

AT HOME

WITH
HELPING
HAND

SPRING 2024

FREE

Making first impressions last

*Home is where
the help is*

Recipes
and puzzle
pages



Helping Hand
new aged care

Editor's note



Whether you live in your own home, or in one of our retirement or residential care communities – the concept of home is universal. As the saying goes – *Home is where the heart is.*

At the heart of this magazine are the inspiring stories of love, family connections and community. Thank you

to Jan, Sharon and Robert, Pamela and Brett, Daryl, Sue and Chelsea, Elaine, Lydia and Margaret for sharing your experiences with Helping Hand. Thanks also to staff members Jillian, Harry, Jo (and Charlie!), Lisa and Stephanie, for the many ways you are always there to care and here for good.

We hope you enjoy this first issue of *At Home*, as much as we've enjoyed putting it together.

Planning is already underway for the Christmas / End of year edition and your suggestions, recipes, experiences, and memories are always welcome.

Sonia De Nicola

Philanthropy and Communications Specialist

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Cover image: Jan from North Adelaide

Everyone has a story to tell and we'd love to hear yours.
Please email home@helpinghand.org.au

About us

Helping Hand has been supporting older South Australians and their families since 1953. Our core values of compassion, respect, excellence and community are reflected in everything we do.

Today Helping Hand employs more than 2,200 people and supports more than 7,000 South Australians across metropolitan Adelaide and regional South Australia. Our strategic mission is to create communities and experiences to enable older people to live their best lives.

helpinghand.org.au

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.



From the Chief Executive Officer

L-R: Announcing the major funding boost in Whyalla in May 2024. Chris Stewart, Graham Harding, Whyalla Residential Services Manager; Phill Stone, Mayor of Whyalla; Melinda Richardson, Executive Manager Residential Services

Welcome to the first issue of *At Home with Helping Hand*, our new publication filled with stories, updates and news from Home Care, Allied Health, Retirement Living and Residential Care.

For some time, Helping Hand has produced separate newsletters for Home Care and Retirement Living. We felt the time was right to combine them in a more holistic way that better reflects the continuum of care we provide; while still

retaining the community inspired elements our readers enjoy such as stories from readers, staff profiles, recipes and puzzles.

Many of you experience our services in multiple ways – receiving help at home, while enjoying life in our retirement villages; or being a carer and taking a much-needed break through planned respite at one of our residential care homes.

We truly value that connection and the trust you, and your family, place in us.



Chris Stewart

However you connect with Helping Hand, we truly value that connection and the trust you, and your family, place in us.

I am pleased to have this opportunity to share some the 'bigger picture' of what's happening across our organisation.

In November 2022, we officially welcomed Whyalla to the Helping Hand family. From the outset, our intention was to improve and enhance the existing amenities at Yeltana and Copperhouse Court Residential Care Homes.

This intention is soon to become a reality thanks to a \$17.2 million funding boost from the Federal Government. This funding will increase occupancy by around 10% and provide much needed services for the local community. This will enable more local people to have access to quality care and stay close to their family and friends, sustaining the established community connections they have built up over their lifetimes.

Keeping pace with advances in technology is an ongoing challenge for any organisation – not to mention any individual!

Over the next five years, we are investing significantly into our digital systems. We will be replacing and upgrading various digital platforms so they are better integrated and streamlined.

These changes will have a tangible impact for clients and staff. We will be able to access information quicker and easier which will result in better care and services for clients and residents.

This will also enhance the overall experience with Helping Hand and improve our delivery of person centred care.

As part of this investment, we recently relaunched the Helping Hand website making it more interactive and engaging with live chat, more video content and an online system to book a tour at one of our residential care homes.

We've also reintroduced our community newsletter for online subscribers. *Community news* will be published two or three times a year and brings the latest news directly to your inbox. To subscribe go to our homepage helpinghand.org.au

While we are always open to exploring new platforms to share communications, (such as the new podcast you can read about on page 15), we also understand that a printed format is still a preferred option for many. That said, every issue of *At Home* will also be available to read online on our website.

I would also like to provide a brief update on the new *Aged Care Act* and the *Strengthened Quality Standards* which have been delayed and are now expected to come into effect 1 July 2025.

I am pleased to have this opportunity to share some the 'bigger picture' of what's happening across our organisation.

The new *Aged Care Act* will be focused on person centred care, which is already at the heart of what we do.

We're hopeful that when the new *Aged Care Act* is introduced, it will be an achievable, well-considered and defining piece of legislation for everyone. After all, at one point or another, this *Act* will affect each of us.

Our feature story *Making first impressions last*, introduces Jan and her daughter Sharon who share their first impressions of residential care. Sharon is a founding member of our Consumer Advisory Body, joining a diverse group of people who bring their collective voices as clients, carers and family members to the consumer engagement process. You can learn more about Consumer Advisory Body on page seven.

As you can see from this first issue, being *there to care and here for good* is more than a catchphrase, it's a fundamental, guiding principle. I hope that you enjoy *At Home* and hopefully, be inspired to share your own stories and experiences in future editions.

Chris Stewart
Chief Executive Officer

Making first impressions last

Sharon and Jan, sharing a moment in the garden

Meet Sharon and her mum Jan who share their first impressions of Helping Hand, and reveal how those impressions have evolved into caring and enriching relationships.

When Sharon and her stepsister Julie began the journey of supporting Jan and Robert to move into residential care, it was a daunting prospect.

Already, balancing the demands of a being a carer and working full-time as a midwife and tertiary educator, Sharon enlisted the services of a placement consultant to help her navigate the aged care system.

From the moment we walked into North Adelaide, it was clear that it was going to be a yes.

'We looked at several homes before Helping Hand. You would walk into a home and know immediately if it was going to be a yes, a no, or a maybe.

From the moment we walked into North Adelaide, it was clear that it was going to be a yes,' says Sharon.

