

# AT HOME

WITH  
HELPING  
HAND

CHRISTMAS / SUMMER 2024 / 25



PEOPLE | PASTIMES | PUZZLES



Helping Hand  
new aged care



# Editor's note



**As a child, a Christmas stocking from the supermarket—made from red plastic mesh and filled with lollies or toys was always something to look forward to.**

You would sift through the contents, picking out your favourites and discarding, or swapping the rest.

In many ways, the festive season can also feel like that.

For some, it's about cherished traditions and celebrations; for others, it's a time for quiet reflection. This time of year means something different for everyone, shaped by personal connections and experiences.

With these diverse experiences in mind, we've curated a little something for everyone—a stocking filled with words of comfort, practical advice, inspiring stories, recipes, puzzles, and, we hope, moments of joy.

Thank you to everyone who shared their personal experiences with us – your stories are among our “favourites” from this seasonal selection.

*Sonia*

**Sonia De Nicola**

*Philanthropy and Communications Specialist*

*Everyone has a story to tell and we'd love to hear yours.  
Please email [home@helpinghand.org.au](mailto:home@helpinghand.org.au)*



# Contents

From the Chief Executive Officer	3
Q&A with Janet Finlay, Chair	5
Connecting hearts and minds	6
Heart of an advocate	8
Reflections on care and compassion	10
The occupation of life	11
Never too late	13
Captivated by the silver screen	14
As time goes by	15
Show us your garden	17
From the Executive Manager, Home Care and Housing	18
Community bulletin	19
Healthy in the heat	21
Recipes	22
Puzzles and brainteasers	24

## The kids behind the cover!

Our Christmas cover was inspired by Golden Grove Residential Care Home's collaboration with their neighbours Kozy Kids Childcare. In a nod to the ABC TV series *Old People's Home for 4 Year Olds*, the home regularly welcomes children and educators ... and the interactions are magical.

A big thank you to the two bright stars from Kozy Kids and stellar residents, Terry and Barbara, for creating this memorable cover.

*Photographer: James Elsby*



# Welcome

Helping Hand provides services across many lands traditionally owned by the Kurna, Narungga, Peramangk, Ngadjuri, Nukunu and Barngarla people.

Helping Hand acknowledges the traditional owners of the land on which we work and provide services. We pay respect to their culture and heritage, and to Elders past, present and emerging.



Meeting of the Consumer Advisory Body, October 2024.  
L-R Chris, Kate, Geoff, Chelsea, Janet, Jan and Sally.

**At Helping Hand, the consumer's voice is the compass guiding our approach to delivering people-centred care that is inclusive, safe, respectful, and responsive.**

The Consumer Advisory Body, composed of people and family members with first-hand experience of our services, provides valuable insights and feedback directly to the Helping Hand Board to help support decision making and future strategy.

The group meets quarterly and attending these meetings is a high priority for me. The conversations are often forthright and challenging and always uplifting. Being part of this process brings me great insights and I have enjoyed meeting everyone who volunteered to be part of this year's Consumer Advisory Body. This includes people like Kate, a Home Care client and community-driven advocate who shares her experiences of the aged care sector in this issue of *At Home* magazine.



In October, Janet Finlay, Chair of the Helping Hand Board and I, attended their last meeting as a group, before the new Body is established for 2025 (see page 9 for more details).



I would like to thank all the members for their dedication in keeping the consumer's voice at the heart of what we do, and I look forward to meeting the new participants in 2025.

The Community Advisory Body complements our broader engagement efforts across Helping Hand; including internal workforce surveys, in-person meetings in retirement and residential settings, Resident Experience Surveys, Food Focus Groups and Home Care client surveys. These activities ensure the Executive Team remains focussed on the needs, and expectations, of those who have chosen to receive services from Helping Hand.

As you can see from the lift-out section, we are also embarking on a bold landmark project in North Adelaide to create a vibrant and connected wellness precinct called *Westering*. I wanted to share this news with everyone as it connects with our legacy and our values.

North Adelaide is where our story began. At a time when aged care services and support were hard to come by, or non-existent, a dedicated group of people, inspired by the leadership and advocacy of Rev Arthur Strange, shared a commitment to improving the lives of older people and

purchased a house in North Adelaide called *Westering* to support the first 18 clients of Helping Hand.

Our vision is that the *Westering* precinct model – where independent living is supported by a continuum of care – can be replicated across other Helping Hand locations. We believe this approach – where services are integrated and co-located on one site – is key to enabling people to age well and age in place.

The next revision of our five-year Strategic Plan is also on the agenda. The current plan, which has led to significant progress, concludes in 2025 and we have started early with workshops and discussions to lay the foundation for the future.

The 2025 – 2030 Strategic Plan will build on the successes and learnings from the previous five years and respond to recommendations from the Royal Commission and the *New Aged Care Act*. Key focus areas include creating more options for retirement and residential care and setting new benchmarks for palliative, dementia and trauma-informed care.

We are also exploring how technology can improve our consumer facing services and operational efficiencies.

As we work on these long term projects, I am often reminded of our 70 plus year legacy. This year, I have found myself revisiting our official written history published in 2003 – and now due for an update!

While times have changed since Rev. Arthur Strange spoke at the opening ceremony for *Westering* on 9 May 1954, the motivation behind that original vision remains the same to this day – to create communities and experiences that enable

**Our vision is that the *Westering* precinct model – where independent living is supported by a continuum of care - can be replicated across other Helping Hand locations.**

older people to live their best lives.

As we approach the holiday season, I am mindful of the many ways people find meaning in this time – through family traditions,

personal reflection, faith, or the hope of a new year and a fresh start. On behalf of everyone at Helping Hand, thank you for the trust you've placed in us.

*Season's Greetings and Happy New Year.*

# Q&A with Janet Finlay, Chair

Janet Finlay joined the Helping Hand Board in 2021 and was appointed Chair in December 2023.



## What inspired you to join the Board?

I was drawn to the mission and values of Helping Hand and the opportunity to be part of an organisation that creates communities and experiences to enable older people to live their best lives.

The demands for, and expectations of, the aged care sector are ever-increasing, however, this is an exciting time to be involved in this important and challenging sector.

This work also touches me personally. I have ageing parents living interstate and I've found it quite difficult to get them the support they need. The aged care system is extraordinarily complex to navigate and I worry about older people who don't have someone to advocate for them. I think there is a role for Helping Hand to support clients by providing care navigation services to understand their options.

**"I would like to wish our community all the best as we approach the end of the year. I also want to extend my heartfelt thanks to staff and caregivers, both on the front lines and behind the scenes, for all that they do."**

## How do you stay connected to the lived experiences of clients and staff at Helping Hand?

We start every Board meeting with a Helping Hand values story, drawing on a real-life client or staff experience that

demonstrates our values in action.

These stories are important as they set the scene for the meeting and remind me, and everyone around the table, of exactly why we are here, and who we are

here for. These diverse stories offer a critical lens to guide our decision-making.

I also love visiting the residential care homes and having the opportunity to meet as many clients and staff as I can.

Recently, I attended the final meeting of the year of the Consumer Advisory Body. It was a pleasure to meet the members of this Body and to discuss the work they have been doing, including with focus groups across our residential and home care clients.

This provides another avenue for hearing client and family feedback—it is so important to hear from as many voices as possible.

