neighbor, go around the back etc).

- Ring Somebody – clients are required to list their emergency contacts in the space provided on the plan. It is necessary for the contacts to give their consent in order for us to record this information on our system.
- Do Nothing – please note, if there is no response on the second visit, Silver Chain will telephone the emergency contact/s.

Your Care Co-ordinator will contact you in regards to the response plan at the time of assessment or review.

Bay Village Resort & Spa Dunsborough

Location, location, location... Bay Village Resort & Spa Dunsborough is just a two minute walk to the pristine waters of the bay, town centre and shopping precinct. It's also only a few minutes drive to Dunsborough Lakes Golf Course, art and craft galleries and is surrounded by the Margaret River Wine region. The resort is nestled in some of the most scenic coast line in the South West and what's more, it's just a two and a half hour drive south of Perth!

Bay Village Resort & Spa offer a range of accommodation styles from 3.5 – 4.5 stars including superb new spa apartments (mostly fully self contained), cosy cottages, chalets and executive style villas ensuring there is an accommodation style to suit everyone – couples, families, corporate travellers or groups.

Featuring an exquisite day spa, heated indoor pool, pool spa and outdoor decking area, sauna, **Malt Market Bar+Kitchen**, barbeques, children's playground and free in-room movies plus Foxtel, all of which complement the resort's unique location.

Bay Village Resort & Spa Dunsborough are kindly giving one lucky *Link* reader the chance to win a two night stay in one of the beautifully appointed luxury spa apartment rooms or a fully self contained cottage (accommodation for two people).

For your chance to be in the running to win this great prize, simply write your name and address along with the correct answer to the question below on the back of an envelope and send it to:

Link Newsletter Competition, Silver Chain, 6 Sundercombe Street, Osborne Park WA 6017 (please don't use the reply paid envelope).



Question – What is the name of the bar and restaurant at Bay Village Resort & Spa Dunsborough?

The competition will be drawn on Monday, 14 June 2010 and winners will be notified by mail.

The resort offers great specials regularly – to find out more visit www.bayvil.com or contact the office directly on 1300 138 258.





Travel Smart, Stay Safe update

You may recall an article which featured in the Summer 2009 edition of *Link* announcing an exciting and innovative project we are undertaking this year – Travel Smart, Stay Safe.

This project will use computer mapping software to help enhance our travel efficiency, while providing direct care services to you.

“It will help us improve our services and ensure we can meet the increasing demand for home based care,” says Phyllis Schabort, Project Manager. “It will minimise the driving time and kilometres travelled by our staff. The time saved travelling on our busy roads can be better spent supporting more people to remain independent in our community.

“Implementation of this project has begun at our service centres in Maddington, Highgate, Myaree and Kingsley and soon we will begin implementing the computer software at our Mandurah service centre beginning Monday, 24 May 2010.

Should any client affected by changes have a specific requirement for a day, time or care provider this will be taken into consideration by the team making the scheduling changes and will be negotiated with those clients individually.

“By reducing the estimated 17 million kilometres travelled by Silver Chain staff each year, we are also significantly reducing our carbon foot print and our impact on the environment,” says Phyllis.

If you would like further information about this project please call Phyllis Schabort at Silver Chain on 9242 0242.



Green Corner – Helping to reduce greenhouse gas emissions

Climate change is caused by an increase in the greenhouse gases in the Earth’s atmosphere. These gases absorb heat leaving the earth and return some of it making the earth warmer overall.

Use of road transport by households generates 42 million tonnes of greenhouse gas each year, of which more than 14 million tonnes is used travelling to and from work.

By taking a few simple, yet practical steps you too can help reduce your carbon footprint. For example, every litre of petrol saved, cuts greenhouse gas emissions by 2.8 kilograms and saves you at least \$1, plus vehicle wear and tear.

- Instead of driving, ride a bike, use public transport or walk – get fit, reduce driving stress and save money.
- Buy a fuel-efficient car, it may be cheaper to buy and can save up to 20 tonnes of greenhouse gas and \$10,000 in fuel over its life.
- Drive smoothly and avoid stop-start traffic, which can save up to 30% of greenhouse gas emissions and fuel cost.
- Ensure tyres are pumped up to the maximum recommended pressure so they roll more easily. This can save up to 100 kilograms of greenhouse gas each year, extend tyre life and improve safety.

