

*Live every moment
Laugh every day
Love beyond words*



VICEVI:

Zvao Mujo Hasu da ga posjeti u Münchenu.

Haso se uplašio jer ne zna njemački, ali Mujo ga zato uvjeri:

- To ti je isto k'o i naši, samo govoriš polako.

I krene Haso u München i kod kolodvora pozove:

- Takssiiii!!

Stane taksij, Haso mu gurne cedulju s adresom Mujine barake. Kad dođu pred baraku zapita Haso:

- Aaa kooollikkooo too koošššttaa?

- Peett eeuurraa! - odgovara taksist.

Čuje Haso da taksist isto govori polako pa dalje pita:

- Aa oodaaklee ssii tii zzemljaačee?

- Izz Trravniikaa. - odgovori taksist.

Haso sav razdragan što je naišao na zemljaka pa kaže:

- Aa zzaaštoo oonda goovorrmmo njeemaačkii!?

Pušenje i alkohol

Profesorica objašnjava učenicima kako su pušenje i alkohol štetni za zdravlje. Za pokus stavi jednu glistu u bocu punu alkohola i jednu u bocu punu nikotina.

Obje gliste vrlo brzo umru. Profesorica upita Ivicu: Što je iz toga zaključio. Ivica odgovori: "Zaključujem da ljudi koji piju i puše nemaju gliste".



ZAGONETKA: Ako izgovoriš moje ime više me neće biti. Šta sam ja?

Direct Care Workers CHRONICLE

September 2014



Volume 5 Issue 7

Welcome to the September edition of the Chronicle!

SPRING INTO ACTION!

With warmer days fast approaching, it is time to think about health issues associated with the change of seasons that affect elderly people and yourself.

Common during Spring are conditions such as hay fever and bronchial problems caused by higher quantities of pollen and dust particles in the air. Dehydration of elderly adults and children begins in Spring and continues through Summer.

There's a lot going on! Think about the following to minimize the risk of infection: Avoid visiting parks, especially on windy days. Begin using sunscreen—make it a habit! Drink more fluids such as water or fruit juice. Keep simple first aid items, such as Stingoze handy and consult a health care professional about serious ailments associated with warmer weather.

Apart from that, let's enjoy the beauty of blossoms and that lovely sunshine!



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GORDANA DUDOVIC HCP PROGRAM MANGER

Aged Care Reform

Over the last 12 months, Home Care Packages Program (HCP), or Community Aged Care Packages Program (CACAP), as we still like to call it, went through many changes to meet with the challenges of recent changes in government legislation. In 2012, the Commonwealth Government released its 'Living Longer Living Better' Aged Care Reform, which provided a blueprint for the next decade. Whilst many of these changes have already commenced, the introduction of Consumer Directed Care (CDC) Home Care Packages, will effectively take over existing CACPs by July 2015.

This month focuses on Consumer Directed Care (CDC). CDC is a model of service delivery that allows people to have greater control over their choice of services in residential and home care. Traditionally, home care has provided care from agency's point of view and while this has been appropriate in the past, a more individualized care, has emerged in Australian society. In short, the CDC model acknowledges the differences between people who need care. While the degree of control is dependent upon the capabilities of the individual (or their representatives) clients have the opportunity to actively choose the types of services they receive, and direct how, when and by whom they are delivered. Under the CDC model the provider (ACCS) in this case remains the funds' holder, but expends each client's budget as directed by the client.

ACCS has continued to actively engage its clients and their families to find out ways of improving its services to become even more client focused. Even though our service has always been client centred, there has been an expansion of the concept 'consumer-centred care' approach that emphasises consumer choice to enhance the potential for older people to achieve their goals and live independently at their home. In the coming year, the focus will be on improvements in the areas of home care packages particularly strategy, finance, governance, risk management, technology and reporting.

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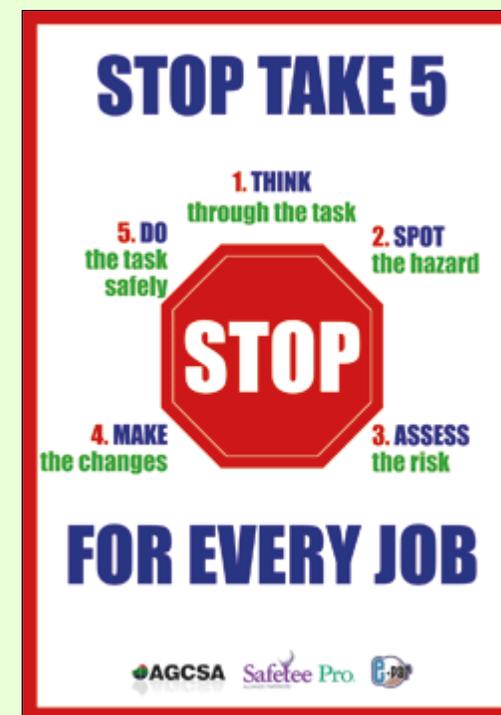


OH&S

- Be alert and make mental notes of your surroundings when you arrive at a
- Maintain a 'reactionary gap' between yourself and the client (e.g., out of reach of the average person's kicking distance). Increase the gap by sitting across from each other at a table, if possible.
- If you are referring to written material, bring two copies so that you can sit across from the client, not beside.
- Ask a colleague or "buddy" to come with you if something makes you feel uneasy. Tell your supervisor about any feelings of discomfort or apprehension about an up-coming meeting.
- Keep records and indicate if the client or patient is known to be aggressive, hostile or potentially violent. Do not leave out incidents that make you feel apprehensive.