## What are you looking forward to in 2025?

The Westering development is incredibly exciting. It embodies the principles of ageing in place and accessibility. We'll also be refreshing our strategic plan. We have achieved so much between 2020 and 2025, even while navigating a global pandemic. I'm excited to see how we plan and prepare for the next five years—and beyond—particularly in Dementia and Palliative care, which are increasingly becoming a daily reality in our community.

## How will you be celebrating the end of 2024?

I'm heading to Canberra to spend time with family and friends for Christmas. It's been a while since we have all been together and I am really looking forward to it.

# Connecting hearts and minds

**Humans are naturally social beings. While not everyone is an extrovert, or the life of the party, we share a fundamental need for connection. Building and nurturing these connections can have a profound impact on our health and wellbeing.**



Social isolation is often a concern for older people living in residential care homes, which is why intergenerational programs can be so valuable. These initiatives offer opportunities for meaningful engagement and mutual understanding.

At Helping Hand, many of our residential care homes have formed partnerships with neighbouring schools, kindergartens, and childcare centres. In this issue, we highlight an ongoing partnership between Golden Grove Residential Care Home and Year 10 students from Gleeson College.

If you're familiar with the popular ABC TV series *Old People's Home for Teenagers*, you'll recognise the concept.

**Many of our residential care homes have formed partnerships with neighbouring schools, kindergartens, and childcare centres.**

The series brings together high school students and older people living in residential care homes.

What begins with tentative first steps evolves into greater understanding, mutual respect, and genuine friendships that bridge the generational divide.





Barbara and students

*"I've been so impressed with the young people. They seem happy to be here exchanging stories with us oldies! Very impressed with their current education and their hopes and intentions for their future careers."*

*"I hope it has made them aware that us 'oldies' are still aware of what's happening in the world and our faith in the future."* BARBARA, RESIDENT

In July 2024, Golden Grove hosted a special morning tea to celebrate the success of the 10-week pilot program. Students, teachers, and Principal Joe Corbo joined residents and the Helping

**There was a real passion to make this a meaningful experience.**

Hand team, who had coordinated the weekly visits.

The morning was filled with laughter and staff provided a fantastic morning tea that was greatly appreciated by all.

In return, each resident received a beautifully decorated, framed photograph as a heartfelt memento from the student they were partnered with.

Although some students said that they initially felt shy about visiting, their confidence and genuine rapport with the residents grew with every weekly visit. At the end of the 10 weeks, the same group of students continued visiting, every week in Terms 3 and 4.

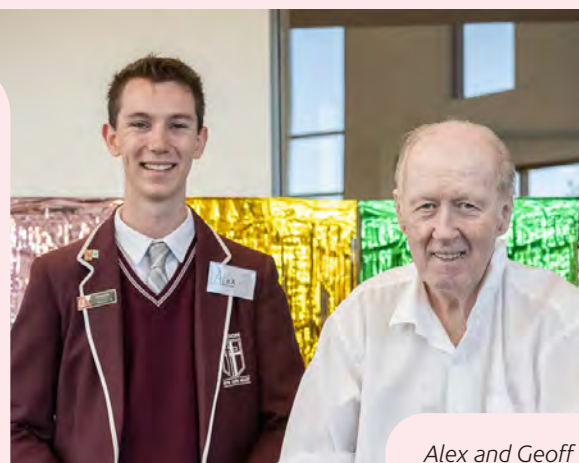
For Helping Hand, the philosophy behind the program is about

creating relationships that foster better connections with clients, staff and the local community.

As Tanya McIver, Group Manager, Residential Services, explained, "This entire program, and its success, has been built around respectful partnerships. Everyone worked together to ensure the goals and outcomes for both Helping Hand and Gleeson College aligned. There was a real passion to make this a meaningful experience."

A new intake from Gleeson College will be back at Golden Grove in 2025.

*"My experience in the program has been very positive, I remember the buzz in the room at the beginning of the first visit; everyone not too sure about what to expect, but it proved to be a success quickly, after some awkward – and funny – icebreakers and introductions. One of my favourite parts of the program was learning more about Geoff and the full life he's had."* ALEX, STUDENT



Alex and Geoff

# Heart of an advocate

**At her lowest ebb, Kate found the strength she needed to fight for the life she wanted. In doing so, she revealed the heart of a true advocate.**

Today, Kate is thriving in her independence—her cosy home is her castle—and she generously offers her time and experience volunteering in her local community. As a Home Care client and a member of Helping Hand's first Consumer Advisory Body, Kate embodies someone who is living her best life—both for herself and on behalf of others.

However, just a few years ago, her outlook was far less optimistic.

"I was living on my own, and I was struggling. I was 68 years old, in a wheelchair, and had just come out of hospital," she recalls. "At the time, I was unable to access a Level 4 Home Care Package, which would have provided the support I needed to stay in my home. I made the decision that residential care was the next best thing, hoping it would give me the care and dignity I needed."\*

\*Not a Helping Hand Residential Care Home.

**Kate's journey is as remarkable and unique as the woman herself.**

Unfortunately, Kate's experience did not meet her expectations. With a background in nursing and aged care, she brought a professional perspective to the way clinical care and nutrition were being managed. "You could say I saw things that others might not notice. I was also living alongside people experiencing dementia, whereas my needs were focussed on my physical health. Apart from everything else, I started to feel disconnected from the outside world."

The situation began to take a toll on Kate's health and wellbeing. She knew something had to change. "I would speak up for myself, as well as for others who couldn't. I stuck it out, until it became untenable. I reminded myself, *You used to do this for a living. You know what to do to get out of this situation. You know who to call and what to ask for.*"



Kate bravely started to put her plan into action. By this stage she had an electric wheelchair and felt she could live independently. She just needed support. Having already registered with My Aged Care before moving into the residential care home, she reached out to them again.

Her file was still active, and within days, she received a letter confirming her approval for a Level 4 Home Care Package, on the condition she secure a place to live within eight weeks.

Determined to keep the momentum going, Kate was able to find social housing.

"I took the place sight unseen. Honestly, I would have taken it even if it had been a dirty old barn."





Navigating a house move during the height of the COVID-19 pandemic required all of Kate's tenacity and negotiating skills. "My first night in the place, I bawled my eyes out. But I woke up the next day thinking, *You're free! You're free! Now make what you can of it.*"

And that's exactly what she did. With support from Helping Hand, she began rebuilding her life. "I called My Aged Care to get a list of Home Care providers and chose Helping Hand. They were wonderful from the start. Most importantly, they made me feel heard. Helping Hand threw me a lifeline and rescued me."

Kate's journey is as remarkable and unique as the woman herself. So how does she view residential care today?

"Through my involvement with the Consumer Advisory Body, I had the privilege of spending time in a Residential Care Home; getting to know the place and the people who lived and worked there. As soon as I walked in, I noticed the difference. The air was clean, there were fresh flowers, open doors. You could walk in with your eyes closed and still notice the difference."

Reflecting on her journey, Kate says, "I have been able to achieve a very happy, satisfying way of life. I volunteer for two charitable organisations and am also involved in my local community. I applied to be part of the Consumer Advisory Body because I wanted to help more people enjoy their best life."

