

# Helping Hand

Spring 2012



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Helping Hand  
new aged care



## From the CEO

On 20 April 2012, the Commonwealth Government released Living Longer, Living Better – a comprehensive package of reforms to build a better, fairer, more sustainable and more nationally consistent aged care system. The document highlighted 'a profound social shift which requires an equally profound shift in society's mindset about ageing'.

On 6 September Minister Mark Butler announced a \$400,000 grant to Helping Hand, to be used for a project to build workforce capacity and capability in residential aged care. The funding was provided by the Commonwealth Government, via Health Workforce Australia, in response to a successful application from our Research and Development Unit. The grant was

part of \$10.2 million in funding that will be used for 26 projects across the country focusing on preparing the aged care workforce to care for older Australians.

The recent development of our nine Principles of Care reflects our commitment to meeting the needs of our clients and moving ahead with developing our workforce in the changing climate of the aged care industry. Our alignment with the Commonwealth Government's idea of aged care services in the future means we will continue to be at the forefront of care provision and workforce capability.

**Ian Hardy AM**  
Chief Executive Officer

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## Telstra Workshops

Helping Hand and Telstra have been working in partnership to deliver two days of Introduction to the Internet workshops for seniors. The workshops, held in July, were attended by nearly 100 people and generated great feedback and media coverage on TV and radio. A very big thank you goes to all the volunteers who were available to assist on the day.

Helping Hand is currently discussing a longer term partnership with Telstra.

### Some feedback from participants included:

*"It was great learning not to be afraid of technology."*

*"The workshop was excellent for people of my age (80 years old)."*

*"It was so informative – the hands-on experience was excellent, as was the help available."*

*"Brilliant – the workshops open doors and minds for people."*



■ John Knight exploring the internet on an iPad.





We will explore opportunities to provide new services in new ways to older people

## Future Directions

Helping Hand has recently undertaken to review our mission and objectives as an organisation. This has resulted in the development of nine Principles of Care. These principles form the foundation of how we provide our services in meeting the needs of our clients. They recognise and reflect the diversity of our business, as well as the changing nature of our services and workforce. The principles align with our 2011–2016 Organisational Plan, which outlines our aspirations and the path to reaching our goals during this time.

1. We are committed to older people choosing what care they receive and how it is delivered
2. We believe in older people having a sense of purpose and contribution wherever they choose to live
3. We believe our workforce is the valuable foundation of excellence in service delivery
4. We believe volunteers are a valuable resource and enhance the work we do
5. Consumer participation will be fundamental to service development and delivery, including collaboration with other aged care stakeholders and non-traditional partners
6. We will explore opportunities to provide new services in new ways to older people

7. Our operations and service delivery will reflect best practice in the industry based on research and other available evidence
8. We will ensure long term sustainability and viability by making the best use of our funds while meeting our contractual obligations
9. We will strive to achieve a positive environmental impact

To receive a copy of Future Directions, a brochure which explains our Organisational Plan along with our Principles of Care, please contact us on 1300 653 600 or log on to our website: [www.helpinghand.org.au](http://www.helpinghand.org.au).

### Did you know?

We can give you the support you need to successfully regain your independence after a hospital stay, through an intensive program of rehabilitation support lasting up to twelve weeks. Call 1300 653 600 for more details.

## How can Respite help you?



■ Clients enjoying the garden at Styles House, Elizabeth South

Respite services provide people with a break, which benefits both the carer and the person they care for. Through State and Commonwealth Government funding, Helping Hand provides tailored, flexible respite options to people caring for a friend or family member in the home environment. Our respite support is provided by trained and professional care workers, and can be provided in a way that suits your individual needs.

- / In-home respite provides one-on-one support, where a staff member will look after the person being cared for in their own home.
- / Community respite involves the person being cared for taken on an outing in the community. Our trained staff will coordinate the activity with either one-on-one support or in a small group.
- / Centre-based respite is available for people to be care for in a larger group environment. This is done at one of our Community Day Centres – Joy’s Retreat (Woodville) or Styles House (Elizabeth South).
- / Host-home respite provides support to the person being cared for in a small group environment in the home of one of our trained staff members.
- / Overnight community respite is available for up to four nights in one of our friendly Community Respite Houses – Joy’s Retreat (located at Woodville) or Styles House (located at Elizabeth South).
- / Residential respite is available at several of our residential care homes, an assessment is required before this can be booked. For more information on residential respite, please call our Admissions Coordinator on 8230 1799.

