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Police Medal Awarded to Helping Hand Resident

On Tuesday 5th September Helping Hand resident Mr Robert (Bob) Lindner was awarded the medal for Police services. A special presentation ceremony was held where Mr Lindner was presented with his medal of service by Superintendent Hardwick, Officer in Charge of Executive Support Branch.

After the presentation of the medal, the Helping Hand singing group sang some songs whilst everyone enjoyed a pleasant afternoon tea.

Mr Robert (Bob) Lindner was born in 1925 and grew up in Maitland, SA, the son of the local milkman.

After finishing high school, Bob went to work in the Maitland Post Office, but soon joined the Air Force and later the Police Force where he became a CIB detective.

Bob has enjoyed his favourite pastime, landscape painting whilst caravanning around Australia with his wife Eleanor, and has also visited Europe, Middle East, America and Asia.

While Bob now resides at Helping Hand - North Adelaide, his wife Eleanor is still by his side as she visits him daily in Gill Wing.

Bob was thrilled at being honoured for the service he gave to the SA Police Force.

The medal is for service, which has been presented since 1975, however special permission was sought to present one to Mr Lindner.

Congratulations Mr Lindner.

ABOVE PIC: MR ROBERT (BOB) LINDNER RECEIVING HIS MEDAL FOR POLICE SERVICES FROM SUPERINTENDENT HARDWICK.



From the Chief Executive

As I write, we have recently completed this year's round of "staff appreciation" lunches in the metropolitan area and the mid-North – nine occasions when I can pass on directly to members of our staff the appreciation and thanks of Helping Hand for the work they do in providing care and support to our thousands of clients. As usual, I've also presented certificates to staff members who have been with Helping Hand for 10, 20, or 30 years - this year alone these certificates represented a total of 380 years' service!



We are very pleased that the Australian Research Council has made a major funding award of \$150,000 to Helping Hand and the University of SA to undertake research into loneliness and its prevalence and effect on older people. This is an important opportunity for Helping Hand to play a key role in developing a better understanding of one of the major causes of depression in the community generally, and of behavioural challenges within aged care facilities.

The redevelopment of Rotary House at North Adelaide has now passed the halfway mark, with the ground floor public areas, first floor East, the third floor, and the courtyard now finished. This \$11 million project will be completed in October next year.

The Federal Government has just announced a review of community services which will look at the structure and funding of its community care programs, including Community Aged Care Packages, community therapy services, and respite services. Interestingly, the review will also examine "how greater alignment with residential care arrangements can be achieved to increase choice for consumers" – this fits very well with the way Helping Hand has recently restructured our management arrangements to bring residential and community operations closer together and improve client access to information and services.

I am a member of the Government's Community Care Reference group which will function as part of this review, so it's good to know that Helping Hand will "have a seat at the table" as this potentially important process goes forward.

On behalf of the Board, I wish all our residents and clients and their families, members of staff, volunteers and the many friends of Helping Hand a very happy Christmas and a safe, healthy and prosperous 2007.

Ian Hardy
Chief Executive

"Every Generation" Activities

The month of October is Every Generation month which celebrates older people and their contribution to society. Helping Hand conducted events at all our sites to coincide with Every Generation. Some of the activities conducted included:

North Adelaide Resident's Band performance for residents, family and friends. The bands performance was excellent with solo performances and lasted for over an hour. The band is made up of residents from both high and low care (including Garden Court), relatives and residents from Independent Housing (Buxton Street Units). Although the band members were very anxious prior to their performance, there was no need as all performed brilliantly on the day. The band consisted of drums, piano, mouth organ, banjo and percussion as well as some wonderful voices. The audience participated with some of the songs with a mini sing-a-long. The band performed so well that they are now planning a performance to coincide with a North Adelaide Christmas party in December.

Parafield Gardens site welcomed The Evergreen Dance Band on October 3rd to celebrate Every Generation month. The Band entertained residents and visitors from other sites with a fantastic big band sound, and everyone responded with a great deal of foot-tapping and hand-clapping, as well as regular and wheelchair dancing.