- Remove unnecessary weight from your car – 50 kilograms less weight cuts greenhouse gas emissions by almost 2%.
- Remove unused roof racks, external sun visors and other features that create more air drag.
- Diesel can cut greenhouse gas emissions by up to 20% relative to petrol.

If you would like more information about how you can help reduce greenhouse gas emissions visit www.environment.gov.au.

Useful tips for home care

If you receive home based care, your home becomes our workplace.

Please ensure all cleaning products are in their original labeled containers, stored safely and appropriate for our use.

Working together, we can help one another to ensure that both you and our staff stay safe at all times.



Staying active, staying positive

Staying healthy and active as you get older is a great way to maintain your independence and wellbeing; and you could have a whole lot of fun along the way.

As the saying goes – “you’re never too old to learn,” and 73 year old Joan Goodey is a firm believer that this is the case, whatever your age. Joan has always been very active and recently found herself becoming a little unsteady on her feet. To improve her balance and meet new friends, Joan signed up for hoola hoop and belly dancing exercise classes!

“Our hoola hoop class was quite a hit at the local RSL, so we performed for the soldiers of an afternoon. Unfortunately as I side stepped to miss a gentleman’s foot, I lost my footing and landed on my behind,” said Joan.

Joan suffered from deep bruising, leaving her in a lot of pain and only able to walk with the aid of a walking stick. With the help of her husband, Dennis, Joan continued to walk around the house for short periods of time to keep her limbs mobile. “Dennis arranged for an occupational therapist to install a bath board and rails in the shower so I could sit while having a shower,” says Joan.

After two weeks, Joan ventured outside and set a goal of walking to the vegetable patch at the end of the garden. This allowed Joan to regain her confidence in a safe environment, at her own home. Over the following weeks Joan increased her exercise around the garden to every few days until she was back completing her previous four circuits of the garden each day. “Although the pain was awful, losing my confidence in walking was far worse,” says Joan.

Sharon Richards, Silver Chain’s Project Support Officer, Wellness Team says it is important to try to continue with daily tasks and to keep as active as possible after a fall.

“Keeping up with activities that you enjoy is especially important when you have an injury, these activities will help to lift morale and keep your spirits high.

“Growing older doesn’t mean you have to lose strength or your ability to do everyday tasks. Exercise will help you feel better and help you to get the most out of life,” says Sharon.

Make the change, avoid falls

One in three people over the age of 65 have falls each year. Falls are not inevitable and many can be prevented – do you know how to make the change to avoid the risk?

Step One: Spot the hazard

- Keep furniture arranged for easy access and ensure that walkways and thoroughfares are clear.
- Watch for linoleum or carpet ends that turn up or loose and worn floor coverings.
- Clean up water in the bathroom and other wet areas.
- Ensure that raised verandahs, stairs and steps have handrails to prevent falls.

Step Two: Assess the risk

Sharon Richards, Silver Chain’s Project Support Officer, Wellness Team says there are a few important question you can ask yourself when you look around your home. For example:

- Can I remove the hazard?
- Can I make it safe by repairing or modifying it?
- Can I make sure people are aware of the problem to avoid being hurt?

Think about ways to deal with common slip, trip and falls hazards:

- Replace or repair floor coverings.
- Use a slip-proof mat in the shower and other wet areas.
- Install handrails in showers and toilets and on verandahs and stairs.
- Make sure stairs and corridors are well lit.

Step three: Make the change quickly

Once you have spotted the hazard and decide how to make the change, don’t delay.

“It is important to make the change as soon as possible before somebody is hurt. Many people are injured at home by hazards that have been around for a long time. If you ignore the hazard it may seem to go away, in reality it becomes even more dangerous because people forget it is there,” says Sharon.

Celebrating 75 years of caring for man's best friend



This year, Shenton Park's Dogs' Refuge Home commemorates 75 years of rescuing Perth's stray and abandoned dogs. To celebrate, the home is asking the community to join it on a trip down memory lane.

The refuge is calling for owners who have re-homed a dog from the shelter over the last seven and a half decades

to write in with their memories and photos of their rescue dog.

A selection of these stories will be made into a commemorative book, which will go on sale at the end of the year to raise much needed funds for the Home's continued rescue and re-homing work.

