

## ACCS Brokerage Department

Happy



Easter

Kao što vam je već svima poznato, pridružila nam se nova članica posredničkog tima, djelatnica AHDU-a Silvana Pavlovski, koja je zadužena za posredništvo na jugoistočnoj strani Melbourne-a.

Silvana i Monika će mjenjati jedna drugu na dane kada nisu dostupne zbog drugih obveza organizacije.

U slučaju hitnosti molimo vas slijedite daljnja uputstva:

Ako trebate Silvanu nazovite ured u Dandenong-u na 9791 6000. Ako ona nije dostupna nazovite Moniku.

Ako trebate Moniku nazovite ured u Footscray-u na 9689 5811. Ako ona nije dostupna nazovite Silvanu.

### **Molimo vas upišite slijedeće brojeve telefona u vaš motibel:**

Please save the following phone numbers in your mobiles

**Monika 0435 570 911**

**Silvana 0421 566 041**

Brokerage Procedures:

Time sheets and travel allowance forms are due in at the end of every fortnight, along with your signed Roster.

Save the environment: Amend your roster—save on printing cost add the adjustment to your roster.

### **ATTENTION POTENTIAL WRITERS**

**We are always looking for interesting stories, poems or articles for our DCW Chronicle**

**If you think you have something that might fit the bill or would like to suggest a specific article, please call Footscray office on 9689 5811 or Dandenong office on 9791 6000.**

# Direct Care Workers CHRONICLE

**This is our first Carer Chronicle for 2013** and a lot has happened in the state. I hope you all had a restful holiday and managed to spend some quality time with your family and friends.

To work in aged care industry you need to have love, understanding and passion about improving the quality of life for people that you care for.

2012 was a very big year in Aged Care Reform. Since the announcement of 'Living Longer, Living Better' Document in Aged Care Reforms in April 2012, CACPs Program's Managers are keeping you regularly informed on the progress and implementation of aged care reform and how it will affect us.

Over the last couple of months there were big changes in CACPs and Brokerage Departments. Once again all of you keep demonstrating your full professional ability, helping Gordana, Monika, Silvana and me go through those changes with less stress.

It is important to start the New Year with a resolution to spend more time caring for ourselves.

Take four small steps and make a big impact on your life;

- Start your day with the smile ☺
- Fuel your body with healthy food
- Exercise
- Make time to catch up with you friends

Marina Rozic

March 2013



Volume 2 Issue 1

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*Sritean Uskers*



# Information Page

Currently North West CACPs provide services to:

25 CACPs clients with DCW: Berta, Bozena, Ermina, Milena, Steven and Mirjana

28 Brokerage clients with DCW Ankica, Jasminka, Mira, Milojka, Silvana, Valerie, Zaklina

Currently South East CACPs provide services to:

20 CACPs Clients with DCW: Brigita, Jasminka, Lilija, Sonja, Zdenka

14 Brokerage Clients with DCW Katica, Linda, Maja, Miroslav, Tehira,

## Suggestion from Direct Care Workers and comments from Case Manager

**Suggestion** - When a DCW takes over from another DCW the client's regular DCW or backfills for a reasonable time, eg: whilst the regular DCW is on or leave, information should be provided to them on any special routines preferred by the client related to carrying out approved tasks.

**Comment** - A reminder, please always refer to and follow the Client Task List.

**Suggestion** - DCWs with allergies to cats, smoking etc should not be rostered to inappropriate home environments.

**Comment** - DCWs who have such allergies should provide details to their Team Leader. A warning pop-up alert can then be put in Carelink+ by the Rostering Officer so that they are reminded each time that DCW is being considered for a job. This will help unsuitable jobs being allocated.

## Upcoming Events !

Date	Event	Location
Sunday, 10 March	Labour Day Cro Fest	Dandenong City Soccer Club Endeavour Hills
Sunday, 17 March 11-8pm	Cultural Festival See-Hear- Taste	Footscray Dom

Volunteers needed for Sunday 17 March. Please come and join us at the ACCS stand, your time and efforts will be greatly appreciated, to register your interest

## From the Desk of Dandenong Office

Those who bring sunshine to the lives of others cannot keep it from themselves.  
James Matthew

Welcome to 2013! A new year that has already been filled with a wide variety of fascinating and interesting experiences. As you already know one of the changes was division of Brokerage & CACPS clients and staff allocation that caused a lot of stress for everyone including our clients. Unfortunately we had to split Brokerage/CACPS clients because of the client's budgets and easier management of travel/time sheets. Please come and see me if you still have any issue with that. Thank you for being patient and understanding during this challenging time.