The band is sponsored by the Parafield Gardens Auxiliary and the music was followed by a delightful afternoon tea of ribbon sandwiches and petit fours prepared and lovingly served by the Zonta ladies.

Port Pirie's Lealholme facility organised an indoor horse racing day, complete with wooden horses attached to fishing line and reels. There were prizes for the best dressed and best hat, followed by an afternoon tea. Reports from Port Pirie suggest everyone had a great day!! 🍌

Badge Day

– Port Pirie & Clare

On Friday 6th October the Port Pirie and Clare Auxiliaries held their annual Badge Day at Port Pirie and Clare. In total the Port Pirie Auxiliary raised \$1035 and the Clare Auxiliary raised \$360. This is a great result which reflects the hard work undertaken by the dedicated group of volunteers in the Port Pirie and Clare Auxiliaries. 🍌

Telethon House and Land Lottery

The 2006 Telethon House and Land Lottery is closing soon – this is your last chance to purchase tickets and not only have a chance to win a magnificent new house and land package but directly support Helping Hand Aged care at the same time.

For just \$5 you have the chance to win a brand new home and land package valued at over \$400,000 or a cash option of \$275,000. The choice is yours and you can move in before Christmas!!!

Buy a book of six tickets for \$25 and not only receive the sixth ticket free, but be in a bonus draw for the book buyers prize of Le Cornu furniture valued at \$5,000.

The home is located at Westwood in Adelaide's inner north-west and features 230 square metres of living area and is the latest up-to-the minute design from Distinctive Homes called the California Loft. The house consists of three bedrooms, two bathrooms, a formal lounge, separate study, designer kitchen and family room. It also has an upstairs home theatre which is fully soundproofed and wired ready with the latest Clipsal Cbus and Star Server Systems. The kitchen designed by Supreme Kitchens is ultra modern and displays the latest laminates and appliances. The enormous bathroom includes a spa.

The façade of the home is rendered and has contrasting boxed quoins that compliment the roof and windows. A good size fully landscaped backyard complete with garden shed and rainwater tank are also part of the package.



By purchasing your tickets from Helping Hand Aged Care you're not only going in the draw to win a fabulous House and Land Package, but you're also supporting Helping Hand through Telethon.

A book of five tickets is \$25 and if you buy a whole book you receive a bonus ticket free of charge. To order your tickets, or if you're in a position to sell some tickets to friends, family or work colleagues, please contact Robyn Sykes on (08) 8366 5463.

You have to be in it to win it, so get behind helping Hand and Telethon. **Tickets sales close on Friday 15th December** – so please get in quickly!! 🍂

Updated Helping Hand Logo

Helping Hand Aged Care is pleased to announce that we have updated our Logo. The new logo has many of the elements of our existing one, but has a more contemporary and flexible feel that reflects where Helping Hand Aged Care is moving as an organisation in the future.



Helping Hand
AGED CARE

The elements of the new logo include:

- 🍂 A more contemporary feel
- 🍂 Greater flexibility
- 🍂 Greater life
- 🍂 Softer "tone"
- 🍂 More emphasis on the words "Helping Hand" and less on the leaves
- 🍂 The autumn leaf has moved from the top left of the logo to the top right, which in graphic design terms signifies positive movement - appropriate to our view of the ageing process.
- 🍂 The colours have more life in them and suggest (graphically) a stable yet innovative organisation, which Helping Hand is.

Keep a look out for our updated logo and new look in the coming months. 🍂

Board Member Profiles

Many people may not know, but Helping Hand Aged Care is governed by a Board of Directors. The board consists of nine members plus Helping Hand's CEO Ian Hardy.

The Helping Hand board's primary role is to ensure the effective governance of the organisation in meeting our care and business objectives. The difference between the Helping Hand board and many other boards is the fact that our members are all volunteers.

PETER MURCHLAND

Peter has been a member of the Helping Hand board for almost 6 years (joined in Feb 2001) with almost 3 years as Chair.

