

Neighbour News

Hello Spring!

Spring is a lovely reminder of how beautiful change can truly be.

2020 has brought its fair share of challenges and uncertainty. With COVID-19 restrictions and specific care guidelines for older people and those with chronic conditions, staying at home was becoming the new normal.

Neighbour Aid has taken great care to develop procedures, purchase the right safety equipment, train staff and volunteers and consult with clients to make sure our programs resume in the safest way possible. We are proud to say that *almost all* of our programs are back up and running. We don't expect everyone to be ready to return to our programs but we encourage you to call us if you have any questions.

We hope the warmer weather and increased daylight hours make getting out of the house more enticing.

Neighbour Aid is leading the way and providing people in our community with structure, socialisation, a sense of security and normality and hopefully some motivation to get up, get dressed and get active.

We will send out one more newsletter this year then aim to return to a cycle of a Newsletter for each season in 2021.

Allison Yee-Brogan, General Manager



Special
Edition
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Inner West
Neighbour
Aid 

Our News

Staff News

Last month we shared Emma's exciting news that she was expecting twins. We can now report that 2 little bundles of joy have arrived. Mum, Dad and bubs are doing well. We are so full of love and happiness for Emma and Camilo and their gorgeous girls (Luna and Mila). No baby photos to share just yet.



Welcome

Alison Kelly joins our team in September as Senior Social Support Worker to assist with the establishment and operations of Strathfield Aged Day Care Centre. Alison has a wealth of experience in aged care and understands the importance of humour, meaningful activities, choice and healthy and happy social connections. Alison has qualification in Fine Arts, Community Services (Welfare, Lifestyle and Leisure). She has worked as a diversional therapist in residential aged care facilities in the eastern and southern suburbs for over a decade. We can't wait to introduce Alison to our new Strathfield clients.

Changes to Funding for Group Activities

On 1 July 2020, the Department of Health issued a policy update for Home Care Package clients who attend group activities. The intention is to encourage people to continue to stay socially connected with their existing community.

Existing Social Support Group clients (Alive & Kicking, Ashfield Boys High School Shopping, Stand Tall, Strathfield Aged Day Care, Outings and 5 Senses Workshops) are required to access

Home Care Package funds for these services. The only exception is if you:

- were already registered for Social Support Group with Neighbour Aid through My Aged Care on 1 July 2020 AND
- you commenced a Home Care Package on or after 1 July 2020.

This is a new policy and it is date driven. Neighbour Aid has contacted the Department of Health to highlight the inconsistencies with this approach and we will also be raising our concerns with the Minister for Aged Care and Senior Australians, Senator Richard Colbeck.

Our Team

We have a few new faces in our team. From left to right: Stuart Blundell, Marika Vazouras, Michael Wohlfel, Jackie Walters, Emma Torres, Jacqui Elliott, Indah Kusumawati, Roman Deguchi, Allison Yee-Brogan, Tina Craigen, Lara Allen.



Email

If you would like to receive this newsletter by email, contact Allison Yee-Brogan via allison@iwna.com.au

If you would like to receive invoices and receipts by email please contact Indah via indah@iwna.com.au

Program Updates

Up and running

Neighbour Aid has safely resumed a number of our programs including:

Garden Aid: For enquiries call Roman Deguchi or Stuart Blundell.

Subsidised Lawn Mowing: For enquiries call Stuart Blundell.

5 Senses Garden Working Bees for volunteers: For enquiries call Stuart Blundell.

Alive & Kicking : For enquiries call Lara Allen.

Assisted Online Shopping: For enquiries call Lara Allen.

Help at Home: For enquiries call Michael Wohlfiel.

Outings: For enquiries call Lara Allen, Tina Craigen or Jackie Walters.

Neighbour Aid Pets (adoptions): For enquiries call Tina Craigen.

Saturday Social Group: For enquiries call Tina Craigen.

Strathfield Aged Day Care: In September we held our first Welcome Morning Teas at the Strathfield Community Centre. Programs will start on 6 October 2020. For enquiries call Jackie Walters.



Checking In

Drive By Visits: We are still driving by to visit clients at a safe distance where we can.

