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Helping Hand - and our many residents and community clients - are indebted to each and every volunteer who donates their time to our organisation. The thousands of hours provided each year by volunteers assists us to maintain an excellent service and improve the quality of life for many of the 7,500 South Australians who receive services from Helping Hand.

The week beginning May 14 was National Volunteers Week, which provides an opportunity for Helping Hand to recognise and thank our volunteers for the hard work they do. For more than 50 years, volunteers have played a crucial role in the success of Helping Hand and have contributed to the recognition which Helping Hand enjoys as one Australia's leading aged care providers.

Helping Hand volunteers spend countless hours working to improve the lives of those who depend on us for support - those activities include assistance with activities, mobility and social functions at



Volunteer Tony Pasquale regularly reads and socialises with residents

our residential sites, support for community based clients, driving Helping Hand clients to external activities and appointments, Auxiliary operations and general fundraising.

So thank you to all our volunteers, your work is very much appreciated.

For anyone considering volunteering - Helping Hand is always looking for new volunteers. Volunteering with Helping Hand is a way of truly making a difference to the lives of older South Australians. Please contact us on 8366 5463, if you have some spare time. 🍌



From the Chief Executive

“Helping Hand Goes Green” is the name we’ve given to our set of environmental initiatives which I first wrote about 18 months ago. At that time we instigated reviews of our office and clinical waste management practices, electricity and water consumption, purchasing practices and staff education. Some of the resulting actions include recycling programs in offices for paper and drink containers, changed purchasing practices for light globes, toilet cisterns and continence products, and the development of a “Environmental Challenge” to our 1100 staff to achieve reductions in power consumption of 5% per annum for the next three years - a full report can be found on page 6.



Part of the weekly routine for most Australians is a trip to the local shopping centre and supermarket. Not all older people find these shopping trips to be a pleasant and rewarding experience. Some older people have expressed dismay at how their needs often appear to be overlooked by the “corporate” world - the effects of reduced vision, changed hearing, and the need to have a short rest during their shopping trip may not always be catered for. In what is believed to be an Australian first, Helping Hand – with partners TAFE, UniSA and Lend Lease - have developed a training package to assist staff in supermarkets increase their awareness and understanding of the needs of older customers. Now being sold by TAFE to retail managements nationally, we hope to see a more age-friendly shopping environment soon! More details on the launch of the “Are you being served” can be found on page 6.

Six of Helping Hand’s Community Services which are funded by the Commonwealth/State **Home and Community Care** program have just been independently evaluated, and we’re very pleased to have been awarded a score of 18.6 out of a possible 20. The assessors wrote “the organization is to be congratulated on the quality of the services it runs and on a high level of compliance with HACC National Service Standards” – an outcome which brings great credit to all our staff working on these services.

Ian Hardy
Chief Executive



Helping Hand Manager Wins 2007 International Study Tour Scholarship

Susan Emerson (above right), Care Services Manager for Helping Hand’s Northern Metropolitan Division, has been awarded the prestigious 2007 Sanicare International Study Tour Scholarship.

The two week tour begins with attendance at an International aged care conference in Malta, followed by a visit to Holland. The tour will also visit various aged and rehabilitation facilities and attend top level briefings on the Netherlands health care delivery systems - with a special focus on alternative aged care models, especially community care frameworks within the Dutch setting.

Susan was selected from 40 aged care industry applicants following final interviews by an industry panel. Entrants submitted 500 words or more explaining how they would contribute to Australia’s aged care industry and why they should be considered. The scholarship is designed to award the person who can best demonstrate leadership in, and contribution to, aged care in Australia. 🍌

Pick a Prize Lottery

Helping Hand is once again involved in the Channel 9 Telethon Pick-A-Prize Lottery. Tickets are only **\$2.00** and if you purchase a whole book (\$20.00) you will receive a free bonus ticket! The winners of the Telethon Pick a Prize Lottery can select from the following prizes:

- 🍌 A Suzuki Swift Sports Car
- 🍌 A Northbank Boating Package
- 🍌 Sony Central Package
- 🍌 \$25,000 Stratco Voucher



The Lottery will be drawn at 1pm on Monday 9 July at Channel 9 and the winners announced on National Nine News.

To purchase tickets and support Helping Hand, please contact: 8366 5427. 🍌

Visual Arts Connecting Culture and Community

In December 2005 an innovative and exciting alliance was formed between Helping Hand Parafield Gardens and local South Eastern Asian Communities. The alliance known as APAC (Asian Partners in Aged Care) was funded by the Department of Health and Ageing. The key program objective was to assist older people (65+) from local Laotian, Cambodian, Vietnamese and Filipino communities to discover, explore and access aged care services. An additional objective was to raise the awareness and capacity of residential and community based services in the provision of culturally sensitive aged care services.