Dogs' Refuge Home President, Karen Rhodes, says the refuge's 75th anniversary is a time for dog lovers throughout the state to remember and celebrate the much loved four-legged friends who were, and continue to be, part of their family, whether as children, teenagers, adults or seniors.

"We're putting a call out to the Western Australian community to put pen to paper and write in with their stories and memories of their Shenton Park rescue dog for the special commemorative book," says Ms Rhodes.

"We want to hear about how our rescue dogs have touched the lives

of their owners and we want people to tell us the funny stories together with the sad ones, the touching tales and the antics that their four-legged friends got up to after leaving our kennels."

Over its 75 year history, the Dogs' Refuge Home has rescued and re-homed an estimated 400,000 dogs and puppies. Today it remains a charitable, not-for-profit organisation which receives no government funding and relies solely on donations from dog lovers throughout the community to fund its rescue and re-homing work.

Members of the community who would like to submit their stories can email Ruth Gourley at ruth@shinecommunications.com.au or in writing to Karen Rhodes, President of The Dogs' Refuge Home, Lemnos St, Shenton Park 6008. Please include your contact details and a photograph of your dog if possible.

www.dogshome.org.au



Networking Group

The Networking Group meet each month to discuss networking opportunities and various ways to support their community through Silver Chain. The group recently donated \$220 towards a Christmas function for clients at the Rockingham Respite Cottage.

2010 Golf Day

Silver Chain's annual golf day, The Silver Chain Cup, was held at the renowned Lake Karrinyup Country Club on Friday, 30 April 2010. Silver Chain would like to especially thank our Principal Sponsor – *The John Hughes Group* for their support in helping to make the day a great success. Look out for a full wrap up of The Silver Chain Cup in the Spring edition of *Link*.

John Hughes Group

thank you! ♥

STOP PRESS 2010 Silver Chain Community Day

Join us on Friday, 11 June 2010 for our annual Silver Chain Community Day – one of our major fundraisers for this year!

The Silver Chain Community Day will be held on the streets in the City of Perth and other centres throughout metropolitan Western Australia.

To help make the day a great success – we need your help! We are calling for people to help us on the day with fundraising activities in the City of Perth. Volunteers are also required to assist us at Westfield shopping centres – Whitford City and Innaloo as well as other locations throughout the metropolitan area.

We are also calling on schools and workplaces throughout Western Australia to join in the celebrations.

If you would like to find out more about how you can be a part of our 2010 Silver Chain Community Day please call Deida Nicholls on 9201 6768.

Client Liaison – Advocacy and Understanding

Silver Chain's Client Liaison Service provides advocacy, complaints monitoring and general support for clients and carers. We welcome feedback and are committed to resolving issues presented that are affecting a clients or carers ability to continue to live independently and participate as members of their community.

Our regular presentations to community groups and forums give us very useful feedback. If you belong to a group that is interested in participating please contact one of us.

Please do not hesitate to call us at Silver Chain on 9242 0242 or country callers 1300 650 803 (for the cost of a local call) and we will do everything to assist with whatever issue is presented.

Carole Harris and Peter Biggins
Client Liaison Service

Petting Zoo Priorities



During the winter months, when it's cold and blustery, petting zoos pop up in many suburban shopping centres. However, few people realise the myriad of potential diseases they may be exposed to.

"Animals may carry a range of germs without showing any signs of disease," says Katherine Threadgate from Silver Chain's Infection Control Department. "Most of the diseases are uncommon and can usually be treated when detected. Salmonellosis, E.coli and Ringworm are all examples of diseases carried by animals and are able to be spread to humans,

these may be termed zoonotic diseases."

Zoonotic diseases can be spread by several routes, primarily contaminated hands or other items put into the mouth. Infection can also be spread through bites and scratches, contact with faeces, urine, saliva and also contaminated dust.

"Hand washing is the key. Good hand hygiene is one of the most important practices in preventing the spread of disease for visitors to petting zoos. Always make sure you wash your hands before eating and drinking," says Katherine.

Following a few simple precautions during and after a visit to a petting zoo visit can help stop the spread of germs:

- Try to not touch your mouth with your hands or lick your fingers.
- Do not eat food intended for animals.
- Do not eat while touching animals.
- Ensure you cover any open wounds.
- Do not kiss animals.
- Do not take items into enclosures that cannot be properly washed if contaminated or dropped.