Phone Bingo: If you are interested in a chat and a game of Bingo with friends over the phone, please contact Jackie Walters.

Getting a move on

The following programs are scheduled to recommence in October:



Neighbour Aid Pets (volunteer dog walking): If you need some help walking your dog or your dog needs an extra walk each week, we can help. Contact Jacqui Elliott.

Stand Tall: The Stand Tall program will be ready to kick-off in October! We are really excited to bring back the program in the safest way possible. We are evaluating outdoor venue possibilities. It's time to take off the slippers, and put on your best trainers. If you want more information call Tina Craigen.

Home Visiting, Community Visiting: These programs are not yet operating face to face. Phone calls to clients by volunteers is on offer. Pen Pal program and phone calls to residents at aged care facilities is also on offer. Contact Jacqui Elliott.

Still snoozing

The following programs are currently not operating:

Ashfield Boys High School Shopping Program: not operating under instruction from the Department of Education.

Rivendell School Garden program: not operating under instruction from the Department of Education.

5 Senses Garden Workshops and Living Well Dementia Workshops: not operating at present, safety measures still in review.

CALL US on 9799 5099

OCTOBER 2020

Mon	Tue	Wed	Thu	Fri
			1 NO OUTINGS	2 NO OUTINGS
5 PUBLIC HOLIDAY	6 ALL AREAS A&K BYO lunch \$5	7 ALL AREAS Lunch & Walk @ Dolls Point \$15	8 ALL AREAS Massey Park Golf @ Concord \$20	9 NO OUTINGS
12 NO OUTINGS NO WORKSHOPS	13 ALL AREAS A&K BYO lunch \$5	14 EAST Palace Hotel @ Morflake \$20+	15 ALL AREAS Stand Tall Program \$5	16 EAST Picnic in the Park BYO lunch
19 NO OUTINGS NO WORKSHOPS	20 ALL AREAS A&K BYO lunch \$5	21 WEST Picnic in the Park BYO lunch	22 ALL AREAS Stand Tall Program \$5	23 NO OUTINGS
26 NO OUTINGS NO WORKSHOPS	27 ALL AREAS A&K BYO lunch \$5	28 NO OUTINGS	29 ALL AREAS Stand Tall Program \$5	30 ALL AREAS Pancakes on The Rocks @ Darling Harbour \$15+

NOVEMBER 2020

Mon	Tue	Wed	Thu	Fri
2 NO OUTINGS / WORKSHOPS TBC	3 ALL AREAS Melbourne Cup Venue TBC \$20	4 ALL AREAS Croydon Park Club @ Croydon Park \$15+	5 ALL AREAS Stand Tall Program \$5 EAST Woolwich Pier Hotel \$20+	6 WEST Picnic in the Park BYO lunch
9 NO OUTINGS / WORKSHOPS TBC	10 ALL AREAS A&K BYO lunch \$5	11 EAST Lunch @ St George Motor Boat Club \$15+	12 ALL AREAS Stand Tall Program \$5 WEST Woolwich Pier Hotel \$20+	13 EAST Picnic in the Park BYO lunch
16 NO OUTINGS / WORKSHOPS TBC	17 ALL AREAS A&K BYO lunch \$5	18 WEST Lunch @ La Plaka Café \$15+	19 ALL AREAS Stand Tall Program \$5 EAST Sanders Kiosk @ Cabarrita \$10+	20 WEST Lunch @ St George Motor Boat Club \$15+
23 NO OUTINGS / WORKSHOPS TBC	24 ALL AREAS A&K BYO lunch \$5	25 NO OUTINGS	26 ALL AREAS Stand Tall Program \$5 WEST Sanders Kiosk @ Cabarrita \$10+	27 EAST Lunch @ La Plaka Café \$15+
30 NO OUTINGS / WORKSHOPS TBC				

Outings are extremely popular! Call us to book in on 9799 5099

Client Corner

Angela and Maria

These wonderful friends were able to get out and about thanks to Neighbour Aid. We thought we would have a chat with Angela and Maria to see how things have been going.

Both Angela and Maria remarked on what a beautiful day they had on their first outing back with Neighbour Aid. This was the first time each of them had been out since COVID-19 restrictions and they both said they hadn't been to the Drummoyne Sailing Club. They thought the location was beautiful no matter what the weather. Maria and Angela especially enjoyed catching up with their friends.