National Harmony Day highlights Australia's success as a culturally diverse society and presented an opportunity to explore and celebrate cultural diversity. A working party involving Parafield Gardens residents and community elders decided that Harmony Day 2007 would be represented in word and pattern through the creation of a unique visual arts project. The celebration of diversity comprised the creation of individual banners representative of each of the APAC communities and the traditional owners - Kuarna Elders and People of the Adelaide Plains. The project was facilitated by three professional community artists Katie Harten, Emma Fry and Raylene Snow of Marra Dreaming. The joint vision was to create something culturally personal that embodies the link to the various homelands.

'Artists' ranged from 14-83 years of age and included students from Parafield Gardens High School. The artists were drawn from different cultural backgrounds with different life experiences and educational achievements, but were connected by enthusiasm, creativity, dedication and a passion to share in each other's cultures. The project was achieved over a five week period through a number of workshops conducted within the Parafield Gardens residential facility.

The designs also feature text in traditional languages – the words convey the visual and linguistic richness and the diversity of our



culture to the broader community. The SE Asian Peer Support Workers; Nhey Hean, Peng Keomanivong, Trung Tran and Tessie Holmes along with Cherie Warrara Watkins of Kuarna Plains School were instrumental in the project and providing approval to display their traditional writings to the wider community.

The words that appear on each of the banners (above) are translated to: (banners from left to right):

Filipino Banner: Love, Peace and Goodwill to All Men

Vietnamese Banner: Humanity, Freedom and Helping

Laotian Banner: Welcome, May You Be Lucky, and May You Be Happy

Cambodian: Welcome, Happiness and Together

Indigenous: Together in Company, Partnership and To Be Glad, Rejoice and Laugh.

The completed banners were launched on Harmony Day March 21 creating a visually empowering connection with the community. The launch included a special ceremony at Helping Hand Parafield Gardens with over 100 guests including artists/residents from Helping Hand Parafield Gardens, local SE Asian communities, staff and children from Mawson Lakes School who were delighted to participate in this very special event.

The Banners will be on display at the National Centre for Cultural Diversity in Ageing Conference to be held in Melbourne on the 7th and 8th of June where a paper on Helping Hand Aged Care initiatives and partnerships will be presented. 🍌

BELOW: Artists Katie Harten & Emma Fry oversee the development of the Cambodian Banner with Peer Support Worker Nhey Hean, Sambath Yun and Cambodian Elders



Winter Appeal

Helping Hand is currently conducting our annual Winter Appeal. This appeal is aimed at raising funds that will be directed towards increased capital purchases at our residential sites and community service programs.

All donations over **\$2** to Helping Hand are tax deductible.

By donating to Helping Hand Aged Care you can be sure that your donation is going directly to improving the quality of life of older South Australians. 🍊

Board Member Profiles

Helping Hand Aged Care is governed by a board; the Board consists of nine members (who are all volunteers) and Helping Hand's CEO Ian Hardy. The Helping Hand Board's objective is to provide independent governance and ensure high level operations including finances, acquisitions, clinical governance and corporate identity are performing to the highest level and meeting the needs of clients.

In each edition of the newsletter we profile two of our Board members. This profile allows the community to know who these people are and the skills they bring to Helping Hand.

In this edition we are profiling Ms Irene Gibbons and Mrs Gayle McClimont.

Irene Gibbons

Irene is relatively new to South Australia, relocating from Canberra in 2005 for family reasons. Irene had a long career in the Army, primarily in the area of family welfare. After leaving the Army, Irene became the Chief Executive Officer of Carers Australia, a position she held for seven years, before taking up her current role as the Manager of the Seniors Information Service, in SA.



Irene enjoys exploring the State along with the restaurants, wineries and beaches it has to offer. Irene's hobbies include gardening, reading, movies and collecting – anything!! Irene is currently the Chairperson of Parkinson's SA and a member of the Ministerial Taskforce on Dementia as a Health Priority.

We asked Irene what made her want to join the Helping Hand Board?

"Family carers are my passion and I am keen to work with any organisation that values both its residents and their families. I knew of the excellent reputation of Helping Hand before I arrived in Adelaide and was delighted to be invited to become a member. I hope I provide a consumer/family perspective as well as provide input from my current job".

