



Helping Hand  
AGED CARE

# HELPINGHAND

The Helping Hand Aged Care Newsletter **Summer 2011/12**



## Beginning Conversations

Grandparents as Parents Conference

Full story on page 3



Inside this  
edition

- > Stay in Touch
- > Commitment to Veterans
- > Carer Retreat
- > Investing in the Future
- > Staff Milestones
- > Website Review
- > Importance of Carers
- > Christmas Cards & Teddy Bears
- > Golden Gurus

# Stay in Touch

**Helping Hand, in partnership with the Telstra Connected Seniors program, is holding a series of free workshops designed to help you stay in touch with today's technology.**

Each workshop will focus on different technology areas, such as using the internet, email, or shopping and banking online.

The aim of the workshops is to help you confidently access the internet and learn a little bit about how it works – what you can do, what the buttons on the browser mean, and how to make the text on the screen bigger and easier to read.

For those who feel more confident with using the internet, why not learn how to explore and search for things while protecting your computer. Online shopping is a fun way to buy, and it can save you time and money. Learn how online banking and paying bills online is a safe and secure way to manage your money.

The workshops will be hosted by Peter Blasina, the 'gadget guy' from Channel Seven's Sunrise program (see picture below), who has been spreading the

word about new technology and its benefits for more than 25 years.

Telstra Connected Seniors is a national program designed to help older Australians learn about new technology. Since the program started in 2007, Telstra has delivered workshops to assist over 65,000 older people get online and stay connected to family and friends.

**The workshops will be held on 7th and 8th February 2012 at our North Adelaide and Mawson Lakes residential sites.**

Assistance with transport is available if required. For more information, and to register your interest in attending, please contact Amy Phillips on 8366 5435 or [aphillips@helpinghand.org.au](mailto:aphillips@helpinghand.org.au) or visit our website [www.helpinghand.org.au](http://www.helpinghand.org.au) and follow the link from the front page.



## Helping Hand's Commitment to Veterans

**Our commitment to providing care of the highest possible standard has been recognised, with Helping Hand being awarded preferred provider status with the Department of Veterans' Affairs.**

This means that in addition to our current services throughout metropolitan Adelaide, from 1st October we have been able to offer services through the Veterans' Home Care program to older veterans, war widows and widowers living in the mid north regional area of South Australia.

Veterans' Home Care offers respite, personal care and domestic assistance to veterans, war widows and widowers in need of support. We recognise the valuable contribution our veterans make to society; they deserve the best care we can give them.

The practical assistance we can provide will ensure that they can live independently at home for as long as possible.

Contact us on 1300 653 600 for more information on assistance available in your area.





> Cover Story

## Beginning Conversations

**Recently, Helping Hand's Grandparents as Parents program (GAPP) held a forum entitled Beginning Conversations, held at Playford Civic Centre.**

GAPP provides support for grandparents who are raising their grandchildren. Our aim is to connect people who are in similar situations, and to provide services such as relationship skills, networking events, parenting information and support with childhood learning and behaviour management.

The purpose of the forum was to give a voice to grandparents, and provide an opportunity to discuss the unique issues and concerns that affect them and their grandchildren.

By bringing together service providers and grandparents, we were truly able to begin the conversations and work towards recognition and change for this large, but often overlooked group of carers.

Presenters included the grandparents themselves, Tristan Cox from the

Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), and representatives from the Indigenous Grannies Group, Save the Children SA, Families SA and Grandparents for Grandchildren.

Discussions centred on building relationships, managing the effects of trauma, government changes and more. A panel discussion gave the opportunity for grandparent representatives to have their say on various issues including finance and children's needs as well as focussing on some of the positives about grandparenting full time.

With the aid of evaluation forms and a Post It board, we were able to capture the thoughts, opinions, suggestions and questions from the participants. This collated information will be sent to FaHCSIA and Grandparents for Grandchildren.

They will pass it on to the relevant Ministers to inform future discussion on grandparents caring for grandchildren, and further increase recognition of this valuable carer group.

## Ingle Farm Commemorative Pavers

**Helping Hand Ingle Farm recently celebrated the opening of their new commemorative paver walk. The walk, consisting of over 80 engraved pavers, has been the result of several years of dedicated planning and work by Ingle Farm staff and the Auxiliary.**

It provides a beautiful way for people to honour a loved one, recognise the dedication and hard work of staff and volunteers, and celebrate the lives of those living at Helping Hand Ingle Farm.

Resident of Ingle Farm, and life member of the Ingle Farm Auxiliary, Fay Stroud, proudly cut the ribbon to open the walk in October. The opening was officiated by Helping Hand CEO Ian Hardy, Auxiliary Chair Alan Patching and pastoral volunteer Trina Watson. Also attending were staff, residents, relatives and auxiliary members of Ingle Farm. The opening was followed by a celebratory morning tea provided by Helping Hand Ingle Farm.

The commemorative paver walk is located near the Ingle Farm sensory garden, and provides a beautiful memorial for loved ones and devoted staff for generations to come.