*If you have any questions about the Consumer Advisory Body, email Sachini at [SWijayakulathilake@helpinghand.org.au](mailto:SWijayakulathilake@helpinghand.org.au)*

*To learn more about the Consumer Advisory Body and submit an Expression of interest to become a member in 2025 visit [helpinghand.org.au/about-us/consumer-engagement](https://helpinghand.org.au/about-us/consumer-engagement)*

## The essence of true engagement

Meeting all the members of the Consumer Advisory Body has been so rewarding. Working with Kate has been a deeply inspiring experience. At our very first meeting, she shared that Helping Hand had saved her life, and her words have stayed with me ever since because they reflect the profound impact of the work we do as an organisation.

Kate's dedication to advocating for others, both through her personal journey and her work with the Consumer Advisory Body, has shown me that real change happens when we truly listen and respond to every voice.

One lesson I've taken to heart this year is that stories like Kate's highlight the real difference Helping Hand can make – creating spaces where everyone feels valued, heard, and supported. This is the essence of true engagement: listening, making thoughtful changes, and responding with care.

**Sachini Wijayakulathilake**  
Consumer Engagement  
Project Officer

## Reflections on care and compassion

**As the year draws to a close, it's only natural to look back and reflect on the past 12 months.**

You may have experienced joyful moments and some changes and challenges along the way. No matter what, everyone's story is unique.

Throughout 2024, Helping Hand's Coordinating Chaplain Paul Hodgson has been sharing quality time connecting with people in residential care homes, offering care and compassion.

Whether you live in residential care, receive Home Care services or are part of a retirement living community, Paul's reflections are likely to strike a chord with many people at this time of the year.

"Some of the people I have spent time with have had amazing adventures, achievements and accomplishments, some have been extraordinarily devoted to their families or communities and others have overcome incredible obstacles," Paul says.

"Everyone has a story, all are precious, and it is an honour to journey with them through the joys and challenges of getting older, and even to be there with them and their families to bring comfort and dignity right at the end.

"I work alongside so many dedicated Helping Hand staff and volunteers, and I am inspired everyday by their compassionate care and their commitment to support people live their best lives."

While the festive season can be a challenging time with difficult emotions, loneliness, or the painful reminder of profound loss and grief, Paul says it's important to acknowledge our feelings, and not pretend to be ok if we're not feeling ok.

"If you need to be alone, that's ok; but it's also important to connect with the people who do love you to let them know how you're feeling, if they can support you, and what you need.



*Chaplain Paul Hodgson*

"I want to encourage those of us for whom Christmas is a happy time of family, presents and celebrating, to be mindful of those around us – sometimes even in our own families – who may be struggling.

"You might feel helpless to change their circumstance, but maybe just acknowledging you are aware of their situation, and

are there for them, will make all the difference."

Paul reminds us that this time of year can also be an opportunity to pause, take a breath,

and express recognition and gratitude for what is good in our lives, especially the love and care of our families and loved ones.

"It is a time to recharge and renew hope to face the known, and unknown challenges of the year ahead, and to be touched afresh with the joy and wonder of the story of that baby born in a manger," he says.

**No matter  
what,  
everyone's  
story is  
unique.**

*Chaplaincy services, spiritual wellbeing and pastoral care support is available to everyone living in Helping Hand residential care homes. To find out more about these services – or becoming a Pastoral volunteer with Helping Hand – contact Jules Citti, Coordinator. 8224 7842 [chaplaincy@helpinghand.org.au](mailto:chaplaincy@helpinghand.org.au)*





## The occupation of life

**An ordinary day consists of countless tasks we often take for granted. Over time, some of these activities can become a little more challenging, affecting our independence and self-reliance.**

Occupational Therapy plays a vital role in helping people maintain their independence and improve their quality of life. Yet, it remains an Allied Health service that is often misunderstood.

So, what is Occupational Therapy all about?

Helping Hand's Occupational Therapy Manager, Home Care, Amanda Bailey, offers this insight. "I see Occupational Therapy as focusing on the everyday activities that occupy our time—how we sleep, how we prepare a meal, how we get dressed, how we walk our dog—all the details that occupy someone's day. The therapy part is about making these activities safer, easier, and sustainable for as long as possible."

One common misconception is that Occupational Therapy means people will have to stop doing the things they love. Amanda explains, "People often hesitate asking for help because they worry I'll come into their home—their

**Every person is the expert in their own life.**

personal space—and tell them what to do, or what not to do. It's more about getting to know the person, listening to them, and partnering with them. Every person is the expert in their own life. I'm here to offer professional guidance, support and advice to assist them and, together, find a way to support their life goals for as long as possible.

It's not about giving someone a one-size-fits-all solution; and it's more than just introducing new equipment or aids, though those can definitely play a role."

Occupational Therapy also involves planning daily activities to conserve energy and manage fatigue. "It all goes back to the things that occupy our time," says Amanda. "People don't always realise that just taking a shower can be exhausting – steam and heat can affect your balance and energy levels."

Amanda highlights that we are creatures of habit, and changing how we do things can feel like surrendering our independence when, in fact, it can extend it.

"I look at the person and how they navigate their environment. Simple modifications make a big

**I look at the person and how they navigate their environment.**

difference in how people get through the day. Chopping vegetables while sitting at the

table instead of standing at the counter, using a tipping kettle (see photograph) instead of lifting one, or installing a towel rail designed to be sturdy enough to support your weight—these small changes can add up.

"I often hear from people after they've made the changes suggested by their Occupational Therapist, who tell me they wished they'd done it sooner.

"One gentleman was almost in tears because he could make a drink on his own without asking his wife for help.

"Knowing I had the right clinical tools to assist him to do something many of us take for granted, made me feel a little teary-eyed as well. Those moments inspire me and keep me motivated. I love being an Occupational Therapist!"



## Age Old Problems, the podcast

Helping Hand's new podcast series *Age Old Problems: New Aged Care* is generating lots of conversations about aged care services. Tune in to Episode 3 and hear more from Amanda about how you could benefit from Occupational Therapy.

Visit [helpinghand.org.au/about-us/resources/podcast](https://helpinghand.org.au/about-us/resources/podcast) to go to the latest episode.





## Never too late

**A casual conversation with his neighbour Brian about aged care support and services sparked a shift in Reg's life and he has never looked back. The message he would like to share is that it's never too late to ask for a helping hand.**



"Brian would speak so highly of Helping Hand; one day he suggested I should also seek help for a few things that I needed due to my health and that's how the ball got rolling, and I haven't regretted it at all."

Reg and his wife Sue moved into a retirement community four years ago\* and after that chat with his neighbour, decided to make the call to My Aged Care to begin the assessment process and ultimately start receiving services from Helping Hand.

Reg recognises it can be hard, especially for men, to ask for help as they get older, but it's never too late.

"There are some men who put the importance of the male ego ahead of everything else, thinking "I can do it"; it's a generational thing, something borne in our past," he says.

"Men have historically been considered the provider, the strong one, so when you can't be that, I think you take it personally and you react negatively to it. However, I think if you put that to one side and realise there are other people around to help you, that can provide a massive benefit to you."

And as far as Reg is concerned those benefits are all about quality of life.

"Sue and I are very happy with everything and the help has been marvellous," Reg says.

"Instead of questioning it, I looked at it with an open mind and now I've found it has fulfilled a lot of our needs.