Gayle McClimont

Gayle joined the Helping Hand Board in January 2002 as part of the provisions of the Helping Hand Constitution for the Co-ordinating Chaplain to be a member. As a Board Member Gayle appreciates being actively involved in some of the decision-making processes with respect to the organisation and contributing to the welfare of the residents and the staff.

Gayle grew up in Adelaide, trained as a shorthand/typist and worked in various secretarial roles. Married to Terry whom she met at Enfield High School, Gayle has three adult children, Daniel, Aaron and Elisabeth, all recently married. Gayle admits to having a "dog loving" family and has two gorgeous Cavalier King Charles Spaniels named Scout and Max who simply love to be loved.



Ordained at the end of 1996 Gayle's first settlement was in the Mid-North of South Australia, residing in Booleroo Centre. While there she was a member of the Mt. View Homes Board. Gayle has a real passion for aged care and tells us of her delight in visiting and relating to seniors.

"My appointment to HHAC, where I am closely connected to caring for the residents and their Spiritual needs is a wonderful gift to me. For 12 years I also enjoyed being a member of a Ministry for Seniors Committee, organising and participating in annual retreats. I now contribute to teaching seminars for pastoral carers with a particular focus on ministering to the aged. Outside of the church structures I am involved in the State Department of Human Services Ethics Committee".

We asked Gayle what she likes doing when she's not working for Helping Hand?

"When I am not working I am known to put on my "Crows" gear and head off to the footy, although I have learnt not to barrack too hard the night before I am preaching! I enjoy nostalgic movies, the theatre and 70's music. I also make cards, enjoy regular "curry nights" with friends, love seeing new places and plan one day to go to Prince Edward Island to "re-live" the Anne of Green Gables story (one of my favourite series of books). I find connecting with nature relaxing and my most treasured place is sitting on the rocks overlooking Green Bay at Port Elliott".

Host Home Respite - Carers wanted

Helping Hand is currently seeking aged care carers (with Certificate 3) who live in the metropolitan north or west who would like to be involved in Host Home respite. Host Home respite is a program where carers with a suitable home environment and experience in caring for frail older people (including those with dementia) care for a small group of people (up to 4) from their own homes to allow their full time carers a much needed break. Host Homes normally operate one day per a week.

This is a great opportunity to be able to work from home and give something back to the local community - whilst still being paid. Training and ongoing support is available to carers who operate a host home.

If you would like further information, or would like to register your interest, then please contact: Claire Kernich on 8285 0927. 🍌

Clinical Road Show

In a first for Helping Hand, a "Clinical Road Show" was organised for staff. The Road Show was an opportunity for staff to listen to guest speakers who put forward innovative ideas for Helping Hand to continue to move forward and remain at the forefront of innovation in the aged care sector - whilst providing the best possible care to our residents and community.

The Road Show was conducted on Monday 30 April and 1 May and was organized by Helping Hand's Roger Levi (Project Manager - Nursing) with sessions held at North Adelaide, Mawson Lakes, and Port Pirie residential facilities.

Speakers discussed the new affiliation between Helping Hand and Nutrition Professionals Australia, Nursing Workforce Development Project, Integrated Governance: Ensuring Quality & Safety, Education Training & Development and other projects currently underway. The Clinical Road Show proved to be very valuable and a great opportunity for idea sharing with a broad range of professionals and Helping Hand Staff. 🍌

North Adelaide

- Grivell Hall reopening

The North Adelaide redevelopment project has continued to make excellent progress, with the reopening of Grivell Hall on Thursday 31 May. The Hall has taken six months to complete and now directly links with the activity room creating greater synergy between the hall, volunteers, residents and activities. 🍌



The North Adelaide resident's band performing in the redeveloped Grivell Hall

Building update

Helping Hand is continuously updating and refurbishing sites to ensure they not only exceed accreditation standards, but also provide maximum comfort for our residents. Some of the recent building works include;

🍌 **Ingle Farm** The Nicholas Goodman servery and dining areas have been upgraded and include brand new kitchen facilities and appliances. The walls have been removed in order to allow an open plan design which incorporates a large breakfast bar. All the dining room lights have been replaced with low energy design light fittings. The old sanitiser unit has been replaced with a new more efficient macerator. The maintenance corridors have also been upgraded.

🍌 **Rotary House** The first floor Roy Carter Units, (facing Buxton Street), have been totally renovated and include new kitchen facilities and appliances, new ensuite shower/toilet facilities and new window air conditioning units.