'On arrival, we were welcomed by Marcia Penn, the Residential Services Manager. In the best possible way, it was as if Julie and I weren't even in the room. Marcia was completely focused on our parents, wanting to know about them and what they needed. It made a great first impression.



Jan with barista, Tom

As Marcia gave us a tour showing us the mural created by the art group, while stopping to greet every member of staff that we passed, I just knew this was the place.' Thankfully, this feeling was shared by Jan who adds, 'It was just like we were home'.

Initially Jan and Robert were going to move into separate single rooms; a real challenge for a couple who had never spent a night apart. 'One of the nurses mentioned there was a spare double bed in storage.

Marcia investigated and the bed was moved into one of the rooms and the second was set up as their sitting room. 'It felt like we didn't even have to ask. Thankfully, a double room soon became available, and they were able to move into that together.' Many people will find it easy to relate to the emotions that can be experienced when a parent moves into residential care. Sharon says she was in tears when she had to say goodbye to her mum on that first day. 'It was heartbreaking. Clem from the Lifestyles team, was welcoming them into a singing activity, making them comfortable. I left mum singing and that is still a vivid memory. Yes, I was leaving my mum, but she was settled and in safe hands.'

Enjoying a coffee in the café with Robert, Jan and Sharon is a lively experience. They have seamlessly blended into the fabric of daily life, with people regularly stopping by to say hello or compliment Jan on her outfit. Whereas Robert is quieter and content to take it all in, Jan is the quintessential "people person" getting up from her chair to give someone a hug and a compliment.

'I love people! I love shoes! I love clothes and of course – I love this one' she says, pointing to her daughter, with unfiltered pride and love.

Tom from the café comes over to bring Jan her cappuccino – making sure it's served exactly how she likes it – extra hot, double shot.

'Yes, I was leaving my mum, but she was settled and in safe hands.'

Asked to describe Jan in a few words he doesn't skip a beat 'She's DDG, Drop Dead Gorgeous. Stunning. A fashionista. Lovely.'

Jodie the hairdresser gives Jan a wave and a smile from the salon just across from the café. 'It's always been important to mum to have her hair done

regularly,' says Sharon. 'I appreciate how Jodie takes special care to look after mum so beautifully.'

Later, Clem stops by to see if Jan or Robert need anything that morning. As Sharon explains, Clem has developed a special connection with Jan that extends beyond her role in the Lifestyles team.



Sharon, Jan and Robert



Jan getting the star treatment from Jodie, the on-site hairdresser



Marcia and Jan

‘Mum is particular about showering and I would provide that care, knowing just the way she needed things done. One day the Clinical Nurse called me and asked me to come in and teach the carers what I did, so they could look after mum, just like I did. Often Clem will step in to provide that care.’ For Clem, this is just part of what she does, ‘I help where it’s needed. I always say “See a need? Fill it.”’

For Sharon, having her stepfather and mum, move into residential care has been transformative. ‘Today, I’ll give mum a manicure (blue glitter is the current favourite), then we’ll go home, have lunch, watch old movies (usually musicals) and mum will

cuddle on the couch with Douglas the dog.

‘Before they moved to North Adelaide so much of my time and energy was consumed by the role of the carer. Now I can go back to being what I love most – a daughter.’

Consumer Advisory Body

Sharon is bringing her professional background in clinical care and her lived experiences as a carer to the newly formed Helping Hand Consumer Advisory Body. Scan the QR code below to learn more about her experiences and the role that consumer engagement plays in supporting Helping Hand to deliver people centred care.

Visit helpinghand.org.au/about-us/consumer-engagement

Never too late



When we learned that Home Care client, Pamela recently tied the knot, we couldn't wait to find out more.

Born in Ballarat, Pamela is a former nurse who also trained as a traditional oil painter, subsequently becoming a recognised, contemporary artist. She has lived in Melbourne, Adelaide, Sydney and regional New South Wales.

Pamela, who loves teaching art, ran her own art school in Sydney as well as art workshops in Sydney and in regional areas. Her compelling and award-winning artworks have been exhibited widely.

Brett started his career as a cadet at *The Advertiser*. He has worked as a journalist and broadcaster and held various roles in the public and private sector, focusing on international public affairs. He has a profound interest in the Australian-Asian relationship and lived and worked extensively in Asia.

Both were following their own paths with all the twists and turns that come with marriage, parenthood, divorce and bereavement.

Eventually, the road led them back to Adelaide and each other.

They met in recent years through a shared love of the arts. While both felt an immediate connection, the timing was not right and they went their separate ways.

'We were in no doubt that we could give everything of ourselves to each other,' says Brett.

'Brett and I were both lonely' says Pamela. 'We had lost spouses in sad circumstances and were trying to pick up the pieces. Too often, people

underestimate loneliness, especially for us so called "oldies". Brett adds that he was still coming to terms with a significant family tragedy and had 'pulled back from life for reflection.'

When life became more settled, Brett and Pamela rekindled their friendship and quickly realised they had much to share with each other.

Already in their 80s, they decided to get married earlier this year.

Their wedding day was a multi-generational family gathering. Both felt strongly about having a church wedding and the ceremony was held in a church that has strong connections for Brett's family.

As part of their vows they recited Elizabeth Barrett Browning's sonnet 'How do I love thee?' to each other.

So, what does marriage mean at this stage of their lives?

For Pamela it's the 'preciousness of being together' and being part of an extended family. For Brett, it's about having a shared purpose.

'We've led challenging lives both personally, and in our individual professional spheres. From that, we have gained the wisdom of what matters and what doesn't. Paramount is family,' says Brett.

If you have a story about reconnecting with someone, starting over, or embarking on new adventures we'd love to hear from you. Please email home@helpinghand.org.au



Home is where the help is

First, they prepared to say goodbye. Then they begged the doctors to bring him home from hospital. Today, a year or so later, Daryl's family is in awe of the health improvements that they attribute to the love of family and support from a range of Allied Health and Home Care services.