"We've always been relatively independent and self-sufficient, but this was an easy route to take.

"Whenever I've called, I've found everything so easy, and I've never, ever been disappointed with the response."

It has been a huge learning curve for Reg who says it's important to continue asking questions, especially as needs evolve as we get older.

"Helping Hand sat down and talked us through our needs, the services we'd receive, and the additional services we may need in the future, which we have been considering. As you age, your needs will change.

"I think the most important thing to do is listen; there's a lot to be learnt from listening. I really appreciate everything Helping Hand has advised me on and helped me with."

**Supporting you at home as your needs evolve is our priority, and it's never too late to seek a helping hand. To learn more, please call our Client Contact Centre on 1300 444 663.**

*\*Reg receives Home Care support through Helping Hand, but does not live in a Helping Hand retirement community.*

# Captivated by the silver screen

**It wasn't until his university days during the late 1940s and early '50s that David Donaldson's journey into the world of film began.**

While David was studying history, philosophy, and economics at the University of Sydney, he joined a film society.

"There was a film society in the university, which had pretty ancient projectors in a hall," he laughs.

"The engineering students fiddled about with the machines and students could come and watch films. Of course they couldn't obtain current films, they were reliant on old films, but we saw a terrific range of films back to the middle 1930s."

David notes the 1941 film *The Long Voyage Home* as a turning point.

"That was directed by John Ford, who I have adored ever since. It was photographed by Gregg Toland who invented deep focus filming. You can really see it in his work in *Citizen Kane*. Previously, studios had fixed photography," he says.

"Some of those made an impression on me that I didn't understand at the time. I now realise that all those pictures spoke to me. Economics didn't speak to me, philosophy didn't speak to me but those images did and it's been so ever since."

David recalls cinema at that time was dominated by two major chains. Against this control, a movement toward independent and documentary filmmaking emerged, representing a desire for a broader range of mainstream offerings.

One day, while at a film club meeting about an upcoming exhibition of vintage cinematic projection equipment, David was unexpectedly appointed director of the inaugural Sydney Film Festival in 1954 at the tender age of 23, a position he held for seven years.

"The chairman of the meeting said if this movement of showing independent films is going to fly, then one person needs to oversee it...the rest is history," David remembers.

"The festival was sold out! It ran over the long weekend in June; we had four theatres going all day and night, largely

showing European films because there was no other outlet for them.

"A highlight for me during that time was broadening people's understanding of what film really is – in particular, introducing them to Japanese films and silent films."

David lived in New South Wales and New Guinea before settling in South Australia with his wife and four children, working as a lecturer in communication and management at what is now known as TAFE. Today he lives in the North Adelaide retirement village.

While the film nostalgist has dedicated his life to introducing Australian audiences to international films, in 2000, he founded the J.P. McGowan Appreciation Society. This organisation, which ceased in 2010, celebrated the legacy of pioneering actor, director and producer, J.P. McGowan, who hailed from the small South Australian rail town of Terowie. J.P. McGowan became the first Australian to make a lifelong career in Hollywood movies.







# Westerling

NORTH ADELAIDE

*Proudly brought to you by*



Helping Hand



## A place to truly belong.

In 1953 Reverend Arthur Strange had the vision to raise enough money to buy Westering, a place that provided an opportunity for 18 women to come into the care of Helping Hand.

He took a risk, he showed flexibility, he was innovative and he was bold. Today, we honour his legacy, and we honour our origins by using the rare gifts provided by our forebears.

Now, the new masterplan for Westering North Adelaide will continue our tradition of renewal, innovation, community, safety, care, wellbeing and support. Ultimately offering a range of independent living options, residential care, and extensive amenities for the community.

## A landmark project.

After more than 70 years of achievements, Helping Hand has a new and bold vision for the future. That is, to create a vibrant and connected wellbeing precinct in the heart of North Adelaide, elevating the lifestyle experience for seniors' accommodation, health and wellness, and care offerings across the community – truly, a landmark project.

This holistic approach to meet the diverse needs of individuals, within a single precinct, will serve both current and future generations, not to mention support continued opportunities for the Helping Hand team, now over 2,200 strong – across metropolitan, rural, regional and remote South Australia. Importantly, there is no change to Helping Hand's status as a not-for-profit organisation, our constitution or any of our principles.



Live your best life.

# Westering

NORTH ADELAIDE

Westering North Adelaide promises the ultimate in quality, style, comfort and location for the North Adelaide community.

Offering positive ageing, ageing-in-place, a vibrant community, housing solutions, new partnerships and a unique care offering, all in one great place.

The premium retirement living residences to be built in Childers Street and Buxton Street will provide locals with the perfect opportunity in North Adelaide to *live your best life*.



*The precinct will provide a wonderful range of additional amenities for the residents and the community, including a café, enhanced wellbeing facilities and a vibrant connected place to enjoy.*



**CHRIS STEWART**

Chief Executive Officer, Helping Hand

Childers Street - Residences  
Early concept



Buxton Street - Residences  
Early concept







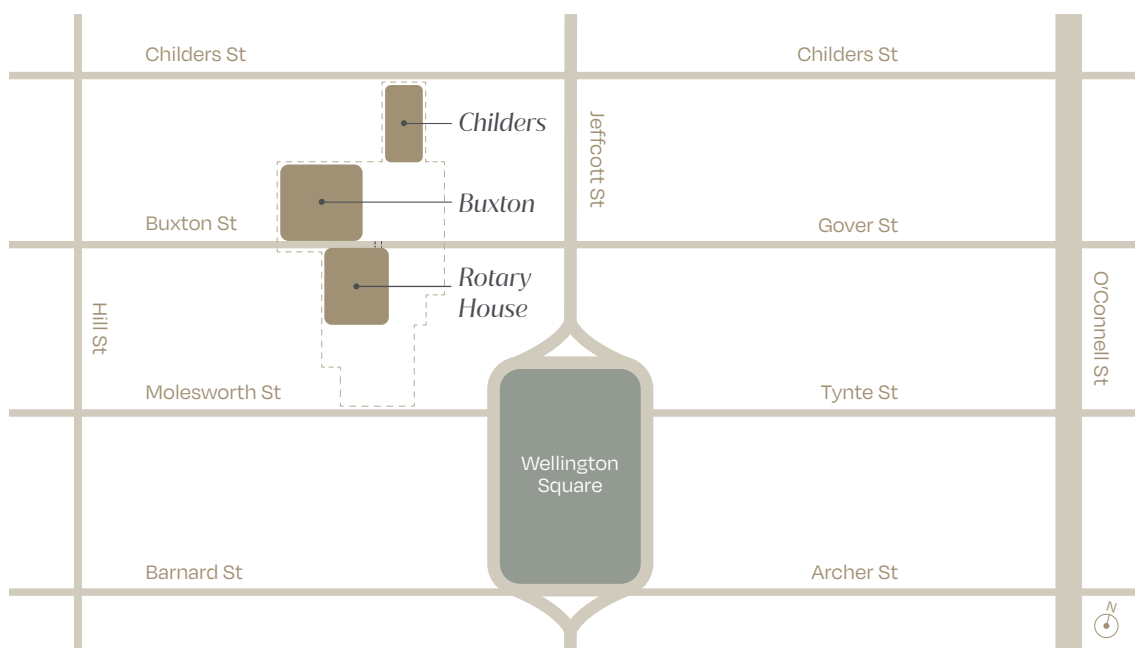
Buxton Street - Early concept

Images are for illustrative purposes only. Early concepts October 2024

## Helping Hand masterplan.

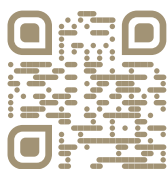
Our connected masterplan brings together a comprehensive range of services and support, spanning from preventative care and independent living through to aged care.