Peter is an IT Consultant and has provided the leadership for a group of 15 consultants over the last two years – assisting government and large corporates to determine where best to invest in IT to achieve desired business outcomes – principally delivering enterprise wide strategies or business cases for specific initiatives. Recent assignments have included IT Strategy for ElectraNet, business cases for Health Call Centre Services, IT Strategy for RDNS, and scoping study for National Firearms Management System.

Peter is a member of the UnitingCare Commission, which oversees all Uniting Church aged care and welfare agencies in South Australia. Peter is actively involved in the Rosefield Uniting Church community - both in terms of playing the piano and organ for worship, and being Chair of Church Council. One of Peter's favourite pastimes is going for walks with his wife, Meg.

We asked Peter what made him want to join the Helping Hand Aged Care board?

"Being offered the opportunity to join the board! (Seriously, we have found that a number of people we have approached have felt honoured to be asked because of the reputation which Helping Hand has in the aged care community.) Having enjoyed contributing to the governance of another community organisation and having had exposure to health and aged care services through my consulting, I felt that I might be able to contribute to the governance and leadership of Helping Hand".



PAULINE HOCKING

Pauline is in her ninth year as a board member with her term expiring in August 2007.

Pauline is now retired but started working life in a bank, then a stockbroker's office, then undertook part time tertiary studies as a mature student and obtained a Diploma in Accounting. Pauline was appointed Accountant of the Law Society then later of the Legal Services Commission (LSC). At the LSC in the 80s her focus changed to Information Technology where she managed the Computing Section and was assigned to work on National committees that developed and implemented two standard software systems to manage legal aid. It was then that she developed a love of computer programming and after retiring wrote an accounting software system.

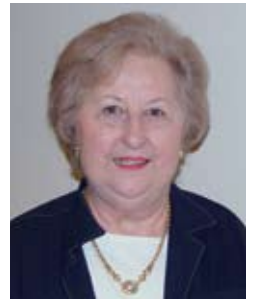
Pauline has been involved at the SA Synod level of the Uniting Church, being on several boards. They were the Community Services Commission (now the Uniting-Care Commission), the Resources Board and the Property Trust. During her time on the Resources Board she was commissioned to do a review of the computing systems of the Synod office that later led to a successful tender and Implementation of most of her recommendations.

Pauline likes to read, cook, entertain and sew creatively by using embroidery patterns downloaded from the Internet.

We asked Pauline what made her want to join the Helping Hand Aged Care board?

"I was appointed by the Chaplaincy Commission of the Uniting Church to the Review Committee of Rev Jean Stirling, the previous Chaplain of Helping Hand, and had to speak to Jean, some staff, and some residents (including volunteers). During the course of this review I became very impressed with the whole organisation, but unknown to me Jean had also been assessing me and I believe she suggested me as a suitable board member. I was completely surprised when asked to join the board, but having seen first hand how efficient and caring the organization is, I was delighted to accept.

During my time on the board the integrity, ingenuity, and skill of the staff have continually impressed me. This has assured me, as a board member, that Helping Hand provides a high level of quality services to our residents and clients".



Helping Hand CEO

– guest speaker at National Aged Care Conference

On the 17-20 September the national Aged and Community Services Australia (ACSA) conference “Aged Care the place to be” was held on the Gold Coast. This conference was an opportunity for the aged care sector to get together and share ideas and concepts to improve the services.

Helping Hand’s own CEO Ian Hardy was one of the guest speakers at the conference leading a panel discussion on “thinking outside

of the square”. Ian’s question and answer session was very well received by the audience of more than 900.

The good news for Helping Hand clients and supporters is that Helping Hand is a real leader in aged care in Australia and this has yet again been confirmed, with many of the innovative ideas being promoted at the conference already part of normal practices at Helping Hand for some time. 🍌

Sharing of Cultures

During the month of September, Parafield Gardens residents and staff were invited by the Cambodian Community to visit their Temple located at Argent Rd, Penfield. Whilst there, the group was privileged to be introduced to Buddhist Monk Mr Nam Houg (who speaks fluent English). Mr Nam Houg enjoyed talking to residents and staff about Buddhism and explained the significance of the shrine and symbolic hand painted canvas paintings which were imported from Cambodia and depict various religious themes.

