

link



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

Home sweet home for HBF members

HBF members now have the advantage of being able to access top quality private hospital care in the comfort of their own home, with no out of pocket expenses.

HBF and Silver Chain have joined forces to offer selected HBF members with hospital cover, care through Silver Chain Home Hospital.

Silver Chain Home Hospital delivers hospital level care to patients in their own home, when they would normally be admitted to a hospital. Care is delivered across the metropolitan area 24 hours a day, seven days a week catering for patients with less severe medical conditions such as urinary tract and respiratory infections, deep vein thrombosis, pulmonary embolisms and cellulitis. "HBF and Silver Chain share a

similar vision to improve the health and wellbeing of the Western Australian community, so this partnership makes great sense," says Ricki Smith, Silver Chain's General Manager Access Care Network Australia. "HBF is the first health fund in Western Australia and one of the first health funds in Australia, to offer this service to their members."

HBF members requiring care through Silver Chain Home Hospital will be admitted to the program by their own general practitioner or specialist, who will oversee progress and treatment. A registered nurse will monitor the patient's condition and administer

medication in the patient's home. HBF members will also receive a pantry pack of easily prepared meals and two hours of home care to assist with cleaning, clothes washing, meal preparation and shopping.

If you would like more information about Silver Chain Home Hospital and eligibility please visit www.homehospital.org.au or call Silver Chain on 9242 0242.



Silver Chain's Volunteer of the Year Awards

More than 500 volunteers support our services, staff and the health and wellbeing of our community and are integral to our organisation. This year, we celebrated National Volunteer Week (10 – 16 May 2010), through our annual Volunteer of the Year Awards.

We are delighted to announce the 2010 award recipients are:

Diana Brown – Community Volunteer Award – Perth

For the past two years, Diana has supported the community through volunteering to provide social support to clients in the metropolitan area. Diana began her volunteering with Silver Chain's Social Enablement program and is now continuing in the Social Support department.

Joy Wood – Country and Remote Services Award – Margaret River

A volunteer since 1990, Joy is a valuable member of her team who supports clients at the Silver Chain Community Day Centre. Joy provides transport services and assists with the Meals on Wheels delivery program.

June Bremner – Hospice Care Services Award – Perth

June has been a volunteer for over 20 years, providing support to families in our hospice care services. June is also a great mentor to new volunteers. She is extremely dedicated and respected by her peers and her passion is an inspiration to all who work with her and know her.

Charlie and Nellie Schuiling – Community Fundraising Award – Rockingham

Volunteers for over 14 years, Charlie and Nellie continue to raise funds to help support our services in the Rockingham and Kwinana community. Their dedication has contributed towards purchasing equipment for hospice services, clinical and home support clients living in the area.

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Mushroom and tomato bruschetta 🍴🍷

Preparation Time – 10 minutes + 20 minutes cooking

Makes – 8

Serves of vegetables in this recipe – 10

Ingredients

- 400g assorted mushrooms, sliced (swiss brown, flat, button)
- 3 ripe tomatoes, chopped
- 2 sprigs rosemary
- 1 teaspoon fresh parsley or sage, chopped
- 2 cloves garlic, peeled and crushed
- 1 teaspoon lemon juice
- 1 teaspoon balsamic vinegar
- 2 teaspoons olive oil
- ½ ciabatta loaf

Method

Preheat oven to 200°C. Mix mushrooms, tomatoes and herbs in an ovenproof dish. Whisk garlic, lemon juice, vinegar and oil. Pour over mushroom mixture. Loosely cover with foil and cook in oven for 20-25 minutes.

Heat the bread during the last 5 minutes of cooking. Cut the loaf lengthways and cut each half into 4. Spoon mushroom mixture onto bread, grill and garnish with rosemary.

Hint

For a quicker alternative, gently simmer the mushroom mixture in a covered frypan for 10-15 minutes. Heat the loaf for 5 minutes in the oven to make it crisp.