The initial master plan phase sees the refurbishment of Rotary House in conjunction with development of new independent living residences in Childers Street, commencing in 2025, then Buxton Street - setting the benchmark for premium retirement living in North Adelaide.



Stay connected.

[Westering.com.au](https://Westering.com.au)



**Westering**  
NORTH ADELAIDE





Historic Jamestown

# As time goes by

**Helen lives in Belalie Lodge, Jamestown. She has enjoyed a decades-long career as a prize-winning artist, known for her compositions of Australian landscapes and flowers.**

**A passionate supporter of regional arts, Helen was a founding member and is a Co-Patron of the Belalie Arts Society. In 2022, she held her final exhibition at the Belalie Art Gallery. In August 2024, the Society published a retrospective of her life and work titled *The Last Hurrah*.**

"I was born at Jamestown Hospital in 1927 and grew up on a property where my family had Merino sheep and cultivated crops.

My education began at Loudon Brae School, which was 5kms away from where we lived.

I either rode a horse or drove a horse and cart to get to school.

Back then, there were 10 students and one teacher in a single classroom.

**I either rode a horse or drove a horse and cart to get to school.**

When I was 12 years old, like many country girls, I went to Adelaide and became a boarder at St Peter's Collegiate Girls' School, which was run by Anglican nuns in North Adelaide.

Later, I trained as a nurse at the Royal Adelaide Hospital and briefly worked in the casualty ward. I then returned home to work at Jamestown Hospital.

I met my husband at a local parish hall dance. William—who we all called Bill—was also a farmer. I was 25 when we married and we started our life together in the Caltowie District. I would describe myself as the farm 'gopher', fetching whatever was needed, learning to cook on a wood stove and feeding the shearers and other workmen.



My nursing training came in handy, as I dealt with the various injuries and accidents, that were typical of living and working on a property.

Life was busy. We had four children and I was very involved in the community. That's just how life was back then—there was always something that needed doing. Everyone played a part, in one way or another. I served as the church organist for many years and volunteered with Meals on Wheels and the School's Parents and Friends.



*Helen and Bill on their wedding day*

In addition, I was a founding member of the Belalie Arts Society and active in the Country Women's Association, to name a few. In 1976, I was part of a delegation that travelled to the UK for the Centenary of the Anglican Mothers' Union and met Queen Elizabeth II at a reception in Kensington Palace. I remember her lovely smile.

In my mid-forties, I experienced a year of poor health and underwent surgery. I knew I needed something to lift myself out of this 'pit'. I saw an advertisement in the local paper for adult art classes at Gladstone High School. I had always been interested in art and my teachers had always encouraged my painting. Music was another great love, which I studied for many years – if you visited us, there was always a 'Sing Song' after the meal. Those art classes were a turning point. I had a good teacher and Bill converted our veranda into a studio and later built a gallery for my work.



*Helen pictured a few years ago at the Belalie Art Gallery*

### **A new world opened up to me.**

It wasn't easy, given all my responsibilities at the time. I realised I needed one day a week just for myself, where I wasn't the 'gopher' for everyone else. Becoming an artist, opened up a whole new world and became one of the enduring passions of my life."



*Whether you grew up in a city or in the country, in Australia or overseas, we'd love to hear your recollections for 'As time goes by', please email [home@helpinghand.org.au](mailto:home@helpinghand.org.au)*



# Show us your garden

Paula, Lightsview

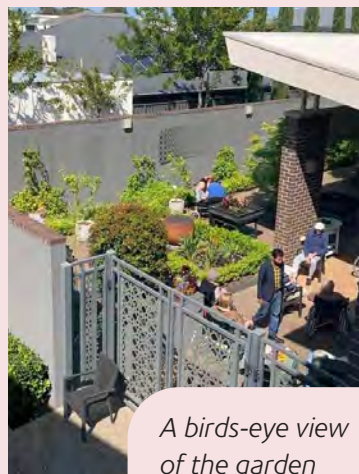
## A tale of two tomatoes

"The garden group at Lightsview had a planting day and lots of flowers were planted into tubs. I was given an heirloom tomato called *Blue Berries*. So, following the planting rules of the gurus, I teased out the roots and stripped the lower leaves. I dug a deep hole in the potting soil and buried my plant deeply.

Near my tom was another heirloom tomato named *Yellow Pear*. Next, I covered the area with straw to conserve moisture then gave the whole tub a good drink!

These were planted on October 10. I water daily in the morning, they are in full sun so the leaves soon dry out. I shall hopefully be picking ripe tomatoes by Christmas."

Paula



A birds-eye view  
of the garden

## Blooming marvellous

The courtyard gardens at Ingle Farm Residential Care Home are celebrated for their glorious borders of white roses, creating the perfect backdrop for lazy, sunny afternoons under the gazebo. Fortunately, one of the residents is an absolute legend with the secateurs. Arthur dedicates his time to pruning and caring for the roses, ensuring they are always at their blooming best. He also cultivates a thriving garden filled with herbs, fruits, and vegetables, providing fresh, home-grown produce for the kitchen.



Arthur, Ingle Farm

Whether you have established a new garden, transformed an old one, or nurtured a seedling into a treasured indoor house plant, gardening in all its forms brings a sense of fulfillment and achievement. If you have a gardening themed story you'd like to share with 'Show us your garden' please email [home@helpinghand.org.au](mailto:home@helpinghand.org.au)

## From the Executive Manager, Home Care & Housing

**In late September, the Australian Government released the new *Aged Care Act* and with it, the initial details about the *Support at Home* program. Since the announcement there has been an influx of information about the new program and there is still more to come.**

Helping Hand, along with the rest of the aged care sector, is working through what the changes will mean for clients and what impact it will have on the services we deliver.

*Support at Home* will include the Home Care Packages program and the Short-Term Restorative Care program; with the Commonwealth Home Support Program following no earlier than 2027. This is the most significant change for the Home Care system in the last decade so there is a lot to work through.

So, what does it mean for people already receiving a Home Care Package?

The Government has stated that people already on Home Care Packages won't be

affected or disadvantaged – their services and funding arrangements will remain the same. However, the new *Support at Home* program scheduled to come into effect from 1 July 2025, will be funded in a different way to the current Home Care Package program. New clients coming into the system and

**People already on Home Care Packages won't be affected or disadvantaged.**

accessing their home care services from 1 July 2025 will be on the new funding model.

I am hoping that by the time I write to you again, we will have more detailed information on the impact of any changes.

On a more positive note, we are constantly looking at how we can improve access to services and looking at new service offerings that are meaningful for our clients.

Whilst we have been offering some small social group programs, we realised there is much more demand for meaningful social and engagement activities, and we have taken this opportunity to develop a new *Social*



*James Bardsley*

*Connections* program. We have a new team leading this program who are busily working on developing a variety of activities, events, social gatherings and outings designed to foster a sense of belonging and to make a positive impact on our clients. We are also looking at re-establishing a volunteer program for people wanting to contribute to these groups and activities. We will be sharing more information about these new exciting opportunities in the new year.