Maria and Angela felt happy and safe and felt Neighbour Aid followed correct safety procedures both at the venues and travelling in the bus. They really trusted Neighbour Aid and recommend that clients attend outings. Both also enjoyed catching up with our wonderful staff whom they know have been working very hard to ensure that clients visit interesting venues which have been checked for safety .



Shirley

Shirley has come out with us a couple of times since we recommenced our outings. She has had a long connection with Neighbour Aid and has decided to only go on outings with Neighbour Aid because she trusts our safety measures, staff and volunteers. Shirley said "it has been so beneficial for me to go on a group outing. It's a great way to socialise. I have been enjoying the outings very much. I also love the nice conversations."

"On the outings, you are not in a crowded place. It is not as if we are going on outings to the shopping centre or the movies where you could possibly be at risk. Staff have made sure that the venues are as safe as they can be so you can feel safe on the outing."

Shirley is strong and resilient, her advice is "life has to go on."

We agree! Come along to the outings and see if you like them too.



Client Corner

Janice

Jan has been eager to put her name down for as many outings as she can. Over the past 2 months, she has been with us to Massey Park Golf Club, Five Dock Club, Briars Sports Club, Croydon Park Club, Canada Bay Club, Drummoyne Sailing Club and Sienna Marina.

Her favourite outing was her first outing back at Massey Park because it began to feel like life was getting back to normal again. Jan said "it is exciting to be out and it is great for my mental health and wellbeing. COVID-19 restrictions have taken its toll on many people." Jan also shared "I was feeling lonely and sad. Thanks to Neighbour Aid I am feeling myself again."

Jan recommends getting out and about because she feels safe, "Inner West Neighbour Aid is doing the right thing, hand sanitiser, masks, clearly marked seats on the buses and COVID-19 signage and picking safe venues. Staff are doing everything to keep us safe and helping us to meet with friends again."

Jan has a positive outlook on life and her advice is: "Things could stay this way for a while, so please join us, as we all miss you!"



Morag

Morag has joined us at the outings to Briars Sports Club and Drummoyne Sailing Club, which was her favourite outing because of the beautiful view of the water. The outings have provided Morag with something to look forward to and have helped immensely with her physical and mental health. She said "it was a huge enjoyment to spend time with Neighbour Aid clients, volunteers and staff."

The safety procedures that were put in place made her comfortable. Morag recommends that if you're feeling a little nervous to return to outings, "don't be nervous, because the outings are safely screened and going out with Neighbour Aid staff and volunteers means you are in safe hands."



COVID-19 Who to Call

If you feel unwell

If you feel unwell, **call your GP** to discuss your symptoms. If you think you might have COVID-19 call the National Coronavirus Helpline for information and advice.

National Coronavirus Helpline 1800 020 080

If you feel unsure about things

If you need support or are experiencing emotional distress, please reach out:

- Talk to someone you trust.
- Contact your GP, a counsellor, psychologist or psychiatrist.
- Visit a hospital emergency department.
- If your life is in danger call emergency services on 000

If you are feeling worried or anxious about COVID-19:

- Check out <https://headtohealth.gov.au/covid-19-support/covid-19>
- A new support line has been set up to provide information, support and to check on the wellbeing of older Australians. This phone service is run by the Council on the Ageing Australia, National Seniors Australia, Dementia Australia and the older Person's Advocacy Network with support from the Australian Government.

**Older Person's COVID-19 Support Line
1800 171 866**

Other supports available includes:

- Relationships Australia: 1300 022 966. Time 2 Talk is a free telephone support service helping people navigate COVID-19 challenges with a focus on social connection.
- Lifeline Australia: 13 11 14. You don't need to face your problems alone. Lifeline is available 24 hours, every day.
- Beyond Blue: 1300 22 4636 or 1800 512 348
- Headspace: 1800 650 890.

- Open Arms: 1800 011 046 Veterans & Families Counselling.
- MensLine Australia: 1300 789 978. Support for Australian men anywhere, any time. Phone and online counselling.
- QLife: 1800 184 527.