Daryl experienced two strokes, brain seizures, time in a coma and a lengthy stint in ICU. It was incredibly hard for his family to watch, or even comprehend. He was generally fit as a fiddle. According to his stepdaughter Chelsea, Helping Hand's Manager, Engagement and Partnerships, Daryl was always "Mr Fix It".

'He was the one that could do everything and who would do anything for anyone. To see him change was incredibly challenging because in many ways he lost his identity. But he never lost his spirit or his character.'

Meeting Daryl and hearing his story, it's clear he is kind hearted, creative and capable.

Growing up, he was more interested in sport than school and diving was his passion. His talents were significant. He earned himself a sports scholarship and eventually a worldwide reputation as a coach, judge and competition manager.

He is responsible for setting up a successful diving community in Singapore.

Daryl not only made a splash in the diving world he also became South Australia's first ever male house mother, having completed a Diploma in Social Work.

He's also a painter and in keeping with his rich and interesting existence, Daryl found out at age 54 he had been adopted and that he is Aboriginal.

Daryl is most likely to claim meeting his soulmate Sue as one of his greatest achievements. They met at the diving pool and embarked on a wonderful life together.



Sharing his art with
friends Orla and Kirsten



Their shared commitment to diving, and volunteering in Cambodia, earned them a Medal of the Order of Australia for services in 2019.

Unfortunately, Daryl's health crisis in 2020 derailed their usual six month overseas trip. It not only changed their plans, but also stifled his ability to paint. He simply couldn't connect brush to canvas even with ideas at the ready.

Thankfully Daryl was living closer to town (at the request of his children) when the second major episode hit. Two months later, he was assessed and started receiving Home Care services.

'I can't believe how well I've got in such a short time.'

Daryl is a big fan of his Exercise Physiologist Harry and is very grateful for all the treatment and

support he receives.

'The team has been fantastic.

I see them twice a week and do my exercises for strength and standing.

The change is unbelievable. I can shut my eyes and stand and not fall.

'I can't believe how well I've got in such a short time. I can go back to painting. I can put clothes on. It's just so good that I can do so many things. Exercises have helped with coordination and my brain is getting better too,' says Daryl.



Soulmates, Sue and Daryl

The family is thrilled to see Daryl going back uphill as opposed to going backwards.

Sue says Home Care does just what the words say. 'It cares for you and allows you to stay home and live your best life.'

Daryl chimes in, wrapping his arms around both Chelsea and Sue, exclaiming with tears in his eyes how he couldn't live without them helping him too.



Chelsea and Daryl

There's so much more to this story

To read Daryl's amazing journey in full visit helpinghand.org.au/home-is-where-the-help-is

An exercise in prevention

Senior Exercise Physiologist Harry, says helping people get back on their feet – sometimes literally – is incredibly rewarding.

Take Daryl whose story we feature on pages 9 – 10. He's been a regular client of Harry's and the results they've achieved together have been remarkable.

'I have a great relationship with Daryl and his wife Sue, who is incredibly supportive. He does strength exercises with an Allied Health Assistant on Wednesdays, and I see him every Friday working on reaction times and coordination to help get his brain ticking. We recently did some testing and there have been a lot of noticeable improvements, which is so good to see.'

Harry has a Bachelor of Applied Science (Human Movement) and a Grad Dip. in Clinical Exercise Science which he completed in 2016.

I love the relationships that I get to build by visiting clients in their homes once or twice a week

After a few stints in private practice and hospitals he found his niche in Home Care with Helping Hand.

'A lot of my family work in aged care, in different areas, and I've sort of gone full circle and found that I'm really content in Home Care. It suits me and my personality. Plus, Helping Hand are very client driven, which means the work is a lot more rewarding.

Half my role as a Senior Exercise Physiologist is to oversee the team of Exercise Physiologists and Allied Health Assistants who work across Home Care, ensuring all clients are looked after and we deliver a high quality of care. I also help supervise new students. The other is a clinical case load which sees me go all over the place taking group classes and supporting people in the community, helping them to stay in their homes. I love the relationships that I get to build by visiting clients in their homes once or twice a week, listening to their stories and being a part of their physical progress.'



Harry, Exercise Physiologist

Harry supports his clients with exercise-based services and lifestyle changes to assist them with preventative care and the long-term management of their existing health conditions. 'The Helping Hand Allied Health team supports people in as many directions as we can, touching on different aspects of their wellbeing. This can include home modifications, dietary support, mental health, and more. Our approach is holistic and interacts with other medical professionals. For a small and often lesser-known team (compared to nursing, gardening and cleaning), we can make quite a big impact.

The more people that understand about the benefits of engaging with allied health, the better. Our services can respond to an injury, but are also a tool to prevent or minimise the impact of a fall, or other injury in the first place.'



As time goes by

Historic Whyalla

Elaine, a cherished resident of Helping Hand's retirement living community and has spent most of her life in the Town of Whyalla. Together, with her late husband John, who passed away in 2023, she raised three children, and today, is the proud grandmother of seven and the great-grandmother of four. Elaine's passions are shopping, fashion, the British Royal family, flower arranging and indulging in episodes of *The Bold and the Beautiful*.

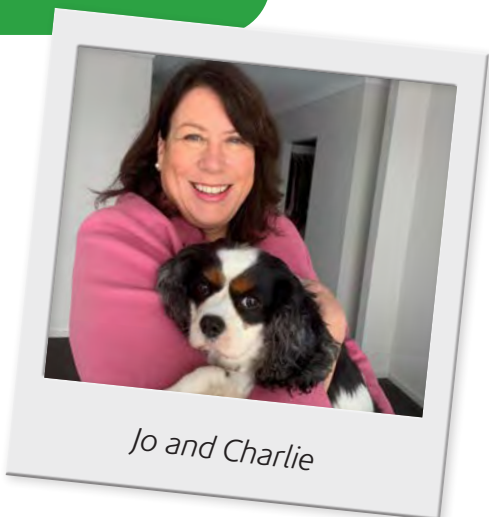
I was born in Whyalla, in 1942 in a tent on the beach, that was then known as tent city. I had six siblings, five brothers and one sister (I waited 16 years for my only sister).