Residents also visited the Cambodian Association and met with Buddhist Monk Mr Nuth Soeun. It was a great experience and one which provided residents and staff an opportunity to learn more about our cultural differences and our successes as a culturally diverse society. 🍌



MR NAM HOUG.

Last minute Christmas cards

Helping Hand Aged Care is once again involved in selling Christmas cards at the Charity Card Shop, which is located at the bottom of the escalators in the Southern Cross Arcade. If you’re looking for last minute Christmas Cards, or need some extra cards to send to people you’ve received cards from – then why not support Helping Hand by purchasing some of ours. With a selection of cards available there is bound to be something to suit everyone.

If you can’t make it into town to purchase your cards or don’t have time, you can purchase a bundle of ten mixed cards from us for five dollars, or visit our website www.helpinghand.org.au to purchase individual cards. To order your last minute cards simply phone your orders through to Robyn Sykes on 8366 5463 and we’ll send them to you in the post. 🍌



Service Profile

Men's Support Group

Since 2001 Helping Hand Aged Care has been operating a Men's Support Group. This program specifically focuses on men and allows them to come together with like people and have a chat and work through issues and problems they may have in a comfortable and relaxing environment. Men can share experiences, form new friendships and join in activities and come and go as they wish.

The program aims to reduce isolation of older men and gives them an avenue to discuss a range of issues ranging from day to day activities through to health issues and dealing with depression.

The group meets every second Tuesday at the Peter Badcoe (VC) Centre at Edinburgh barracks and has a lunch which is prepared by the Ex-Military Rehabilitation Centre (X-MRC). After the lunch the group will participate in activities, view movies or listen to guest speakers.

This program gives an avenue to men who due to life's circumstances are experiencing social isolation. Typically these men either would not have the chance to get out from their home or don't have the networks to socially interact with other people. The group caters for everyone and includes people with mobility issues, language barriers and early dementia.



HELPING HAND'S JOHN LEICESTER AND GREG MOORE DISCUSSING THE MELB CUP SWEEP DRAW'S WITH MEMBERS OF THE GROUP.



THE MEN'S GROUP ENJOYING THE MELBOURNE CUP LUNCH CATERED BY THE X-MRC.



THE MEN'S GROUP ENJOYING THE ENTERTAINMENT PROVIDED BY CROSS COUNTRY PRIOR TO THE BIG RACE.

On Tuesday 7 November the group's day fell on Melbourne Cup, so the session took on a different feel with the Melbourne Cup Carnival coming to Edinburgh!!

With sweeps and a special Melbourne Cup luncheon prepared by the X-MRC the atmosphere was fantastic. To add to the excitement of the day, renowned local band Cross Country came out and performed songs from their latest release CD to entertain the 60 plus people in attendance.

As the afternoon drew on there was plenty of discussion surrounding who had which horses in the sweeps and who was going to win. At the end of the day it really didn't matter to the men who won the race – as it was evident they were all winners from being together and having this forum to meet in.

Helping Hand staff, John Leicester, George Laslett and Greg Moore ensured that everyone in attendance had a great day and were well looked after.

For further information about the Men's Support Group or if you know anyone who might be able to help with transport, please contact John Leicester, Coordinator, Towards Community Inclusion or George Laslett, Social Worker with Successful Ageing on 8241 9017. 🍷

Melbourne Cup comes to Clare

The 2006 Melbourne Cup toured Carinya as part of the Emirates Melbourne Cup Tour 2006. The tour moves around the country and New Zealand finishing in Melbourne for race day on 7th of November. The cup's tour of Australia commenced on 3rd of October at Carinya with residents able to touch the Cup.

The actual cup weighs 3kg and costs around \$80,000, this might explain why it was so heavily guarded!! Mrs Yvette Thompson (a resident of Carinya) had been to see the race some years ago, so it was only fitting that she was photographed with the cup.



CARINYA RESIDENT MRS YVETTE THOMPSON WITH THE 2006 MELBOURNE CUP.