*I would like to take this opportunity to wish you all a safe and happy Christmas.*





# Strength in diversity

Helping Hand has been recognised as an Inclusive Employer, 2024-25 by the Diversity Council of Australia.

Our workforce encompasses approximately 64 cultural backgrounds, 46 countries of origin and 60 languages spoken.

Our focus on inclusivity, diversity and belonging, translates into personalised, culturally appropriate care, where clients feel seen, valued and heard.

## Allied Health

### Taking a short break

Some Allied Health groups and clinics held at Parafield Gardens Recreation Centre, Surrey Downs Community Centre and Harrison Court (North Adelaide), will be taking a short break over the Xmas / New Year period.

If you attend one of these groups, we suggest you call **1300 444 663** to confirm dates between mid-December and early January 2025.

## Home Care

# Christmas wrap up



Did you know you could swap an upcoming scheduled Home Care service for a Christmas themed service?

This could include extra cleaning, decorating (and pack up afterwards) and Christmas shopping.

Some conditions apply and these will be explained when you call the **Client Contact Centre on 1300 444 663** to swap your service.



## Allied Health

### GLA:D® to help

Allied Health Services has introduced a new program to support people with hip or knee osteoarthritis symptoms.

GLA:D®, stands for *Good Life with Arthritis: Denmark* and is an education and exercise program developed by researchers in Denmark and introduced to Australia in 2016.

Group exercise sessions will be held twice a week. The program runs for seven weeks, including two education sessions in the first week.

**To find out more, call the Client Contact Centre on 1300 444 663 and ask to speak to a GLA:D® trained Physiotherapist.**



### Telecross REDI

The impact on health and wellbeing during prolonged heatwave conditions can be far-reaching.

Red Cross Telecross REDI supports people by telephoning them daily during declared heatwaves.

People in the community who are at risk during extreme weather events and require phone support during these periods are encouraged to register for the service. This includes people who live alone, have a disability, are experiencing mental illness, are housebound, frail, aged, recovering from an illness or accident, or have an ongoing illness, such as diabetes or a heart condition. Carers are also encouraged to register.

**To register call 1800 188 071 or email [telecrossredi@redcross.org.au](mailto:telecrossredi@redcross.org.au)**

## Healthy in the heat

**Everyone is at risk of heat-related illness during hot weather and heatwaves.**

Some people are more at risk than others, including babies and young children, pregnant people, older people (especially those living alone), people with chronic illnesses (renal, cardiovascular, diabetes and mental health), people with mobility issues, and people who take regular medication.

### Follow these simple steps to stay healthy in the heat

- Check your fans and air-conditioners to make sure they are working, and that filters, pads and air vents are clean.
- Check the weather forecast so you know when hot weather is coming.
- Drink plenty of water and always take water with you when you go out. Avoid caffeine and alcohol as they can lead to dehydration.
- Cool off with a cold shower or bath.
- Avoid going out in the heat.
- Keep curtains, blinds and windows closed during the day to keep your home cool.
- Never leave children or pets in a parked car.
- Avoid taking babies or young children out in the hottest part of the day.
- If you exercise outside, do it early in the day or late in the evening when the temperature is cooler and try to stay in the shade.



# Spot the difference and stay healthy in the heat

It's important to know the differences between a heat related illness, heat exhaustion and heatstroke and what to do if you, or someone else, is experiencing the symptoms.

## Heat related illness

### Symptoms:

- excessive sweating
- raised body temperature
- reduced appetite
- twitching or painful muscle cramps in legs, arms or abdomen
- feeling dizzy and faint
- feeling tired, lethargic and irritable.

### What to do:

Go to a cool shaded place and lie down.

Try and cool down (fan, air conditioner, damp cloth around your neck, cool shower etc).

Drink plenty of water, avoid caffeine and alcohol.

If still unwell seek medical advice.

## Heat exhaustion

### Symptoms:

- excessive sweating
- raised body temperature
- reduced appetite
- twitching or painful muscle cramps in legs, arms, or abdomen
- feeling dizzy and faint
- feeling tired, lethargic and irritable
- headaches
- poor coordination
- nausea and vomiting
- anxiety
- weak rapid pulse.

### What to do:

Go to a cool shaded place, lie down, legs supported and slightly elevated.

Slowly sip water or fruit juice only.

Try and cool down (fan, air conditioner, damp cloth around your neck, cool shower etc).

Reduce body temperature by placing cool packs under armpits, in groin area and back of neck.

Massage to ease spasms or cramps, then apply ice packs.

If symptoms last for more than one hour call Triple Zero or go to hospital emergency department.

## Heatstroke

### Symptoms:

- headache
- dizziness
- nausea
- vomiting
- confusion
- extreme thirst
- dry swollen tongue
- sudden rise in body temperature to above 40 degrees
- being disoriented or delirious
- slurred speech
- being aggressive or behaving strangely
- convulsions, seizures or coma
- rapid pulse
- sweating, yet skin feels cool.

### What to do:

Heatstroke is an extreme medical emergency and if you, or someone else, is experiencing heatstroke call Triple Zero immediately.

## Margaret and Mike on a roll!

Dear editor

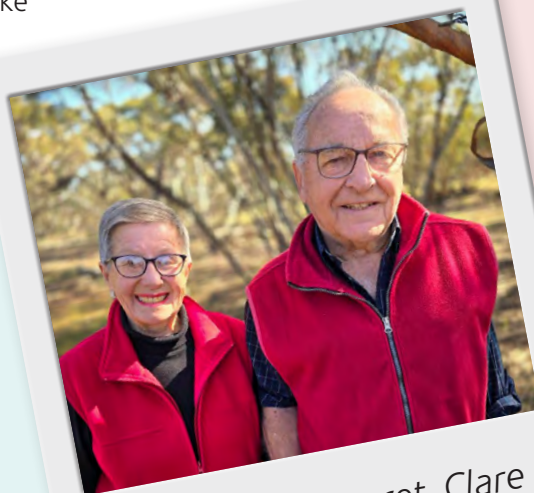
Here we are at a barbie north-east of Dutton, near Truro. If you are able to do some photographic adjustments – remove excess weight and wrinkles – Mike wouldn't mind looking 10 years younger and I wouldn't mind looking like Jennifer Lopez! Hope this recipe helps you out. Mike is my kitchen hand, he mixes mixtures and does never-ending washing up.

Margaret and Mike  
XO

Dear Margaret and Mike,

We have reviewed your request to shave off a few years, smooth out a wrinkle or two, and dial up the glamour to J.Lo status. Jennifer Lopez would probably eat her heart out if she saw how fabulous you already look, so we must decline your request. After all, why mess with perfection. Hollywood's got nothing on you two!