My mum and dad worked as short order cooks at the single men's quarters, which is now Tanderra Village.

Image of Whyalla courtesy: History Trust of South Australia and Whyalla Visitor Centre.



There to care



Jo and Charlie

Meet Jo Carter Jones

Introducing Jo Carter Jones, Group Manager for Retirement Living. This is a new role for Helping Hand, created to elevate and enhance services and experiences for Retirement Living residents.

Since joining the Retirement Living Team in April 2024, Jo has been getting to know residents and familiarising herself with the unique features and

diverse requirements of our retirement communities across metropolitan Adelaide and regional South Australia. Jo's enthusiasm for the role is obvious.



Young Elaine

To make extra money, Dad used to do boxing in the boxing tent at Whyalla, he was also a blacksmith by trade.

Dad bought our first house at 17 Playford Avenue for 200 pounds. I was five years old at the time.

We had tea chests and boxes for furniture and wore old Army coats to keep warm. My grandparents used to live by the beach, near where the Foreshore Hotel is now.

The 'king tides' used to reach Agett Street and we could hear the water swishing on the roads.

I left school when I was 12 years old to look after my siblings and worked at Karavas Brothers' fruit and veg shop in Playford Avenue.

We lived off the land – myself and my brothers catching fish off the jetty, gutting, cleaning and smoking them; and setting rabbit traps, gutting and skinning them and selling them to our neighbours.

I remember going out bush on a family trip collecting wild peaches (quandongs) and mushrooms. We would come home with a side of hogget –

laying on top of our laps in the back seat on the drive home!

Then there was the dunny cart drawn by two horses, that would collect our dunny once a week and leave us a clean one. Mum used to chop the wood for the copper – she was known as the best wood chopper in Playford Avenue.

Our family didn't have air conditioning and in the early days, dad would take us down to the beach in the evenings, tie a mattress on the roof of the car and we would sleep there until the sun came up.

I love Whyalla. I have so many fond memories growing up in Whyalla.

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.com.au

'I'm very excited to be part of Helping Hand and to ensure residents have the opportunity to get involved and have a voice in shaping their respective communities.'

'Independence is key in Retirement Living. Helping Hand offers a range of complementary services that support this, such as help at home (Home Care) and Allied Health support.

A number of residents already receive Home Care services through Helping Hand. I also see my role as raising awareness and supporting residents to access these services when needed,' says Jo.

A passionate advocate for the rights of older people, Jo brings a wealth of experience and a strong commitment to making a difference to people's lives.

She holds a Bachelor's Degree in Nursing and has held several prominent management positions in both community and residential aged care.

Having lived in Melbourne and Sydney, Jo has called Adelaide home for the past 20 years; sharing her life with her family and their charming King Charles Cavalier, Charlie, who proudly holds the title of the loudest snorer in the household!

Planning a respite break

At every stage of life, we recognise that planned breaks help us to maintain our general wellbeing and quality of life. Recognising the need for rest – and respite – is even more important as we get older.

Here, we focus on the benefits of planning a respite stay at one of our residential care homes.

With Helping Hand, carers can plan ahead and book a respite stay in advance at any of our metropolitan residential care homes and regionally at Lealholme in Port Pirie and Copperhouse Court in Whyalla.

Lisa and Stephanie are part of the Admissions Team and coordinate all the arrangements needed for respite care. Their experience, empathy and compassion, helps clients to navigate the approval process, which includes a clinical assessment.

People tell us they have been pleasantly surprised by the services and the lifestyle our care homes offer and after a respite break, carers feel refreshed and recharged.

As Stephanie explains there are a few steps and conditions that people should be aware of.

‘Before you contact Helping Hand, you need to be registered with My Aged Care and have approval for what’s called ‘Residential respite’.

This offers up to 63 days of respite which can be split up and taken over the period of one financial year.

If you are receiving a Home Care Package, you cannot use your existing budget to pay for respite in residential care; there is a separate service for this that is subsidised by the Australian Government. Nor can you pay outright for respite as a private individual. And it’s important to understand that we can only arrange respite in residential care if we have the consent of the client.



L-R Stephanie and Lisa

Finally, we can only take bookings for planned respite three months in advance,’ says Stephanie.

‘We try and work with clients and carers to create a personalised respite experience that suits them,’ adds Lisa.

During their stay, clients can enjoy all the features and amenities that make up the daily life of our homes – including lifestyle and social activities and access to the café* and hairdresser. Some people are happy to have their meals in the dining room and socialise; while others prefer to have their meals served in their room – and we can accommodate that,’ says Lisa.

Both Lisa and Stephanie agree that there are misconceptions around the purpose of respite in residential care.

**Please note that our residential homes in regional South Australia do not have an onsite café.*

They've seen first-hand how feelings of guilt and fear are common barriers in carer's not reaching out for help and clients feeling uncomfortable about going in for respite care in a residential care home.

Some carers may delay going into hospital, miss out on family events and outings or forgo opportunities to travel interstate or overseas. These feelings are real, but ultimately, a degree of self-care supports carers to go the distance.

'The prospect of respite can be just as challenging for prospective clients, who fear that once they enter a residential care home, they won't leave,' says Lisa.

'Respite simply doesn't work that way. Firstly, it is not the same as a permanent placement and is only offered for an agreed period of time. Having said that, we consistently receive so much positive feedback following a respite stay.

People tell us they have been pleasantly surprised by the services and the lifestyle our care homes offer and after a respite break, carers feel refreshed and recharged,' says Lisa.

'We have many of what I call "frequent flyers" who regularly come back and book in for respite stays – and we always love welcoming them back home,' adds Stephanie.