Your Feedback Counts

If you currently receive services or are a former client, family member, advocate or unpaid carer, Silver Chain welcomes your say on how we can improve our services.

How?

- Tell a staff member as soon as possible if you are not happy with a service or have a complaint.
- Telephone our 24 hour Customer Operations Centre or Client Liaison Service on 9242 0242 or country callers 1300 650 803 (for the cost of a local call).
- Write to the Chief Executive Officer at **Silver Chain, 6 Sundercombe Street, Osborne Park WA 6017.**

How will Silver Chain respond?

- All complaints will be dealt with in complete confidence.
- You will be treated with respect and dignity.
- You will be able to have someone of your choice help you with a complaint or problem.
- We will attempt to resolve the issue within three working days where possible, or will keep you informed of progress until resolution.

Advocacy alternatives

Advocare Inc 9479 7566 or Country Freecall™ 1800 655 566.

People with Disabilities (WA) Inc 9386 6477 or Country Freecall™ 1800 193 331.

Health Consumers Council (WA) 9221 3422 or Country Freecall™ 1800 620 780.

For unresolved health and disability complaints you can also contact the Office of Health Review on 9323 0600 or Country Freecall™ 1800 813 583.

* Calls from mobile telephones are charged at applicable rates.

Making a World of Difference...

Supporting Silver Chain



Would you like to support Silver Chain? There are many ways you can make a difference - your support doesn't have to be monetary! By supporting Silver Chain you are helping us to assist people in need to live in their community.

Become a volunteer

If you have some time to spare you could become a Silver Chain volunteer - no special skills are required. Our volunteer service is also looking for people who are willing to help us in some way. You could become a member of one of our branch committees, perhaps volunteer with our

Hospice Care Service or support us at special events.

We have over 400 volunteers working with us, more than half of whom help our clients and their families in country and remote locations. Demand for the invaluable support of volunteers is constant.

Our volunteers benefit from:

- Helpful and interesting ongoing education.
- Support and feedback.
- The great value of being a team member and being appreciated.
- Eligibility to be reimbursed for all out of pocket expenses incurred.
- Training, orientation and continual encouragement.
- The chance to meet lots of great people!

Silver Chain regards its volunteers as an integral part of our organisation. If you would like to find out more about becoming a Silver Chain volunteer call Brad McKay, Team Leader, Volunteer Services on 9242 0242 or email volunteer@silverchain.org.au.

Health Pit Stops

Our Health Pit Stops are a great way for workplaces to promote a healthier

corporate culture and encourage staff to become more aware of their current health status as well as how to prevent lifestyle related diseases.

Staff are screened for three modifiable cardiovascular disease risk factors including blood pressure, Body Mass Index (BMI) and waist to hip ratio. This is a free service for corporate organisations - all we ask for is a gold coin donation from staff who take part.

If your workplace would like to hold a Health Pit Stop please call Deida Nicholls, Relationship Marketing Officer on 9201 6768.

Gift matching

Do you donate to Silver Chain? Does your workplace take part in a matched giving program?

There are many benefits to both yourself and your workplace through matched giving programs. Matched giving programs provide dollar matching for employees who make cash donations to charitable organisations - including Silver Chain!

If you would like more information about gift matching please call Silver Chain on 9242 0233.

Calendar of Events

JUNE

11 Silver Chain Community Day, City of Perth - Health Pit Stop.

JULY

11 - 17 National Diabetes Week.

AUGUST

1 - 7 Continence Awareness Week.

25 - 26 Dowerin Field Day

To find out about our events visit www.silverchain.org.au/events.

Donate at any Australia Post



Making a donation to Silver Chain through any Australia Post outlet is both easy and quick.

There's no need to purchase a money order, simply take your donation coupon (attached to the bottom of the enclosed letter) into Australia Post. Your coupon will be scanned and returned to you with your receipt. Australia Post will notify us of your donation, and we will record your donation against your donor record.

You don't even have to send us your receipt, but make sure you keep it in a safe place as this is your record to claim on your tax return.

If you would like to find out more about making a donation to Silver Chain through Australia Post please call our Relationship Officers Kaye or Lynne on 9242 0233.

6 Sundercombe Street Osborne Park WA 6017

• Facsimile 9242 0268 • Email info@silverchain.org.au
• www.silverchain.org.au

Silver Chain Nursing Association (Incorporated) ABN 77 119 417 018



SILVER CHAIN