Do Not:

- Do not enter any situation or location where you feel threatened or unsafe.
- Do not carry weapons of any type, including pepper spray. Weapons can be easily used against you and are illegal in some jurisdictions.
- (Adapted from CCOHS Violence in the Workplace Prevention Guide)
-



Working Alone



Who is at risk?

Precautions should be used when workers are alone and working away from a central office. Unexpected events in unfamiliar environments can increase the risk of violence to the employee. Occupations in this category include: Real estate agents. Social workers. Inspectors. Enforcement officers. Home care or health care workers. Service or repair workers Sales people.

What to look out for?

Exposure to violence and poor access to emergency assistance are the two main hazards of working alone. For example, a residential care worker working alone on night shift or an attendant working alone late at night in a 24-hour convenience store may be a greater target for exposure to violence, because they are by themselves. Working alone can increase the severity of workplace injuries. For example, a park ranger who is bitten by a snake has an increased risk of severe consequences if they are working alone rather than with colleagues who can help. These hazards can also be faced by people who work with colleagues.

Tips for working off-site safely include:

Do:

- Arrange to meet clients in a 'safe' environment where other people are around, such as a restaurant, hotel lobby, or their office/workplace.
- Wear comfortable, professional clothing and practical shoes which will enable you to leave quickly if necessary.
- Always wear or carry your identification badge. It will show that you are acting in a official capacity and that you are an employee doing your job.
- Carry only what is necessary. Large or numerous bags or cases are cumbersome.
- Always take your cell phone with you and keep it in a place you can access quickly.
- Avoid having new work contacts walk you to your car.

Aged Care Reform

What does this mean for ACCS?

CDC advocates a different approach to the delivery of service to which ACCS must respond to be workable within the sector.



From June 2014, all aged care providers must have transparency and comply with government requirements in relation to the Aged Care Reforms. This means that fees and services must be displayed to the public.

It means that a CDC model needs to be chosen and implemented that will comply with the Reforms, be operational by ACCS and easily understood by prospective clients.

To assist clients and other stakeholders, ACCS is undertaking 'Aged Care Reform Information sessions' for clients, seniors groups, carers and staff. Information is provided as a power point presentation in Croatian language .

Below is AGED CARE CAMPAIGN 2014/2015 – HOME CARE PACKAGES - CONSUMER DIRECTED CARE Timetable that ACCS is planning to do.

Group	October / November 2014
Croatian Seniors in Gippsland & Croatian Seniors Springvale club	Saturday 18/10
Croatian seniors club at "Kardinal Stepinac" Dom	Sunday 19/10
Croatian Seniors Dinamo St Albans	Wednesday 22/10
HCP NW FOCUS GROUP	Thursday 23/10
HCP SE FOCUS GROUP	Monday 27/10
Seniors Mornington Peninsula Rye	Saturday 1/11
Seniors Ballarat	Sunday 02/11
Seniors at Cox St Corio Geelong	Thursday 6/11
Clifton Hill Seniors	Tuesday 11/11
HCP SE FOCUS GROUP 2	Friday 14/11
HCP NW FOCUS GROUP 2	Tuesday 18/11

DCW Corner DCW Corner DCW Corner DCW Corner DCW Corner DCW Corner DCW Corner

Self-Care means the care of oneself without medical, professional, or other assistance or oversight. It means doing things that you enjoy, that make you feel good, that make you happy.

Self-Care can look like many things, including (but certainly not limited to); Exercise (walking, running, spinning, yoga, fitness classes, tennis, etc.), massage,



reading, just pure quiet time, meditation, taking a bath, cooking/baking, sleeping, watching a movie talking to a friend on the phone, shopping (be careful with this one though ;), organizing, watching TV, planning, going to church or a study group, painting or crafting, pedicures/manicures, listening to music, writing and the list goes on... but **the purpose is always: to relax, refocus, and enjoy.**

Self-care looks a little different for everyone, and so it's important that you find what works best for you and how much time you need to spend on improving your well-being each day/week/month.

Taking care of your health and well-being does *not* make you selfish.

Brini za sebe. Osluškuj svoje potrebe i osjećaje. Ako si tužan – potraži utjehu. Ako trebaš podršku – zatraži je. Ako si ljut jer ti se ne sviđa način kako se netko ponaša prema tebi – imaš pravo to pokazati. Ako želiš vrijeme za sebe ili ti nešto ne odgovara – u redu je, imaš pravo to tražiti za sebe. Otkrij koje te situacije brinu, zašto i djeluj da promijeniš ono što ti se ne sviđa.

"Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young. The greatest thing in life is to keep your mind young."

Henry Ford



EXPECTATIONS OF STAFF

Remember!!!

In undertaking work with HCP and Brokerage program ACCS expects that staff will:

- ⇒ Follow the directions of the HCP Program Manager Brokerage Lesion Officer and the procedures and protocols specified in the staff manual.
- ⇒ Report to the HCP Program Manager if the service user wishes to make changes to the care plan.
- ⇒ Work in a cooperative manner with fellow employees involved in the provision of the services to a particular service user to ensure a consistent and coordinated approach to the provision of service.
- ⇒ Undertake duties in a competent, friendly and cooperative manner, demonstrating a caring attitude towards service users and their carers.
- ⇒ Build a supportive relationship with the service user.
- ⇒ Respect at all times, the service user's right to decide. Respond to the service user's requests in a sensitive manner as long as the service user does not threaten the employee's physical, mental or social well being.
- ⇒ Take all reasonable care in the treatment of the service user's property and person.
- ⇒ Selling or marketing any goods or services is not allowed as is accepting any gifts from service users.
- ⇒ Respect the privacy of service users and the confidentiality of information provided at all times.
- ⇒ **Arrive at the job on time.**