### Did you know?

> You can 'top up' your current services with our fee for service program.

For more information please call 8209 6999

# Carer Retreat

**As part of our commitment to supporting and appreciating carers, Helping Hand's Respite and Carer Support program recently arranged a carer retreat to Kangaroo Island.**

Funding from Community Benefit SA enabled nine carers to spend a weekend getting a much needed break from the demands of their caring role. The focus of the weekend was on taking time out, relaxing and enjoying the company of others who were in similar caring roles. Kangaroo Island provided a perfect setting for the retreat, with beautiful areas to explore, great food to eat and lasting friendships made.

**The success of the weekend was reflected in comments from the carers who attended:**

*"We all bonded together and shared many helpful tips that we have learned while caring for loved ones. It was great to spend time with like minded people, not having to leave after a couple of hours of meeting them helped us to relax and, dare I say, think about ourselves for just a while – we all returned home with big smiles on our faces ready to get back into our caring roles again"*

*"I was introduced to fantastic people who know exactly what I am going through, and even got some possible solutions to issues I am facing in my caring role"*

*"It was great sharing experiences with other carers – the sharing of our thoughts, worries and problems with others in this situation are a must to keep carers on track"*

*"It was so nice to be looked after, laugh and not to have to make any decisions – other than what to choose from the menu!"*

If you would like more information about what respite services we can offer, please contact our Respite and Carer Support program on 8209 6980.

# Investing in the Future

**With the advances in medicine and technology and the increase in life expectancy, today has never been a better time to be ageing – getting older is something to be celebrated.**

Research and development allows us to explore the way things can be, rather than just accept the way they are. To this end, Helping Hand is establishing a research and development fund.

We are looking to partner with organisations who want to make a sustainable difference in aged care, and who want to transform the way the system works.

There are a number of key areas that will have a major impact on the lives of older people over the next decade, and the fund will be focussed on supporting research and development into these areas, including:

- Art and ageing – exploring the positive emotional and quality of life benefits of engaging seniors in the arts
- Connected seniors – discovering what technology can do to both improve social and health activities for seniors, and make lives easier and more enjoyable
- Intergenerational activities and learning – developing partnerships and relationships across generations to foster opportunities for health and security
- "The best time I can have" – exploring social issues that impact the ageing population and discovering how we can best deliver quality of life.

We know we don't have all the answers, and are looking forward to learning what opportunities our partner organisations will bring forward to explore.

We have high hopes of achieving a sustainable and strategic approach to supporting our ageing population.

For more information, contact Bev Cardosa on 8366 5479 or [bcardosa@helpinghand.org.au](mailto:bcardosa@helpinghand.org.au)

## Did you know?

We offer flexible respite options that are tailored to meet your individual needs. Respite may include outings, group activities, meals and individual care and support.

For more information please call 8209 6980.

# Helping Hand staff reach service milestones

**For over 16 years Helping Hand Aged Care has held annual staff appreciation celebrations across our sites and services.**

They give Helping Hand as an organisation the opportunity to say thank you to all staff members for their service and commitment to the organisation and to our clients.

During the celebration a brief presentation is held for staff members who have achieved 5, 10, 20 or 30 years service. This year, the number of people reaching milestones in their employment equalled 645 years of dedicated service and commitment from 79 staff members at different sites.

Congratulations to Jannie Hall and Catherine Douglas who both celebrated 30 years with Helping Hand this year, while Sandra Ison, Margaret Zivkovic, Jennifer Clamp, Marlene Staude, Linda Wills and Kerry Stauwer all reached 20 years.

The celebrations also give everyone a great opportunity to catch up with each other and to hear what Helping Hand will be doing in the aged care sector in the year to come.

Thank you to all who made the celebrations a success, and congratulations to all who achieved the milestones in their employment this year.



## Website Review

**We are about to begin a review of the Helping Hand Aged Care website [www.helpinghand.org.au](http://www.helpinghand.org.au).**

Helping Hand has grown and changed significantly, and we want it to be a true reflection of our innovative and diverse organisation.

The website will be recreated with our clients and consumers in mind so we would like to invite you to help us create a tool that will be accessible, easy to use and informative.

If you would like to be involved in shaping our website we would like to hear from you. Over the next few months we will be holding a series of forums and discussions and would greatly value your ideas and input.

Please contact Amy Phillips on 8366 5435 or [aphillips@helpinghand.org.au](mailto:aphillips@helpinghand.org.au) to find out more.

### Did you know?

Assistance can be given with preparation and cooking a meal in your home. We can also provide advice on nutrition, storage or food preparation. Government assessment may be required.

For more information please call 1300 653 600.



*The staff and volunteers at Helping Hand Aged Care wish you a safe and merry Christmas, and a happy New Year.*

All of Helping Hand's sites and services will be open throughout the Christmas period.

## Christmas Cards and Teddy Bears

Before you know it, Christmas will be here. By buying your Christmas cards directly from Helping Hand Aged Care this year, you will not only be getting top quality, beautiful cards, you will also be benefiting Helping Hand as all proceeds will go to assisting our various programs and projects.