If you, or someone you know, could benefit from using respite services, please contact our Respite and Carer Support Program on 8209 6980.

## Large Print Books

The libraries at our care homes have a variety of books that our residents enjoy reading. For those who are visually impaired, a small number of large print books or audio books are available. We would love to be able to provide access to a wider range of reading material for our residents who need larger print. If you are in a position to assist by donating large print or audio books, please contact Amy Phillips on 8366 5435 or [aphillips@helpinghand.org.au](mailto:aphillips@helpinghand.org.au).

## City-Bay Fun Run

This year’s Sunday Mail City-Bay fun run was a great opportunity for Helping Hand to get involved and keep fit! We had nearly forty employees, family members and friends – runners and walkers, novices and old hands – all coming together to support us in our efforts on the day. The Helping Hand t-shirts were a fun way to promote the organisation, and some participants were able to raise money through sponsorship as well. Thank you to all who participated, we look forward to seeing you join in again next year.





■ Views of Northgate, August 2012

## The latest from Northgate

Northgate residential care home is on schedule to be opened mid-November. High, low, extra services and secure care areas will be available throughout the 110 rooms in the facility. To see progress of the building site, visit our website and click on the gallery: [www.helpinghand.org.au/northgate](http://www.helpinghand.org.au/northgate).

The new service delivery model at Northgate is built on the foundations of Helping Hand's mission and principles of care and is strongly aligned with the Commonwealth's vision for the future of aged care services. The Northgate model aims to deliver a true service experience for our clients. This means that care will encompass safety, lifestyle and wellness. The increased focus on lifestyle and wellness will involve our staff working very closely with residents and their families, promoting and maintaining wellness and active ageing that reflects individual needs.

We are now taking applications for several positions at Northgate, more details can be found on our website [www.helpinghand.org.au/northgatecareers](http://www.helpinghand.org.au/northgatecareers). If you don't see a specific position that you want to apply for, but are still interested in working at Northgate, please fill in our online Register Your Interest form for future opportunities.

Registrations of interest for people thinking of living at Northgate are now available. Please contact us on 1300 653 600 or [info@helpinghand.org.au](mailto:info@helpinghand.org.au) for more information and to be sent application forms.

### Did you know?

Our domestic assistance support provides flexible help to assist you remain safe and independent at home. It can include house cleaning, dishwashing, clothes washing and ironing, unaccompanied shopping and bill paying. Call 1300 653 600 for more information.



■ Mural created by workshop participants

## Ageing with Attitude

All of us face challenges in life from time to time. Knowing how to bounce back from these challenges is an important skill to have, and can help us cope with changes.

Ageing with Attitude, an eight week program designed to teach the skills it takes to be more resilient, was recently presented by Helping Hand. Participants were able to share their knowledge and experiences through lively discussion, and explored ways to increase their coping skills. They not only learned how to deal with challenges themselves, but were able to encourage and inspire others.

The participants chose to illustrate their learning journey through the creation of a mural, using different materials and resources that were both personal to them and connected to the skills they learnt throughout the program. This mural demonstrated their creativity, what was important to them and brought them joy in their lives, and celebrated their treasured memories.

Helping Hand regularly presents workshops and programs designed to promote and support life skills and promote personal growth. If you, or someone you know, would benefit from attending one of our programs, please contact us on 1300 653 600.

## Introducing technology

Helping Hand and the Coopers Brewery Foundation have been working together to find ways to introduce technology to our clients, as well as providing them with quick and easy access to reading material. A number of Kindle e-book readers have been provided to residents at Ingle Farm, enabling them to have access to a wide range of reading material.

Feedback from residents over the past six months has been very positive, with many embracing the experience of having such a large selection of books to choose from, and appreciating the ability to make the font larger and convert text to sound.

We are currently introducing Kindles to our Port Pirie residential care home, and hope to make them widely available to other sites in the future. For more information about this project, please contact Emily Sherpa, Project Officer, on 8267 0817.





## Helping Hand supports Mental Health Week

Every year, Mental Health Week is held to raise awareness in the community about mental health and wellbeing. This year, Helping Hand's Health and Wellbeing program is sponsoring 'Tai Chi in the Park' during Mental Health Week, which runs from 7 to 13 October 2012.