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Travel Smart Stay Safe

The Travel Smart Stay Safe project is an innovative way to help enhance our travel efficiency while providing direct care services to you. The project is completed and is being utilised throughout the metropolitan area. We would like to thank all Silver Chain clients, their families and carers for working with us and assisting us with the transition.

“This has been a challenging process for our service centres as well as our clients, as on any given day approximately 1,200 staff provide care and more than 7,000 clients are visited,” says Phyllis Schabort, Project Manager.

“We are already seeing the benefits of using a more effective scheduling process with less kilometres being travelled between client visits. This means more time is available to provide care to other people in our community and is also helping us to reduce our carbon footprint.”

Silver Chain Merchandise store

Our umbrellas will help keep you dry this Winter!

Approximately the size of a golf umbrella, our 'silver' nylon cover umbrellas are strong and sturdy and designed to prevent from turning inside out. The frame is made of fibre glass for extra durability and what's more they are only \$30 each (plus \$7.70 for postage and handling, charged once no matter how many umbrellas you purchase in a single transaction).

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.



Roboctober at Scitech

Scitech is set to transform into a robotic hub from Saturday, 25 September 2010 to Monday, 11 October 2010 as it gears up to bring you the latest in innovative technology for the October school holidays.

Roboctober will showcase robots of all forms, shapes and sizes that are guaranteed to appeal to visitors of all ages. Catch the loveable baby dinosaur, Pleo, who will leave visitors giggling with delight.

In a first-ever, Scitech will unveil Makerbot, a 3D printer that can print real, physical objects as easily as ink to paper. Plus, don't miss Perth's animatronic wiz, Rodney Parsons, as he reveals the latest upgrades on his fully functioning Animatronic Head.

However, one of the biggest drawcards of Roboctober will be the team from CyberTechnology who are set to delight high-tech fans with the latest cutting edge technology fresh out of research and development, including the highly anticipated jet powered drone, CyberWraith.

Can't wait until October? Scitech has a smorgasbord of science activities happening daily. Check out the latest exhibition – Measure Island, get animated in our Digital Studio or spaced-out in Horizon – the Planetarium, plus don't miss our explosive science shows!

Thanks to Scitech, we have 10 mini group passes valued at \$38 each to give away to our lucky Link readers.

For your chance to be in the running to win this great prize and experience the new and exciting exhibitions being showcased at Scitech, 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).

What is the name of the baby dinosaur at Scitech's Roboctober?

The competition will be drawn on Friday, 10 September 2010 and winners will be notified by mail.

For more information about upcoming events and programs contact Scitech on 9215 0700 or visit www.scitech.org.au.

scitech



Photo courtesy of the Community Newspaper Group

Last chance – nominate a young carer now!

Nominations for the 2010 Young People Who Care Awards close Friday, 20 August 2010. If you know a young carer or a group of young carers we would like to hear their story.

The awards are open to people aged 10 to 18 years, who provide voluntary care to others and live in Western Australia.

There are three award categories including 'Caring in the Community', 'Young Carer' and 'Caring Together'.

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

If you would like more information or would like to nominate a young carer visit www.youngpeoplewhocare.com.au to download a nomination form or contact Alice Bassham on 0450 842 366 or via email abassham@silverchain.org.au.

YOUNG PEOPLE WHO CARE

The Silver Chain Cup – Golf Day 2010

Silver Chain would like to especially thank our Principal Sponsor, the John Hughes Group for supporting our annual golf day, which was held on Friday, 30 April 2010 at Lake Karrinyup Country Club and raised more than \$20,000!

This year's fundraising efforts will be used towards purchasing portable diagnostic equipment, in particular an i-STAT System for Silver Chain Home Hospital. The i-STAT System is an advanced, handheld blood analyser that provides real-time, lab-quality results within minutes. This will enable Silver Chain Home Hospital to have fast, accurate and reliable test results to assist in diagnosing conditions, preventing the need for patients to attend an emergency department.

Eighty golf enthusiasts took part in an Ambrose tournament and activities during the day, including longest drive, straightest drive and closest to the pin. And, thanks to easifleet, a hole in one competition on the eighth hole saw players vie for a Hyundai Getz!