Zdenka has taken a well-earned 2 weeks rest in February. We're looking forward to her return, refreshed and ready to go. The rest of you are doing an excellent job filling in for Zdenka.

As for me I have returned to study this year in the Vocational Graduate Certificate in Community Services (client assessment & case management). It's a one year course at Chisholm Institute that will assist me to strengthen my skills as the Case Manager and your Team Leader.

Thanks again for your continued passionate care to our clients. Together with our clients we admire your excellent work and we look forward to working with you all as a proactive team to make sure that we all continue to strive to do our best.

Good luck to those Direct Care Workers who are starting their Certificate III in Home and Community Care studies. Thank you for making the commitment to enhance your skills to ensure best outcomes for our clients.

I am looking forward to sharing another fun year with you all.

### Something to REMEMBER:

- ⇒ **Care Workers Reports** to be delivered EVERY 6 WEEKS (every third payroll - earlier verbal reporting as required)
- ⇒ **Supervision** is on quarterly basis, every 3 months ½ - 1 hour
- ⇒ **Staff meetings** / Professional development sessions- **BIMONTHLY** (every eight weeks)
- ⇒ **KPI**- yearly

# Driving

## Employee Responsibilities

Driving is an inherent part of the job for all Direct care workers. You have a responsibility to manage the risks associated with work related driving just as you do for other work activities. All ACCS staff are to drive in a manner that minimises risk to self and others

### As a minimum, staff are to:

- hold a current, valid driver's license
- comply with Australian road rules;
- refraining from driving if impaired by tiredness or medication
- Report any incidents required by the program
- travel with the headlights switched on
- wear seatbelts where they are provided.
- Staff shall drive at a speed that does not exceed the speed limit.
- Staff must use hands-free devices for mobile phones while driving.
- Call times should be minimised while driving.
- First aid Kit
- Full comprehensive insurance

Staff shall not attempt to put a vehicle in motion while under the influence of alcohol or any other drug. Drivers of heavy fleet vehicles shall not drive while there is the presence of alcohol in his or her blood.

## INFECTION CONTROL (Hand hygiene and using gloves/aprons/shoe covers)

Good hygiene and the use of personal protective equipment prevents the transfer of infectious organisms onto other people and objects. They help to largely restrict the spread of infection. Washing or decontaminating hands regularly and wearing protective gloves, aprons and shoe covers whilst carrying out tasks with the potential to contaminate, are essential work practices. Gloves should be changed between tasks e.g. gloves used whilst cleaning toilets should not be used for other tasks. Wherever possible wash hands between glove changes but especially between clients.

Examples of such tasks are,

• Personal care tasks when there is the possibility of touching body fluids or excretions.

• Home care tasks involving wet work or cleaning bathrooms and toilets.

Please remember to be on the look out for hazards and risks in your workplace and report them on a Hazard, Risk, Near Miss reporting form.



## ENGLISH PROVERBS

### POSLOVICE

Poslovice su nastale iz iskustava starijih ljudi ili naroda i uglavnom govore o međuljudskim odnosima. Sigurno ih znate mnogo na svom materinjem jeziku, evo prilike naučiti ili obnoviti znanje o sličnim poslovicama na Engleskom jeziku.

### Enjoy your learning!

Franci Buljat

#### Proverb:

*A leopard cannot change its spots.*

#### Meaning:

*People cannot change their personality or nature. For example, if someone is bad then they will always be bad (so don't believe people who say they've changed).*

#### Proverb:

*Absence makes the heart grow fonder.*

#### Meaning:

*If you spend time away from someone you love, you will love them even more. In other words, you realize how much you love something when you are spend time away from it.*

#### Proverb:

*Too many cooks spoil the broth.*

#### Meaning:

*If too many people are managing something, it will fail. In other words, it's better to have one person directing a project than many people.*

#### Proverb:

*Don't put all your eggs in one basket.*

#### Meaning:

*You should not depend on just one thing for success. Instead, you should diversify your risks. For example, don't invest all your money in one thing because you might lose everything if it fails.*

#### Proverb:

*Necessity is the mother of invention.*

#### Meaning:

*If you really need to do something you will find a way. In other words, people can be very creative when they have to be.*

#### Proverb:

*There is more than one way to skin a cat.*

#### Meaning:

*There is more than one way to solve a problem. In other words, if one solution doesn't work, try to find another way to solve the problem.*