As well as respite in one of our residential care homes, eligible Home Care clients can also apply for respite in their own homes, or in a community setting. Speak to your Coordinator to find out more.

There
to care

Age Old Problems, the podcast

Helping Hand has entered the age of podcasts.

Introducing *Age Old Problems: New Aged Care* – authentic and relatable conversations about aged care services and how to access them – direct from those in the know.

In this series we get up close and personal with staff and clients as they share their insights, professional expertise and firsthand experiences.

Our first episode will focus on Home Care and is hosted by Kate Holland. You'll hear from Jo Carter Jones (see page 12) and Home Care client Reg,

who offers a thought provoking perspective on how older men can be their own worst enemy when it comes to asking for help.

Tune in bi-monthly for new episodes, available on our website and Spotify.



L to R: Jo, Reg and Kate recording live in the "studio"



Visit helpinghand.org.au/about-us/resources/podcast to go to the latest episode.

From the Executive Manager, Home Care & Housing

I wanted to take this opportunity to give Home Care clients an update on the new *Support at Home* program that will bring Home Care and the *Commonwealth Home Support Programme* under the same banner.

Initially, this was due to happen by July 2024. However, we have been advised that *Home Care Packages* will come under the *Support at Home* umbrella from 1 July 2025, with the *Commonwealth Home Support Programme* following no earlier than 2027.

As you will see in the message from the Chief Executive Officer, the *New Aged Care Act* has also been delayed and is expected to come into effect on 1 July 2025.

At this stage there will be no impact on your services, or the way we are delivering these services. It's business as usual from that perspective. As we find out more, we will let you know.

In welcome news, the 2024/25 Federal Budget allocated \$531.4 million to fund 24,100 additional Home Care Packages. Without doubt, these packages are going to support more older Australians to continue to live independently in their home.

However, the reality is, this funding boost only reduces the Home Care waitlist to six months.

We understand how challenging it can be for people to navigate their way around the Aged Care system in the first place. With this in

The auditors did not identify any areas of non-compliance and also provided us with positive feedback – in particular the care that we provide our clients.

mind, we will soon be introducing our own Aged Care Navigation service, with expert advice and support to answer your questions and help you to access the best level of service

possible. Watch this space for further information.

Also, I am happy to report that the Home Care Accreditation audit was completed on 18 July 2024 by the Aged Care Quality and Safety Commission. The audit was conducted over three days and the Commission undertook a detailed review of our performance against the Aged Care Standards. The process included interviews with our clients and staff and a detailed review of processes and procedures to ensure that our services meet the necessary requirements under the *Aged Care Act* and *Aged Care Standards*.



James Bardsley

I am happy to say that the auditors did not identify any areas of non-compliance and also provided us with positive feedback – in particular the care that we provide to clients. We now are awaiting the final report from the Commission, but the auditors have already indicated that there will be no surprises.

We have also been busy on achieving our first NDIS Certification. We currently support a number of NDIS participants in Home Care and Residential Care, which means we need to comply with the NDIS standards for these clients. I'm pleased to announce that we've passed the audit with flying colours and have secured our first NDIS Certification.

Show us your garden

L to R: Lydia, Rob, Bev, Bill and Margaret

On the outskirts of the Adelaide CBD, St John's Close is Helping Hand's smallest retirement village. Despite its size, it brims with old-fashioned neighbourly warmth and friendliness.

Rob and Lydia moved into the village in March 2023. Having always lived in apartments, they were thrilled that their new unit came with a private rear garden and shared gardens. Once they had established their own garden areas, it wasn't long before Rob approached the Housing team to see if he could transform a quiet corner into a flourishing community garden, together with their neighbour Bev. While the team was happy to support this initiative providing sand, gravel and pavers and some help with laying pavers – Rob and Lydia were the driving force behind it and made it a reality.

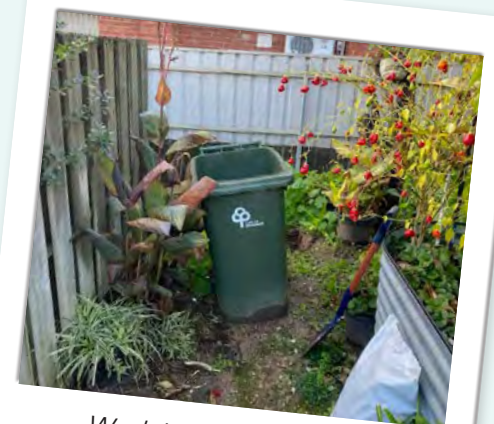
'Rob has a green thumb and is also a good handyman. He did the bulk of the work, digging up the area and building the steps. It was always intended to become a community garden,' says Lydia.

Lydia admits that she knew very little about gardening but was always interested in growing her own herbs. She recalls going to Bunnings with her new neighbour Bev to buy seedlings for mixed lettuces, carrots, and radishes and Bev showing her how to plant them. These days, Lydia has come to love gardening, especially the shared conversations about what's thriving and how to incorporate ingredients from the garden into meals. For example, the rocket they have planted has been flourishing, and she has been experimenting by adding it to soups, which she has shared with some of her neighbours.

'We love it here; everyone is so friendly. Rob has also been dabbling in other areas of the cottage gardens. My advice to anyone new to gardening is to

Rob and Lydia's journey into community gardening is a wonderful testament to the power of green urban spaces in creating connections and enriching lives.

start with something simple and grow something that you enjoy.'



Work in progress on the community garden

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

There
to care

A teacup full of goodness



Jillian and Pat share high tea

Jillian's 25 years of service demonstrates the fulfillment she has found working at Yeltana Residential Care Home in Whyalla.

When Jillian started her career at Yeltana, she held a variety of roles before working in the laundry. Now she can't imagine working anywhere else and it's where she wants to stay.

'I really like it here. We get on with the job and we also get to mingle with the residents. We do that quite a lot and have built some lovely relationships.