As part of The Silver Chain Cup's healthy focus, we received support from West Coast Occupational Therapy, who were on hand to offer soft tissue treatments. Chipper Funerals ensured players thirst was quenched as our on

course drink sponsor and thanks to Telstra Government and Enterprise, all players received a special gift bag.

Together with our Principal Sponsors, we would like to thank everyone who participated in the day, sponsored a course hole, provided prizes including Brinkhaus Jewellers who kindly provided a stunning pendant with 104 diamonds to the value of \$1,600 for our raffle and thank you to everyone who made a donation.

A note from our Platinum Sponsor

Silver Chain were proud to work with John Hughes Group on the Silver Chain Cup. John Hughes Group has been supplying Silver Chain with their fleet of vehicles for over 10 years. Silver Chain currently have a fleet of 570 Hyundai Getz, i30s and Sonatas which help us to deliver care to over 40,000 Western Australians every year.

The John Hughes Group has been operating in Victoria Park for over 20 years and has built up a statewide

reputation for integrity and class leading customer service.

The Group employs approximately 500 people and has an annual turnover of \$450 million. Whilst its main sales base is in Victoria Park, it has a Ford dealership, Park Ford in Bentley and two very large service centres in East Victoria Park and Welshpool.

The Group has 12 mobile service vans, provides its own after hours roadside

assist program, is in the tyre and battery business, has two finance broking divisions and its own insurance and finance company.

Company Philosophy – "We are a friendly and efficient company, trading with integrity and determined to give our customers the very best of service".



Winners – easifleet



Second Place – CDM Tigers



Third Place – Perkins Builders



John Hughes



Am I proud to support Silver Chain Absolutely



It's all about the person

The relationships we develop with clients are essential to ensuring care meets their specific needs. Being person centred in our approach, treating clients as individuals and connecting with them on a personal level are all important. This is part of our wellness approach.

Wellness is an attitude of mind and a way of working that promotes healthy, sustainable, independent living for all within Silver Chain. We work in partnership with clients, carers and the community to enhance wellbeing, nurture staff by engaging mind, body and spirit and embrace a model of care that promotes enjoyment in life and empowers all people.

Our wellness approach assists us to:

- Work with clients, helping them stay in control of their own lives and continue to do what they are able.
- Look at client's abilities, not just their disabilities and how they can be supported to improve their physical, emotional and social wellbeing.
- Ensure clients are respected and valued and we recognise everyone should have the opportunity to be as active as they can and continue to be part of their local community.

Dr Smith's story

Meet Dr Smith, a Silver Chain client. Dr Smith fought in World War II and being an avid writer, has written books about his experiences. After the war he moved to East Africa and helped develop the business economy, particularly by exporting honey to Europe.

From Africa, he and his family moved to Perth and settled in the house where he currently resides. He and his wife had four children and were married for over 64 years, before sadly she passed on in 2008.

Over the years, Dr Smith has built a yacht in the back garden, was an active member of his local community and church and since before the war photography has always been one of his greatest passions.

These days he finds it difficult getting out and about and uses a walker with wheels to get around the house. He often uses a computer to maintain links with friends and the broader community and although he is unable to get out to take photographs, he spends time cataloguing and editing existing photographs for other members of his family. These things 'make his life worth living'.

He is also able to shower independently in his modified bathroom, but he has a recent history of falls.

Dr Smith's care

Before our wellness approach was implemented, Dr Smith would have had a telephone assessment. He would have received a routine home help service and some personal care in the future. However, now we have learnt what is important to Dr Smith we were able to customise our care to meet his needs, while supporting him to continue to do what he enjoys.

An occupational therapist reviewed Dr Smith to ensure he had the most appropriate set up (desk and chair) when he was on the computer, as well as the right equipment in the bathroom to enable him to continue showering safely and independently.