Editor XO



Mike and Margaret, Clare

## Homemade sausage rolls

### Ingredients

- 8 thin 'traditional BBQ' sausages, about 540 grams (or substitute English pork sausages if preferred)
- 1 large egg, beaten
- 3 soup spoonfuls (a bit larger than a dessert spoon) of apple sauce
- $\frac{1}{3}$  large zucchini or  $1\frac{1}{2}$  small zucchini, finely grated and 'squeezed' in paper towels (repeat this 3 times)
- $\frac{1}{2}$  medium carrot, finely grated
- 2 tablespoons Worcestershire sauce or tomato sauce
- $\frac{1}{2}$  cup (heaped) seasoned stuffing mix, salt and pepper to taste
- $2\frac{1}{2}$  sheets puff pastry, cut the whole sheet in half, to make 5 halves
- 1 egg for egg wash

### Method

1. Remove skin from sausages and place in a bowl, add other ingredients and mix well.
2. Divide mixture into 5 amounts and roll into sausage lengths and place on pastry sheet, seal the edges with egg wash and roll up.
3. Cut each half-sheet into four pieces.
4. Place on a baking tray, lined with baking paper and brush pastry with egg wash.
5. Bake for about 20 minutes in a 180 degree fan-forced oven.

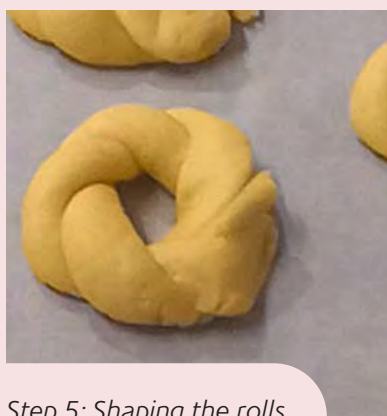
**Handy Hints:** Margaret takes the leftover  $\frac{1}{2}$  sheet of pastry, tops with jam and mixed dried fruit, bakes it and serves with ice-cream for a quick dessert.



# Rita's dolce vita

**Dedicated team member Rita celebrated her 27th work anniversary at Parafield Gardens Residential Care Home in October 2024.**

Her passion to be 'there to care and here for good' shines brighter than ever. "I started working in the kitchen, became a relief supervisor, then a team leader and now my role is Hotel Services Site Manager." Preparing and sharing food is another continuing passion and one that is deeply connected to her Italian heritage. Here she shares her recipe for traditional Italian biscuits that are sure to hit the sweet spot. Buonissimo!



*Step 5: Shaping the rolls*



## Italian lemon biscuits / biscotti al limone

### Ingredients

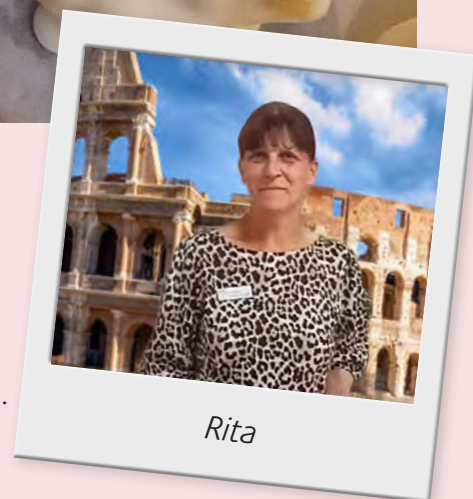
- 1 ½ cups self-raising flour
- 70 grams butter
- 1 ½ tablespoons milk
- ⅓ cup sugar
- ½ teaspoon vanilla essence
- 1 egg

### Icing

- ¾ cup icing sugar
- 2 tablespoons lemon juice
- ½ teaspoon grated lemon rind

### Method

1. In a bowl, sift the flour and add the butter. Using your fingertips, rub the ingredients together until the mixture resembles fine breadcrumbs.
2. In a small saucepan, combine the milk and sugar. Stir over low heat until the sugar dissolves, then add the vanilla essence.
3. Add the warm milk mixture and a lightly beaten egg to the flour mixture. Mix well until combined.
4. Turn dough out onto a lightly floured surface and knead until smooth.
5. Cut the dough into sections and shape each section into rolls. Cut into smaller pieces and twist the ends to form a circle.
6. Place the shaped biscuits on a baking tray lined with baking paper. Bake in a preheated oven at 180°C (356°F) for 20 to 25 minutes, or until golden brown.
7. Let biscuits cool on a wire rack. Dip them in lemon icing mix and allow them to stand until the icing sets.





## Riddle rousers!

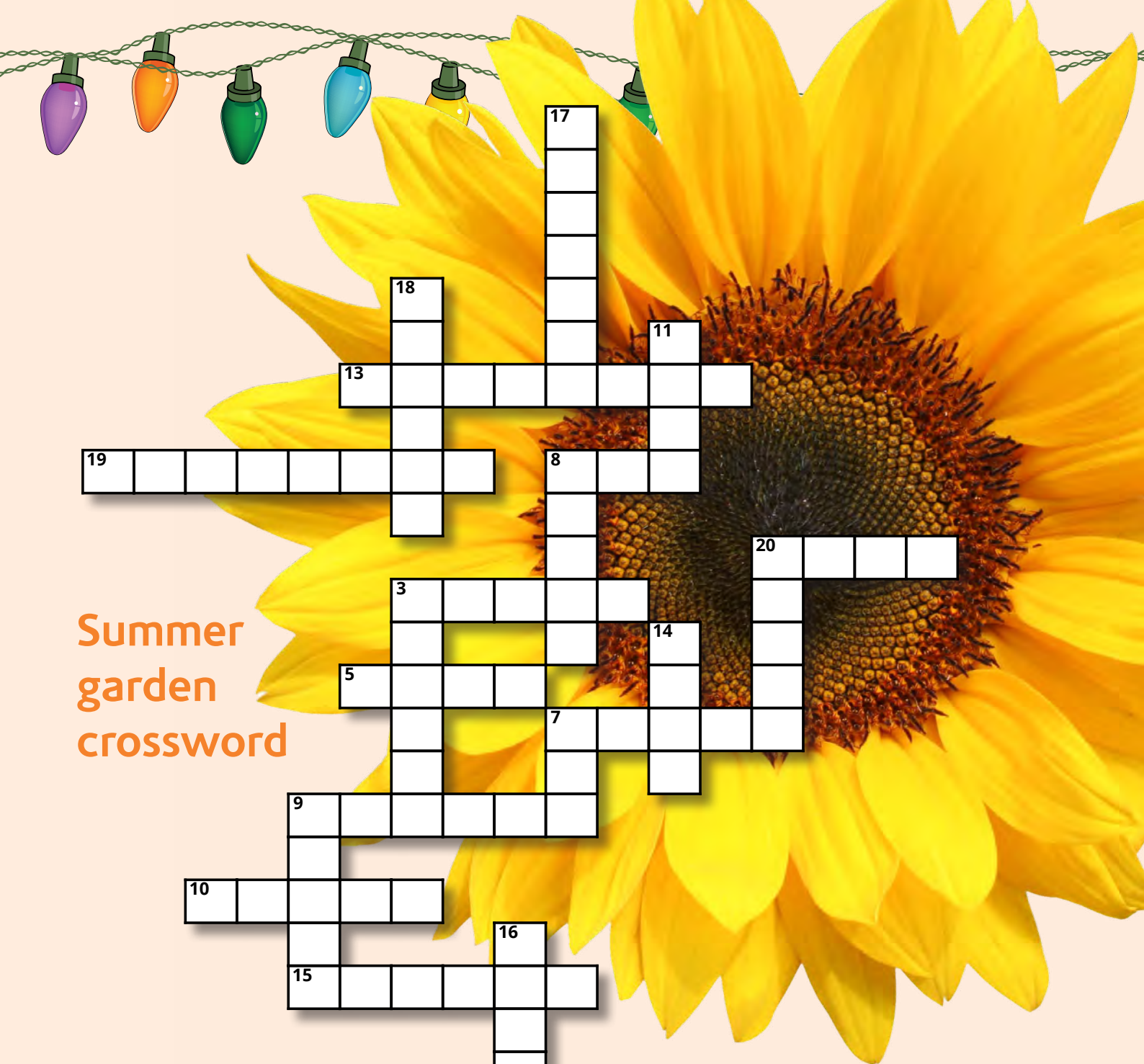


1. What comes once in a minute, twice in a moment, but never in a thousand years?
2. What has many keys, but can't open a single door?
3. What belongs to you, but other people use it more than you?
4. When is a doctor most annoyed?