A typical day starts around 7am when we go around and pick up the laundry, then we load up the machines and later in the afternoon we deliver clean linen to the cupboards and help put things away for people. Helping Hand is very supportive and I genuinely enjoy what I do.'

Jillian exemplifies the idea of being part of something bigger than herself.

For some time, staff had been collecting cans and bottles from the staff room to raise money that would be reinvested into the home.

When Jillian took this over, she came up with an idea to create memorable and meaningful experiences for residents.

'I love vintage plates and cutlery so I decided we could use the funds we raised from collecting bottles and cans from staff, to purchase what we needed to put on a high tea for residents. I had lots of helpers, especially Jo-Anne from the laundry. I was in my element setting up the tables.

I asked the local council if we could pick some of their roses and picked some Geraldton wax from my own garden and we had donations from others too. It all looked so beautiful. The chef made some amazing scones and caterpillar cakes. Residents loved it. We've had two high teas now.'

Plans are already underway for another Yeltana High Tea and Jillian's flair and resourcefulness in bringing it all together has inspired Pam, a member of the community to lend a helping hand by collecting bottles and cans to raise money for the events as well. Proving once again that one good deed, deserves another.

What's on?



Allied Health

Wellness and lifestyle

Our Allied Health team offer a range of classes designed for fitness, balance, flexibility – and of course – fun and friendship!

Commonwealth Home Support Programme or Home Care Package funds can be used to pay for an initial health assessment and your class fees. Private health insurance rebates for fees may also be claimed.

Chair Yoga

Chair Yoga is adapted from traditional yoga, with poses and stretches using a chair for balance or sitting. Our low impact classes are suitable for individuals at all levels of experience.

Classes go for an hour and are coordinated by an Occupational Therapist and our Social Work team.

10am Tuesdays

*The Gardens Recreation Centre
cnr Kings & Martins Roads, Parafield Gardens*

1pm Tuesdays

*Helping Hand Harrison Court
54 Buxton Street, North Adelaide*

Tai Chi

The graceful movements, deep breathing and relaxation techniques are designed to enhance balance flexibility, strength, and mental wellbeing.

Our fun and gentle Tai Chi classes go for one hour, and are run by a qualified Tai Chi instructor. Our Tai Chi classes are suitable for all fitness levels.

11am Mondays

*The Gardens Recreation Centre
cnr Kings & Martins Roads, Parafield Gardens*

1.30pm Wednesdays

*Surrey Downs Community Centre
6 Zanoni Crescent, Surrey Downs*

Dance for Balance

Our Bachata Latin dance class is fun, low impact, and perfect for beginners. You can learn on your own, or with a partner.

Our one-hour classes are delivered by a qualified Physiotherapist and dance enthusiast, and are specifically designed with older adults in mind.

2.30pm Mondays

*The Gardens Recreation Centre
cnr Kings & Martins Roads, Parafield Gardens*

For the complete list of wellness and lifestyle programs call 1300 444 663, email homecare@helpinghand.org.au or go to helpinghand.org.au

Making connections

Helping Hand offers a range of social groups in different locations across Adelaide, which are accessible to everyone in the community. Our social groups offer a friendly and safe space to connect with others in your community.

Mondays

Golden Girls and Guys:

9.30am - 12pm and 1pm - 3pm

Guest speakers, social days and excursions.
Includes morning tea.

Wandana Community Centre,
14 Blacks Road, Gilles Plains

Tuesdays

The Men's Zone: 9.30am - 12pm

Guest speakers, social days and excursions.
Includes morning tea.

Wandana Community Centre,
14 Blacks Road, Gilles Plains

Crafty Capers: 1pm - 3pm

Bring along your own craft and hobby projects. Includes afternoon tea.

Wandana Community Centre,
14 Blacks Road, Gilles Plains

Wednesdays

Jubilee Jokers / Wynn Vale Wanderers:

9:30am - 12pm alternate weeks

Guest speakers, social days and excursions.
Includes morning tea.

Jubilee Community Centre,
Building 2, 7-13 Jubilee Way, Wynn Vale

Hills Boys: 9.30am - 12pm fortnightly

Guest speakers, social days and excursions.
Includes morning tea.

Holden Hill Community Centre,
82 Valiant Road, Holden Hill

Crafty Capers: 1pm - 4pm

Bring along your own craft and hobby projects.
Includes afternoon tea.

Jubilee Community Centre,
Building 2, 7-13 Jubilee Way,
Wynn Vale

Get your 'Do not knock sticker':
[lsc.sa.gov.au/resources/
DoNotKnockSticker.pdf](http://lsc.sa.gov.au/resources/DoNotKnockSticker.pdf)



Safety starts at the door

We hear so much about online scams and cyber security, that it's easy to forget about unsolicited door-to-door salespeople.

Scammers may knock on your door or approach you in public and ask you to do something. They might:

- ask for upfront payment for goods and services
- pressure you into completing a survey to get your personal details
- ask for donations to a 'charity'.

Protect yourself

- If someone knocks on your door and you don't know who they are, you don't have to open your door.
- Always ask to see identification of anyone claiming to be a charity worker, government, or law enforcement official. Call the organisation on a number you found yourself to check their credentials if unsure.
- Never give upfront payment to a door-to-door salesperson, especially if they ask for cash only.
- Display a 'Do not knock' sign at your front door, to stop salespeople visiting without an appointment.

Janet's Muffin madness

Ingredients

- 2 cups plain flour
- 2 rounded teaspoons baking flour

OR

- 2 cups self-raising flour
- ½ cup castor sugar **or** ¼ cup smart sugar
- 1 cup butter milk **or** sour cream **or** yoghurt (your choice)
- 2 eggs
- ⅓ cup canola **or** macadamia oil

Variations

Banana: add 1 cup chopped banana and 1 teaspoon cinnamon

Banana Pecan: add 1 cup chopped banana and 100g chopped pecans

Chocolate: substitute ¼ cup flour with cocoa and add 100g chopped chocolate of your **choice**

Method

1. Preheat oven to 180°C.
2. Sift flour and baking powder (or self-raising flour) into a bowl, add sugar and stir.
3. Whisk together buttermilk, oil and eggs until smooth, add to flour mixture and stir until just combined. Do not overwork mixture, add variations and stir through.
4. Spray muffin tray or use muffin wraps or trays. Cook 20 - 25 minutes. Makes 12.