Dr Smith also took part in our Personal Enablement Program (PEP) to increase his strength, helping him become less vulnerable to further falls. He purchased a CareLink Personal Alarm, so he could be assisted in the event of an emergency if he could not get to a telephone. Dr Smith also needed some assistance in keeping his house clean and tidy, although he continues to do a little each day, he receives home help services each fortnight to help with heavier tasks.



Become Arthur Bear's friend

Are you a Facebook member? You can become friends with Arthur Bear and Silver Chain! You'll be invited to special events, be one of the first to know about Silver Chain's news, learn fun bear facts and check out Arthur's travelling adventures all at the same time.



Simply log on to Facebook, search for Arthur Bear and add him as your friend.

Taking the plunge

Special thanks to Jodee Anderson and Carmen Sierke from BHP Billiton Iron Ore for taking the plunge this year and supporting our annual fundraiser.

Jodee and Carmen both took to the waters at AQWA Perth's underwater aquarium on Tuesday, 8 June 2010 to dive with the sharks, while raising more than \$85,000!!

Proceeds raised will support us in many ways including the purchase of equipment for clients, introducing new programs and funding research to develop innovative models of care. Donations also assist us to contribute towards establishing new facilities including service centres, health centres and day centres and providing additional training for employees.

Jodee and Carmen both said they felt nervous before entering the water, but experienced a great thrill from giving something back to the community.

"I was just praying I'd make it out all in one piece," says Jodee. "Once I was down there I was fine. I'm quite adventurous and I love trying new things, so I jump at the chance to do anything that is a once in a lifetime opportunity, which hopefully encourages others to go out and do as much as they can for charities."

Silver Chain would also like to thank BHP Billiton Iron Ore, who kindly matched donations that were raised through Jodee and Carmen's brave efforts, AQWA who donated the two dives and everyone who supported our 2010 annual fundraiser.



All aboard for new bus!

We would like to thank the Rotary Club of Albany for donating proceeds of their recent radio auction fundraiser to Silver Chain.

Our Albany Branch Committee volunteers are working hard towards the purchase of a replacement community bus and funds from the radio auction will be used to support this initiative.

thank you! ♥

Mandurah Day Centre now open

Tuesday, 30 March 2010 saw our new Mandurah Day Centre officially opened by David Templeman MLA

Member for Mandurah, Paddi Creevy Mayor City of Mandurah and Karen Lawrence Co-ordinator Mandurah Day Centre.



Silver Chain would especially like to thank Western Australia's Home and Community Care Program, Lotterywest, Alcoa, The Mandurah Murray May Day Club, Silver Chain's Mandurah Branch Committee, the Day Centre Fundraising Sub-Committee, Silver Chain volunteers and the local community for their support and generous financial assistance to turn the day centre into reality.

"The day centre can support up to 75 clients at a time, offering respite for carers, overnight accommodation facilities and a beautiful sensory garden where clients can enjoy outdoor games on the sprawling lawn and tend to vegetables in their very own vegie patch," says Sheilah Cummins, Silver Chain's General Manager, Country and Home Support Service.

"It will serve as a great medium for clients to socialise, relax, be involved in activities and consult Silver Chain's health professionals in a stimulating and warm atmosphere."

It's a wrap!

Thank you to Westfield and all of the volunteers for supporting our Mothers' Day Gift Wrapping event held on Saturday, 8 May 2010 at Westfield Carousel, Innaloo and Whitford City.

This was the first time we have conducted a one day gift wrapping service for a special event and it proved to be very popular!



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 client's or carer's 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

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.
- Call our 24 hours Customer 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.
- 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.

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.

Help us to help you!

Silver Chain needs you to assist us with our journey to zero harm.

For us to provide you with an outstanding service, we ask that you help us by providing our staff with a safe working environment. Here are some tips in which you can make your home a safer place, not just for our staff, but for both of us!