### Why not demonstrate your community spirit this festive season and sponsor a Christmas teddy bear for our residents!

Unfortunately many older people feel isolated from their family and community, especially at this time of year. A gift and personalised card reminds them that they are valued, remembered and remain an important part of our community. The bear, along with a card with Christmas greetings, will be given to a resident on your behalf, and will help to make their Christmas season a little brighter.



HHAC Christmas cards can be purchased from Charity Connections (located downstairs in Southern Cross Arcade, King William Street, Adelaide), your nearest HHAC site, online at [www.helpinghand.org.au](http://www.helpinghand.org.au), or by filling in and returning the order form below.

Teddy bears can be sponsored by filling in and returning the order form below, or by contacting Robyn Sykes on 8366 5435 or [rsykes@helpinghand.org.au](mailto:rsykes@helpinghand.org.au)



**A**  
"The sweetest of joys are those found at Christmas"



**B**  
"Warmest thoughts and best wishes for a wonderful Christmas and a happy New Year"



**C**  
"Wishing you a Merry Christmas"



**D**  
"May the peace and joy of Christmas be with you all through the New Year"



**E**  
"Wishing you a merry Christmas and a happy New Year"



**F**  
"May the joy and peace of Christmas always be with you"

## Order Form

Name .....

Address .....

Postcode .....

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

I enclose my Cheque/Money Order for \$ ..... or charge my  Visa  Mastercard

Please note: No Credit Card transactions less than \$10.00

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

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

	Quantity	Price
<b>A</b>	95c each	\$ .....
<b>B</b>	95c each	\$ .....
<b>C</b>	95c each	\$ .....
<b>D</b>	95c each	\$ .....
<b>E</b>	95c each	\$ .....
<b>F</b>	50c each	\$ .....
<b>Teddy Bear</b>		\$ .....
		\$20.00 each
+ Postage & Handling	<b>Total</b>	\$ .....
N/A for teddy bear purchases		\$ 4.50
<b>Total Price</b> (Price inc. GST)		\$ .....

# Recognising the importance of carers

**Carers are people who provide support for someone who needs help due to a medical condition, disability, mental illness or because of the ageing process.**

A carer can be a friend, family member or even a neighbour, who often neglects their own personal needs because of the demands that are associated with the caring role.

Carers play an integral role in the aged and disability support sectors in Australia. At Helping Hand, we strive to provide support and recognition to carers and acknowledge the vital part they play in supporting the ones they care for.

During recent months, we have been focussing on reconfirming our commitment to supporting and appreciating carers. This process involved looking at the rights, choices and opportunities that carers have, examining the valuable social and economic contribution that carers make to society, and investigating partnership with carers in the provision of care.

A positive and affirming Position Statement was created as a result of this research, and we believe it will confirm our continuing commitment to carers and the essential support they provide.

A detailed statement of our commitment to the recognition of carers can be downloaded from our website [www.helpinghand.org.au](http://www.helpinghand.org.au).

If you are a carer who would like the opportunity to take time out and focus on your own needs, please contact our Respite and Carer Support Program on 8209 6980 to find out what respite services are available for you.



# Supporting both the young and old

**The age-old saying “with age comes wisdom” has never been truer than with the introduction of Helping Hand’s Golden Gurus program.**

The program will partner students undertaking work experience or study placements at Helping Hand with skilled volunteers aged 50 or older to assist them as mentors. The goal of the program is for Golden Gurus to share their life-long learning and experience to help young professionals as they enter the workforce.

The Golden Gurus program aims to recognise the valuable contribution that older people make to Australian communities.

With the program commencing at Helping Hand in 2012 we are now inviting expressions of interest for older people wanting to become mentors in the program.

If you are aged 50 or over and have time to make a difference in helping shape the experience of a young professional in training, or you know someone who is, you can visit [helpinghand.org.au/GoldenGurus](http://helpinghand.org.au/GoldenGurus) or call Emily Sherpa, Project Officer on 8267 0817.

**What are we looking for in a Golden Guru**

- Aged 50 or over
- Skilled or retired workers (experience in healthcare is not necessary as students also come from areas including computing and IT, art and architecture, business management, legal studies and psychology)
- Willing to spend time as a mentor – commitment time can vary
- Interest to mentor students in work experience, vocational training or higher education in the aged care sector

**What Golden Gurus are offered in return**

- Recognition of knowledge and skills, and an opportunity to pass them on to others
- Full training is provided and no mentoring experience is necessary
- Opportunity to help young professionals
- Make a difference in the lives of young and old
- Positions are available at all Helping Hand sites

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

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

**Email:** [info@helpinghand.org.au](mailto:info@helpinghand.org.au)

**Phone:** 1300 653 600

**Post:** PO Box 66 North Adelaide, SA 5006

**CEO:** Ian Hardy AM

**Editor:** Amy Phillips

[www.helpinghand.org.au](http://www.helpinghand.org.au)



**Helping Hand**  
AGED CARE