Thank you Janet!

Handy Hints: Zap muffins for 10 seconds in the microwave, they make a great quick pudding (especially the ones with choc pieces if heated for 30 – 40 seconds). Serve with cream, ice-cream or custard.

Thank you Janet from Whyalla Retirement living – we love the versatility that transforms your recipe from muffin madness into presto pudding!

Margaret takes the biscuit!

Thank you Margaret from Essington Mews, Clare for these easy-to-make scrumptiously delicious treats.



Mike and Margaret

Margaret's almond and apricot biscuits

Ingredients

- 1 and $\frac{2}{3}$ cups plain flour (a gently heaped cup)
- $\frac{1}{2}$ teaspoon carb soda
- 185 grams salted butter
- 1 cup raw sugar
- 1 teaspoon vanilla essence
- 1 egg
- $\frac{3}{4}$ cup smashed almonds
- $\frac{3}{4}$ cup roughly chopped apricots

Handy Hints: *Mike puts the almonds in a plastic bag and smashes them with a meat tenderiser. Margaret recommends White Wings flour.*

Method

1. Cream butter and raw sugar.
2. Beat in eggs, add vanilla essence.
3. Fold in sifted flour and carb soda.
4. Add almonds and apricot.
5. Using a parfait spoon, place a heaped spoonful on oven tray – remember to use baking paper.
6. Flatten the 'heaps' with a moistened fork. Leave enough space as the mixture expands (see insert picture).
7. Bake in fan forced oven at 160°C, or in a regular oven at 180°C, for 10 minutes or until golden brown.



Ready for baking

Margaret's crunchy cookies

Ingredients

- 1 cup self-raising flour
- ½ teaspoon mixed spice
- 90 grams (6 tablespoons) salted butter
- 2 tablespoons skim milk
- ⅓ cup raw sugar
- 1 egg white*
- ½ cup chopped mixed fruit (sultanas and raisins work well, or you can try dried cranberries)
- ½ cup smashed almonds
- 1 teaspoon vanilla essence or lemon essence
- 1 ½ cups corn flakes

Method

1. Preheat oven to 180°C or 160°C fan forced.
2. In a large mixing bowl cream butter and sugar.
3. Add in egg white and beat, fold in dried fruit, flour, milk and vanilla or lemon essence and mix together.
4. Fold in corn flakes and other dry ingredients until all combined.
5. Drop of dessertspoon of mixture onto a baking tray, coated with cooking spray. Flatten each cookie with a fork dipped in water.
6. Bake for 20 minutes or until golden brown.

Handy Hint: Margaret recommends if you are doubling the recipe to use 1 large whole egg (yolk and all).

Fruits and Vegetables



Across

1. Popular fruit associated with New Zealand (4)
4. Vegetable loved by Popeye (7)
5. Monkeys like this fruit (6)
10. Eve ate one (5)
12. Bright red root vegetable (8)
15. One of the most popular fruit in the world starting with 'M' (5)
16. Another name for pawpaw (6)
18. Sailors ate this in the 19th century to prevent Scurvy (7)
19. Wine is made from it (6)

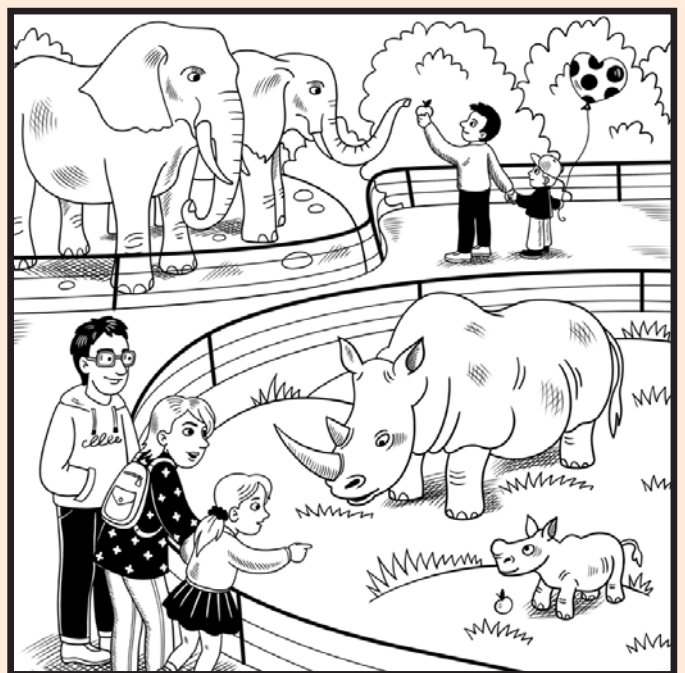
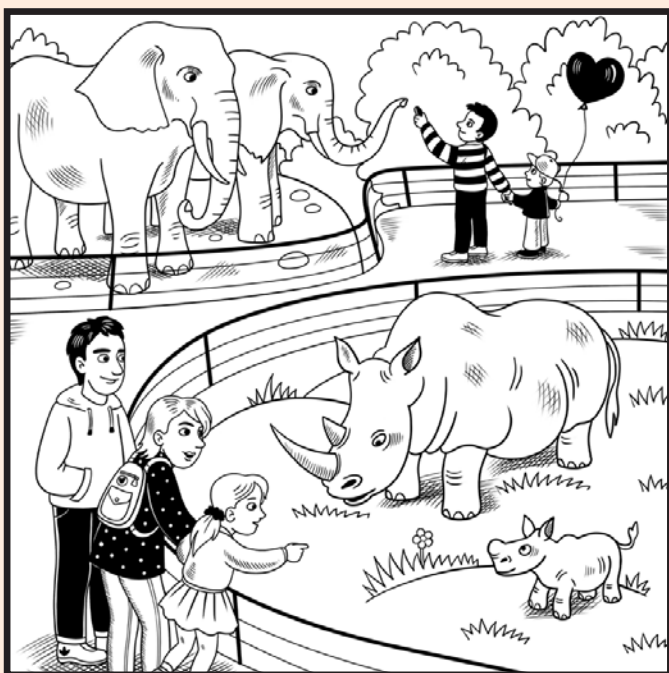
Down