A big thankyou needs to go to the Clare racing club for giving Carinya the opportunity of having the cup visit. 🍌

Parafield Gardens

Volunteer Appreciation Luncheon

On 7th September a Volunteer Appreciation Luncheon was held at Parafield Gardens. More than sixty people attended the lunch to honour and thank the volunteers for doing such a wonderful job within the Helping Hand community. Guest speaker Bruce Tonkin, Salisbury Senior Citizen of the Year, gave an inspirational speech.

Volunteers contribute their time and knowledge to many aspects of Helping Hand such as resident group activities, resident one-on-one activities, record management, and library work. They are bus drivers, gardeners, entertainers, and through their voluntary support, they make a difference to people's lives.

Volunteers bring with them valuable experience and knowledge. They build relationships and friendships with their outgoing and friendly personalities. They add atmosphere and help create links with the community. What would we do without them? Volunteer appreciation lunches have also recently been held at North Adelaide, Ingle Farm and Jamestown.

Thank you to all volunteers, we really appreciate everything you do. 🍌

The road to victory

Helping Hand resident Frank Allen has been a proud supporter and member of Woodville West Torrens Football Club for as long as he can remember. He attended his first Grand Final in 1924, at the age of three with his father, when the Eagles defeated Sturt.

Frank is a dedicated supporter, and has attended all six Eagles grand finals, in four of which the Eagles played Centrals and were defeated. Coming in to the 2006 Grand Final the Eagles were labelled the "underdogs," "chokers" and even "no hoppers". However, after a 76 point win those people had to eat their words. Frank said: "It was probably one of my greatest thrills, I didn't think it could get any better than that."

Frank and his family celebrated after the game at Woodville Oval. He also went along to the West End Brewery for the unveiling of the Eagles colours on the chimney. Frank congratulated several players on the win. A highlight of the celebration was when he was asked to have his photo taken with the players and the 2006 Premiership Cup. It is a day he remembers fondly. 🍌



MR FRANK ALLEN WITH THE 2006 SANFL PREMIERSHIP CUP.

Volunteers Wanted!!

Helping Hand Aged Care relies very heavily upon the support of volunteers. Volunteers play a significant role in supporting staff, residents and clients. The support of volunteers assists Helping Hand Aged Care in many areas and we have a wide range of activities that we are currently looking for support with including:

- Escorting older people to doctors appointments and outings
- Library, coffee shop or café assistants
- Readers – people to read to our residents
- Entertainers and musicians
- Fundraising activities
- Training and sharing skills with our residents

Each of Helping Hand Aged Care's residential sites is also supported by a committed group of volunteers known as Auxiliary members. These members volunteer their time to undertake fundraising as well as other activities to support their particular site of interest. New Auxiliary members are always welcomed.

So if you have some regular time (no matter how little) we'd love to have your assistance. Helping hand Aged Care values the support of our volunteers and always has opportunities open for people who would like to assist us in supporting older South Australians. With the many varied volunteer activities that we have there is bound to be something that appeals to you - whether it is assisting an Auxiliary in a fundraising capacity or being hands on with one of our sites or services.

If you would like to help us at Helping Hand Aged Care we would really appreciate your enquiry – Please contact 1300 653 600. 🍌

Newsletter for the Residents, Staff, Volunteers and Friends of Helping Hand Aged Care.

Thankyou to the volunteers who collate and make ready for mailing this newsletter.

We trust that you have enjoyed reading this newsletter. If you no longer wish to receive it, please notify us by mail, fax or email at info@helpinghand.org.au

Printed by Falcon Print.

Christmas Appeal

Thank you to everyone who has made a donation(s) to Helping Hand this year. Your contributions have made a significant impact on the lives of over 1,000 residents and some 7,500 clients who receive a variety of community services to assist them to maintain their independence at home.

Your donation this Christmas will assist us to continue to provide opportunities and choices for older South Australians whether they be in a residential facility or wish to be supported at home.

We offer several options for making donations: through the reply paid envelope contained in this newsletter, by phoning 8366 5427 or by printing off the form on our website at www.helpinghand.org.au and posting to PO BOX 66, North Adelaide SA 5006.

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