## Spot the five differences (Answers overleaf)







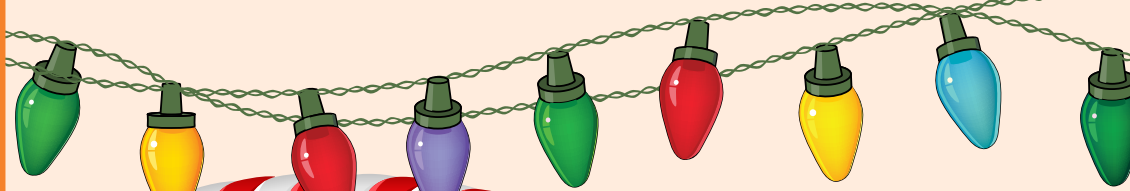
## Summer garden crossword

### Across

3. A barrier to protect your garden from wildlife (5)
5. Water flows from the spout through this flexible tube (4)
7. What you sow in a garden (5)
8. A garden plot for flowers (3)
9. Place to grow flowers fruit and vegetables (6)
10. Organism with leaves (5)
13. Beautiful water feature (8)
15. Use this tool to dig a hole (6)
19. A person who tends to outdoor grounds (8)
20. Used to clean up leaves (4)

### Down

3. Adds beauty and color to a garden (6)
7. Source of light and heat that most plants need to grow (3)
8. Long wooden garden seat (5)
9. Requires regular trimming to keep it neat (5)
11. Feathered and can fly (4)
14. Can grow very tall and has a trunk (4)
16. Aromatic plants like sage and thyme (5)
17. Gather a ripened crop (7)
18. Wear these on your hands when gardening (6)
20. Part of a plant that is underground (5)



What  
do you get if you cross  
a Christmas tree with an apple?

**A pineapple**

What do Santa's little  
helpers learn at school?

**The elf-abet**

What does Santa like to  
do in the garden?

**Hoe, hoe, hoe!**

Why can't Santa go down  
the chimney this year?

**It was declared unsafe by the  
Elf & Safety Commission!**

What did Mrs Claus say to Santa  
when she looked up in the sky?

**Looks like rain, dear.**



## The Answers



### Spot the five differences

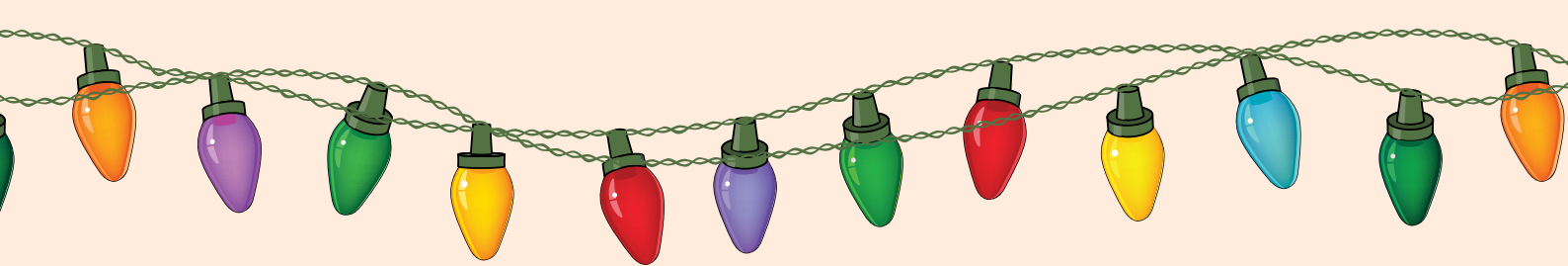
*Clockwise from top left.*

1. Red stone changed to purple.
2. Black polka dots deleted from ladybug.
3. Yellow window changed to blue.
4. Red tulip deleted.
5. Round window missing.

### Riddle rousers

1. The letter M.
2. A piano.
3. Your name.
4. When he has run out of patience.





## New Year word search

Set your intentions for 2025

W	G	P	T	R	A	V	E	L	I	A	T	G	W
A	F	O	R	G	I	V	E	N	B	S	P	E	U
T	W	E	I	G	H	T	U	L	U	Q	E	O	W
E	H	E	A	L	T	H	E	L	P	F	U	L	S
R	E	O	Y	K	I	N	D	N	E	S	S	R	L
E	X	R	H	A	C	A	L	M	N	B	S	P	E
A	J	N	D	E	C	L	U	T	T	E	R	K	E
D	Y	D	I	S	C	O	V	E	R	N	B	S	P
H	M	A	T	Z	O	C	F	O	S	E	W	L	E
C	L	P	F	I	J	O	Y	H	I	I	W	O	A
S	S	M	T	M	I	N	V	E	S	T	X	V	C
N	K	T	H	O	U	G	H	T	F	U	L	E	E
E	X	E	R	C	I	S	E	I	D	N	K	U	Y
O	P	V	P	I	Z	M	I	H	A	P	P	Y	N

Calm  
Declutter  
Discover  
Exercise  
Forgive  
Happy  
Health  
Helpful  
Invest  
Kindness  
Joy  
Love  
Peace  
Read  
Sleep  
Thoughtful  
Travel  
Water  
Weight

### Summer garden crossword

#### Across

3. Fence

5. Hose

7. Seeds

8. Bed

9. Garden

#### Down

3. Flower

7. Sun

8. Bench

9. Grass

11. Bird

10. Plant

13. Fountain

15. Shovel

19. Gardener

20. Rake

14. Tree

16. Herbs

17. Harvest

18. Gloves

20. Roots

## Something Old, Something New

*Share a photo of a cherished item from your past and tell us why it holds special memories for you—or send a photo of something new that has become important in your life and explain its significance.*

*We'll feature the most entertaining photos and stories in our next issue, and every entry will go into a draw to **win a \$50 voucher!***

Email [home@helping.org.au](mailto:home@helping.org.au)



# Share your gifts **Volunteer in 2025**



L – R, Arthur and volunteer Rob, cultivating friendship in the garden

Volunteering is the gift that keeps on giving—offering friendships, meaningful connections, and a rewarding sense of purpose. Volunteers come from all walks of life. Share your unique skills, talents and life experiences and be part of an inclusive and caring community where people can live their best lives.

*For more information on volunteering opportunities with Helping Hand go to [helpinghand.org.au](https://helpinghand.org.au)*

We hope you enjoyed this issue of *At Home*, please share it with family, friends and neighbours.