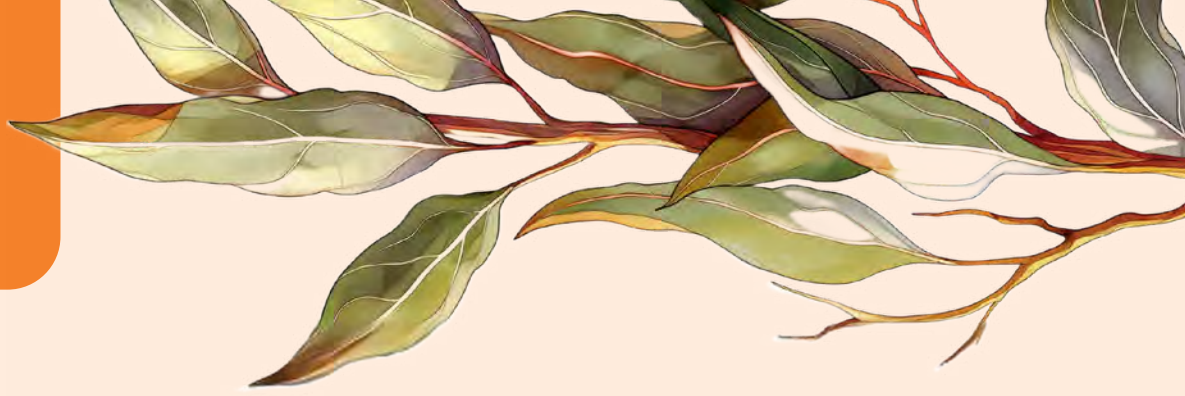
2. Popular Halloween vegetable (7)
4. Another name for spring onions (9)
6. Fruit topping on Hawaiian pizza (9)
7. A fruit that rhymes with beach (5)
8. A variety of melon (10)
9. Another name for chickpeas (8)
11. Green herb used to make Tabouli Tabbouleh (7)
14. Vegetable said to be good for eyesight (7)
15. Italian vegetable soup (10)
17. The type of bean that is used to make Baked Beans (7)
20. Popular plant which is the source of Tapioca flour (7)

Mind games

1. What can you hold without touching?
2. You're in a dark room with a candle, a camping stove, and a gas lamp. You have only one match. Which do you light first?
3. I can be cracked, I can be made, I can be told, and I can be played.
4. Re-arrange the letters, O O U S W T D N E J R, to spell just one word. What is it?
5. Mr. and Mrs. Mustard have six daughters and each daughter has one brother. How many people are in the Mustard family?
6. What starts with the letter T, is filled with T, and ends in T?
7. I have no feet, no hands, no wings, but I climb to the sky. What am I?
8. This invention is still used in some parts of the world today to allow people to see through walls. What is it?
9. You can find it in Mercury, Earth, Jupiter, but not Venus or Neptune.
10. What can point in every direction but can't reach a destination by itself?
11. Samuel was out for a walk when it started to rain. He did not have an umbrella and he wasn't wearing a hat. His clothes were soaked, yet not a single hair on his head got wet. How could this happen?
12. Before Mount Everest was discovered, what was the highest mountain on Earth?

Spot the 12 Differences (Answers overleaf)





Grandparents Find-a-Word

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

Abuela Meme
 Abuelo Pepe
 Baba Yaya
 Dido Papu
 Grandma Nonno
 Grandpa Nonna
 Granny Nana
 Grandad Nani
 Nanna Aja
 Pop Aji
 Oma Zaydee
 Opa Zaydeh

The Answers

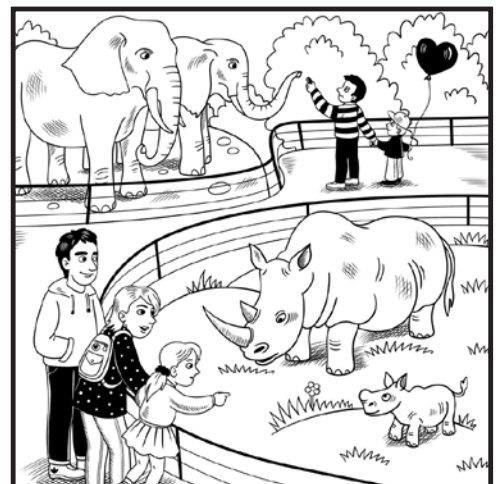
Fruit and Vegetables Crossword

Across

- 1. Kiwi
- 4. Spinach
- 5. Banana
- 10. Apple
- 12. Beetroot
- 15. Mango
- 16. Papaya
- 18. Oranges
- 19. Grapes

Down

- 2. Pumpkin
- 4. Scallions
- 6. Pineapple
- 7. Peach
- 8. Cantaloupe
- 9. Garbanzo
- 11. Parsley
- 14. Carrots
- 15. Minestrone
- 17. Haricot
- 20. Cassava





See what a
helping hand
can do.

To find out more about our services please visit helpinghand.org.au, call us on 1300 653 600 or email us at info@helpinghand.org.au

We hope you've enjoyed this issue of At Home magazine. Please feel free to share it with family, friends, and neighbours.



Helping Hand
new aged care