This free event offers the wider community an opportunity to enjoy a morning of Tai Chi, facilitated by a remedial therapist. It involves people of all ages within the local community learning Tai Chi, making new connections, sharing morning tea and joining together to reduce the stigma of mental illness. The event will provide education and information on the benefits of exercise with a promotion, prevention and early intervention focus on positive mental health.

We are also involved with a number of other events during Mental Health Week, which all are welcome to attend:

- / Big Circle Art Exhibition: North Adelaide Community Centre, 176 Tynte Street, North Adelaide – opening 28 September, 5pm
- / Tai Chi in the Park: Wellington Square, North Adelaide – 8 October, 10am to 12noon
- / Stall in the Mall: Rundle Mall – 9 October, 9am to 5:30pm
- / Stall in the Metro Mall: Colonnades Shopping Centre – 11 October, 9am to 5:30pm

If you are interested in participating, please contact Helen McMullan, Team Leader Mental Health and Wellbeing Programs, on [hmcullan@helpinghand.org.au](mailto:hmcullan@helpinghand.org.au) or 8209 6969.

■ Exercise can bring many positive health benefits



## Promotion of our Services

Helping Hand has changed over to a new website – the address is still the same: [www.helpinghand.org.au](http://www.helpinghand.org.au), but you will see some significant changes from our old website when you click on the link. These changes have been made through a process of consultation and testing, to make sure that the site is user friendly and informative. There are also some useful new functions, including the ability to:

- / Listen to the pages read out loud
- / Increase or decrease the text size
- / Take 360 tours and watch videos of our residential sites
- / View photo galleries of our sites
- / Online application forms

Helping Hand is also now 'on air' with a television commercial. The commercial has been developed to increase awareness within the community of our organisation and how our services can benefit the South Australian community. The commercial focuses on challenging the traditional belief that aged care services are only about residential care, and showcases the story of one of our clients and how his services have assisted him to maintain his health and wellbeing. Keep an eye out on the free to air channels or you can log onto our new website later this week and click on a link for a preview.

If you have any feedback on our new website and television commercial that you would like to share with us, please contact us on [info@helpinghand.org.au](mailto:info@helpinghand.org.au) or call 1300 653 600.

### Did you know?

Our fully trained, caring staff can help you with daily self care tasks, including assistance with meals, bathing, toileting, dressing, grooming, getting in and out of bed and moving about the house. Call 1300 653 600 for more information.

# Teddy Bears and Christmas Cards



Following on from the excellent community response to last year's Christmas teddy bears for our residents, you are once again invited to sponsor a teddy bear for our residents this festive season. Unfortunately Christmas can be a lonely time for older people who are isolated from their family or community. A gift, along with a personalised card, reminds them that they remain a valued and important part of our community. This year's bear, whose name is Hewy, along with a card containing Christmas greetings, will be given to a resident on your behalf, and will help to make the Christmas season a little brighter.

Don't leave buying your Christmas cards until the last minute this year – Helping Hand Christmas cards are now available! By buying your cards directly from us, you will not only be getting top quality, beautiful cards, you will also be benefiting Helping Hand as all proceeds will go to assisting our different programs and projects.

Helping Hand Christmas cards can be purchased online at [www.helpinghand.org.au](http://www.helpinghand.org.au), or by filling in and returning the order form below. Teddy bears can be sponsored by filling in and returning the order form below, or by contacting Robyn Sykes on 8366 5435 or [rsykes@helpinghand.org.au](mailto:rsykes@helpinghand.org.au).



Inside card messages:

- A "The sweetest of joys are those found at Christmas"
- B "Warmest thoughts and best wishes for a wonderful Christmas and a happy New Year"
- C "Wishing you a merry Christmas"
- D "May the peace and joy of Christmas be with you all through the New Year"
- E "Wishing you a merry Christmas and a happy New Year"

## Order Form

Name .....

Address .....

Postcode .....

Phone (Home) ..... (Work) .....

I enclose my cheque/money order for \$ .....

Or charge my  Visa  Mastercard

Please note: no credit card transactions less than \$10.00



Signature ..... expiry date ..... / .....

	Quantity	Price
A	90c each	\$ .....
B	90c each	\$ .....
C	90c each	\$ .....
D	90c each	\$ .....
E	90c each	\$ .....
Teddy Bear	\$20 each	\$ .....
+ Postage and handling. NA for teddy bear purchase		\$4.50
<b>Total price</b> (Price inc. GST)		\$ .....

## Contact details

For further information on any of the articles, or to be removed from the mailing list, please contact us.

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