The units are fully carpeted, with modern non slip vinyl in the wet areas. Works are still continuing on Level two of Rotary House, with the 22 Extra Service units expected to be ready in November.

🍌 **Barryne** Some cottages at Barryne have been affected by salt damp, which is quite severe in some places. The first stage of treatment has begun with a material injected into the affected brick work to dry the salt damp out and provide a moisture barrier (DPC Injection). Once the drying process is complete, the second stage of the project involving correcting (re-pointing) the mortar between the brickwork will begin.

Training to benefit older people's shopping enjoyment

In what is believed to be an Australian first - a bold new training resource ("Are you being served") has been developed and launched to assist employees in industries which supply older people goods and services. The training is aimed at increasing the awareness and understanding of retail staff about the needs of older customers when they go shopping.

The weekly shopping journey to get food and other items should be a pleasant and rewarding experience for us all. However, a number of older people have expressed dismay at how their needs often appear to be overlooked in the corporate world of the larger shopping centres and supermarkets. Most older people are fit and able to independently do their own shopping; however, reduced vision, changed hearing, and the need to have a short rest during their shopping trip may not always be catered for. Some older people have mentioned that younger shop assistants tend to talk a too fast, which can make it difficult to fully understand what they are saying. An otherwise positive and happy shopping experience may be adversely affected by these exchanges at the counter.

This training resource has been specially prepared to benefit the Supermarket industry, an industry that has drawn criticism from some older people in

respect to layout (particularly for those people with compromised mobility), limited ability of staff to appreciate their needs at the checkout counter, and a number of other key issues that may make the difference between a happy, loyal customer and a disgruntled one.

The Australian Centre for Community Ageing (ACCA) has pooled the resources of its member organizations (TAFE SA, University of South Australia, Delfin Lend Lease and Helping Hand Aged Care) and prepared a training resource that blends the expertise about quality aged care services for older people, as well as the vocational training skills provided by TAFE SA with assistance from the University of South Australia. ACCA have drawn from the experiences of older people and offer this to industry in a form that will assist with customer service and may add to business profitability.

The modestly priced training kit comprises a Learner's Guide, a Facilitator's Guide and interactive CD. ACCA anticipates that the supermarket training departments, or those consultancy organizations that provide retail training, may be interested in obtaining this resource to complement their other training materials.

Following the launch and distribution of this product, ACCA will adapt the training resource for other industry groups that also have business dealings with older people, such as the real estate industry, motor vehicle industry, and others.

For further information regarding the launch or information about the training resource please contact: Jan Van Emden, Executive Officer, ACCA (08) 8267 0839. 🍌

Helping Hand goes green with environmental initiatives

In what is believed to be a first in aged care in Australia, Helping Hand Aged Care has developed and implemented a number of environmental initiatives aimed at reducing the effect of our industry on the environment- whilst still maintaining the highest level of care and comfort for our clients.

This project began in April 06 with a review of current practices at all Helping Hand sites, by Business SA. The review also involved staff from each site who could further be involved in the project as "Green Champions" – a person who promotes and supports the environmental initiatives at a site level.

Some of the initiatives that have been implemented include:

- 🍌 Recycling programs in office sites for paper, drink containers and printer cartridges
- 🍌 Analysis of electricity usage (by external agency Energy Focus) with recommendations about changes in practices to lead to reduced usage and costs

- 🍌 Instructions on use of electricity to minimise unnecessary use (i.e. turn off appliances not being used; turning off lights whenever rooms are vacated)
- 🍌 Changes to purchasing practices so that environmentally friendly products are purchased (i.e. energy saving light bulbs; dual flush toilets)
- 🍌 Implementation of strategies to promote environmentally friendly practices.

As part of Helping Hand's ongoing commitment to environmental initiatives stage two of this program which is currently being rolled out includes:

- 🍌 Establishment of an "Environmental Challenge" for all staff to achieve reductions in greenhouse gases as a result of power usage by 5% each year for the next three years.
- 🍌 Looking at ways to reduce the environmental impact of continence products by investigating and, if appropriate, instituting recycling practices which minimise the use of plastic bags in a way that is consistent with effective infection control – (working with the continence aid suppliers to look into more environmentally friendly way to dispose of their products and the development of more environmentally friendly products).