# Services Corner

## Ostati zdrav u toplini - Kome najviše prijete opasnost?

Osobe kojima najviše prijete opasnost od toplinskog vala su:

- osobe u dobi iznad 65 godina, osobito ako žive same
- osobe koje boluju od neke bolesti, kao što su dijabetes, bolesni bubrezi ili mentalna bolest
- osobe na lijekovima koji mogu utjecati na to kako tijelo reagira na vrućinu, kao što su: lijekovi za alergiju (antihistamini) lijekovi za tlak i srce (beta-blokatori), lijekovi za konvulzije (antikonvulzivi) pilule za mokrenje (diuretici) – antidepresivi ili antipsihotici
- osobe s problematičnim konzumiranjem alkohola ili korištenjem droga
- osobe s invalidnošću koje nisu u stanju ocijeniti ili priopćiti osjećaj nelagodnosti ili žeđi
- osobe koje imaju poteškoća s kretanjem (kao što su osobe koje su prikovane za krevet ili su u invalidskim kolicima)

Bolest - Simptomi—Što učiniti

Bolest	Simptomi	Što uraditi
Toplinski grčevi	Bolovi u mišićima Grčevi u stomaku, rukama i nogama	Prestanite tjelesnu aktivnost i sjedite mirno u hladnom prostoru. Pijte više tekućine Odmorite se nekoliko sati prije povratka svojim aktivnostima. Potražite liječničku pomoć ako grčevi i dalje potraju.
Toplotna iscrpljenost	Bljedilo i znojenje Mučnina, povraćanje Ubrzani otkucaji srca Grčevi u mišićima, slabost Nesvijest Vrtoglavica, glavobolja	Osobu treba odvesti u hladan prostor i poleći je. Skinuti osobi vanjsku odjeću. Natopiti joj kožu hladnom vodom. Potražiti liječnički savjet
Toplotni udar (stanje opasno po život) Isti simptomi kao kod toplotne iscrpljenosti	Suha koža bez znojenja Mentalno stanje se pogoršava, Zbunjenost Simptomi slični moždanom udaru ili kolaps • Nesvijest	Pozvati hitnu pomoć Osobu treba odvesti u hladan prostor i poleći je. Skinuti osobi odjeću Namočiti joj kožu vodom, stalno mahati lepezom Poleći onesviještenu osobu na stranu i osloboditi dišne puteve



*From the desk of Footscray office*

Many of you have already met Berta Salic, the latest addition to our dedicated NW CACPs DCW team. Berta began working with us on 19/12/2012. We're pleased to have her permanently as a member of our team.



**Birthdays** CLIENT  
Planinić Marija 04/01  
Vancas Ana 11/01  
Bačac Ettore 11/01  
Milosavljević Emilija 13/01  
Rodjak Ivan 16/01  
Mojzes Milica 28/01  
Pauchnik Ana 22/02

**Birthdays** DCW  
Mila Vučica 07/02  
Ruza Bačak 19/02

### HACC TRAINING CALENDAR

provides training and education to ensure Direct Care Workers have a better understanding of aged care sector. These sessions are designed to improve DCW's well-being, coping, resilience and better relationships through practical skills. The education sessions that are offered by HACC training calendar for March-June are as following:

If you wish to participate in any of those training session please contact your Program

Manager at Footscray office on 9689 5811.

- Communication and Mental health
- Assertive Communication
- Dementia Education for DCW
- Loss and Grief
- Safe Manual Handling
- Who you are, matters-Values & Attitude Condition of Ageing
- Managing Challenging Behaviours in Older People
- Self-care & Resilience
- Transporting people safely

### 5 MINUTE CHOCOLATE MUG CAKE

4 tablespoons sugar  
2 tablespoons cocoa  
1 egg  
3 tablespoons milk  
3 tablespoons vegetable oil  
3 tablespoons chocolate chips or (optional)  
A small splash of vanilla extract and your favourite tippie  
1 large coffee mug  
Add dry ingredients to your largest mug and mix well.  
Add the egg and mix thoroughly. Pour in the milk and oil and mix well.  
Add the chocolate chips (if using), vanilla extract

and a drop or two of your favourite tippie, then mix again.  
Put your mug in the microwave and cook for 3 minutes at 1000 watts (high).  
The cake will rise over the top of the mug, but don't be alarmed!  
Allow to cool a little, and tip out onto a plate if desired.  
**EAT!** (this can serve 2 if you want to feel slightly more "Virtuous")  
**And why is this most dangerous cake recipe in world?**  
**Because now you are only 5 minutes away from chocolate cake at any time of the day or night!**