- Make sure your home and garden are free from trip hazards, eg. fix any loose pavers in pathways and remove or relocate rugs and mats in high traffic areas.
- Ensure staff have access to handwashing facilities, eg. warm running water, liquid soap and paper towels.
- Provide adequate, well lit spaces for staff to work in. Open curtains and turn lights on if needed. Also, be open to suggestions about relocating furniture to help improve workflow.
- Put pets or animals in a separate room or outside when Silver Chain staff are working in your home.
- Make sure all electrical appliances are in good working order. Electrical cords should not be trailing across walkways.
- When selecting chemical cleaning products, choose low irritant products and provide household gloves for staff use only.
- Smoking is not permitted when staff are in your home. Please open windows to ventilate the area prior to our staff arriving.

At Silver Chain we value the health and safety of both our staff and clients. Remember an injured worker is an absent worker, therefore injuries affect the number of people we are able to assist.

Community Day

Silver Chain would like to thank everyone who supported our Community Day this year including volunteers, Westfield Carousel and Innaloo and Centro Mandurah Shopping Centre.

Held in the Perth CBD on Friday, 11 June 2010, volunteers dressed up in their outstanding turquoise t-shirts and hit the street running from 7am to collect donations and sell merchandise. As part of our health and well being focus, a

health pit stop also occurred during the day where visitors had an opportunity to have their blood pressure checked.

Whilst at the shopping centres, merchandise was available along with information on Silver Chain services. The day was a great success, raising a significant amount, which will be used to support our services.

Special thanks to Westpac for their support and also to Croissant Express who provided our volunteers with coffee, muffins, bagels/rolls and refreshments.

Making a world of difference...

Nurses face white water challenge

Saturday, 7 August and Sunday, 8 August 2010 will see Silver Chain registered nurses Maria Reeves and Lois Jennings take part in this year's Avon Descent, while raising funds for our Hospice Care Service!

Paddling more than 130 kilometres on a 'sit on top' single kayak, Maria and Lois will take to the water making their way down the Avon and Swan rivers from long stretches of flat water through to white water obstacles.

Maria has worked for Silver Chain's Hospice Care Service for about 13 years and says that many people often are not aware of all the services Silver Chain provides unless they have personally experienced our care or have been involved in the service some way.

"I am very fortunate that I have been able to be involved with an organisation doing such wonderful work for so many people. I love what I do and I guess the Avon Descent is a way for me to do something for myself – get fit, while raising awareness and maybe even a few dollars along the way for something I really believe is worthwhile," says Mara.

You too can join us and get behind Maria and Lois by showing your support. Cheer them along as they tame the wild waterways, or if you can't make it, you could send them some encouraging words via Arthur Bear's Facebook page (see page 5 to find out more). If you would like to make a donation in support of Maria and Lois' brave efforts, please call Lynne or Kaye, our Relationship Officers on 9242 0233.

If you too would like to raise funds for Silver Chain please contact Deida Nicholls, Silver Chain's Relationship Marketing Officer on 9242 0242 or email dnicholls@silverchain.org.au to discuss your ideas.



You've got to be in it to win it!

Don't forget to get your tickets in this year's Rotary Club of Rossmoyne raffle – you could win one of three great prizes:

- **First prize** – \$10,000 cash.
- **Second prize** – \$3,000 cash.
- **Third prize** – Two nights' accommodation in Margaret River including a lunch and escorted winery tour for two people (return transport to Margaret River not included).

The raffle will be drawn Wednesday, 13 October 2010. Tickets are \$2.00 each (available in books of five) and \$1.00 from every ticket sold will be donated to Silver Chain.

To purchase your tickets please call 9201 6744, email raffle@silverchain.org.au or send a cheque payable to 'Silver Chain' to Silver Chain House, 6 Sundercombe Street, Osborne Park WA 6017. Individual tickets are also available in person from Silver Chain House. The raffle will be drawn Wednesday, 13 October 2010.

Calendar of events

SEPTEMBER

- 22** Young People Who Care Award Ceremony.
- 25 – 30** Perth Royal Show, Claremont Showgrounds – Health Pit Stop.

OCTOBER

- 1 – 2** Perth Royal Show, Claremont Showgrounds – Health Pit Stop.
- 29** Albany Branch Committee – Street Appeal, Albany.

NOVEMBER

- 14** World Diabetes Day.

Find out more 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