Helping Hand is committed to reducing the "footprint" we leave on our environment and is regularly reviewing practices to ensure innovation meets sustainability. 🍌



Parafield Gardens staff at the launch of "Banning the Bug"

Banning the Bug

Helping Hand through the Parafield Gardens facility has been working with the Divisions of General Practice and local GPs as part of a pilot to increase influenza vaccination uptake amongst health care workers. Six nurses from Parafield Gardens undertook advanced training in maintaining vaccine integrity and vaccine administration skills and over three weeks in April vaccinated over 90% of resident and over 80% of staff on site. All staff on site received extensive education, with the key message being the benefits that vaccines extend in protecting others from influenza as well as themselves.

Families of residents have received telephone calls, and a newsletter prepared by staff on site, that educates them about the benefit of vaccines - like unvaccinated workers, visitors can be a real risk to the wellbeing of residents in flu season.

Influenza can be particularly nasty to older people and in some cases can become fatal. This pilot is all about reducing risk and exposure and ensuring everyone's wellbeing. 🍌

Ingle Farm Fete

The annual Ingle Farm Auxiliary Fete was held on Saturday May 5. The Fete was opened with the presentation of an Auxiliary cap to Helping Hand CEO Ian Hardy from the Ingle Farm Auxiliary President Allen Patching. The Fete boasted an abundance of fresh fruit, vegetables, and plants along with home made cakes, slices, savouries and of course a sausage sizzle. The residents and guests enjoyed browsing through books, clothes and the white elephant stalls where there was something for everyone. Well done to the Ingle Farm Auxiliary on another successful Fete. 🍌



Helping Hand CEO Ian Hardy being presented with a cap from Ingle Farm Auxiliary President Allen Patching

Nursing Awards

Ingle Farm Enrolled Nurse Bernadette Tindall was a finalist in this year's annual Nurse Awards in the category of, "Metropolitan Clinical Practitioner-Enrolled Nurse". The Awards were held at the Entertainment Centre on May 11. To reach the final of these awards is a brilliant achievement and highlights the high level of quality staff at Helping Hand. Well done Bernadette!! 🍌

Parafield Gardens Fashion Parade

On Wednesday 9 May, Parafield Gardens held their annual Fashion Parade. The Fashion Parade is organised by the Parafield Gardens Axillary as a fundraiser and featured designs by Victoria's Fashions at Ridgehaven.

Over one hundred people attended the parade with monies raised going towards Parafield Gardens' capital purchases. 🍌

Diary Dates

Parafield Gardens Quiz Night
Friday 6th of July

Ingle Farm Craft Market
Saturday 5th August

Combined Service Clubs Dinner
Tuesday 4th September

Spring Fair Parafield Gardens
Saturday 20th October

Lealholme (Port Pirie) Annual Fete
Saturday 27th October

Entertainment Books

Entertainment books are back in April - so order yours now for \$60 and take advantage on discounted fine dining, take away outlets, arts, sport, local attractions, travel, retail savings and lots more.

Entertainment Books not only save you money, but by purchasing yours through Helping Hand you're supporting Helping Hand.

To order your book, please contact Robyn Sykes on 8366 5463

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

Thank you 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

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Anzac Day



Mayor of Salisbury Mr. Tony Zappia with William "Bill" Jackson and Helping Hand Enrolled Nurse Sandra Ison

Anzac Day is a very special day for all Australians. It is the day commemorated by Australia and New Zealand on 25 April every year to remember members of the Australian and New Zealand Army Corps (ANZAC) who fought in the Battle of Gallipoli in Turkey during World War I. Anzac Day is also the day to remember all service men and woman who have served Australia.

One of those men was Parafield Gardens Residents William "Bill" Jackson. Mr. Jackson attended the Salisbury R.S.L branch Anzac Day March on Sunday 22 April from the Salisbury RSL to the local St John Church. Mr. Jackson served in the Second World War and recalls lying about his age and using his mother's maiden name to enlist. Well done to all the veterans – Australia is indebted to your courage and sacrifice. 🍌

Extra Service Suites North Adelaide

Helping Hand is pleased to announce the November release of a limited number of brand new Extra Service Suites in Rotary House at North Adelaide.

Helping Hand's Extra Service suites provide a real lifestyle choice...

Situated in prestigious North Adelaide, each suite features luxury two room accommodation with quality fittings and furniture, along with ensuite facilities. Services provided for your enjoyment and comfort include; restaurant quality meals, therapy services tailored to your individual needs, well appointed Library and of course Helping Hand's quality 24 hour nursing and personal care on call.

Helping Hand's first release of Extra Service suites in 2006 filled fast - so don't miss out on this limited second release.

For further information, or to register your interest, please contact Rhonda O'Brien on (08) 8366 1350 🍌



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An Agency of the Uniting Church



Helping Hand
AGED CARE