

The FREE Newsletter of South Eastern Community Connect



# South Eastern *Seniors* Connect Dec 19

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**CEO Kate Melhopt  
celebrates a  
decade of service**

*Connection, wellbeing and quality of life.*

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&

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# Welcome!

What a year it's been.

Early in the year we opened The SECC Community Hub to the public following our massive 'renovation rescue'.

We've loved welcoming people to the new space and running numerous programs for young families, teens, seniors, and the community.

It was also fabulous to host The SECC Community Picnic last month.

We've enjoyed seeing new programs take off, such as Park Fitness in Eastlakes Reserve; a Meditation & Walking Group; and Social Drumming—as well as our Seniors' Fitness classes. If you want to see what's happening any day of the week, simply click through to our What's On page at [www.secc.sydney](http://www.secc.sydney) now.

It's exciting to be able to celebrate our wonderful CEO Kate Melhopt's 10-year anniversary this month. Find out more about her achievements over the years on page 6.

Our volunteer journalist Catherine Schulte has also provided us with a really practical guide to avoiding Christmas stress.

Enjoy, and thanks for journeying with us in 2019.

Alison Leader, Editor.



## NEW STAFF: Michael Hawthorne

Say hello to Michael. He recently joined our Community

Strengthening Team, bringing a range of new initiatives to SECC. Our new manager of The SECC Community Hub has lots of ideas for helping SECC expand and grow locally.

# Dementia carer finds respite in the storm

Kaye Hurst's life changed when one day, her husband Barry was unable to get out of bed on his own. What followed was a diagnosis that would see her needing the support of SECC's flexible respite service. **Alison Leader** reports.

When you're caring for a person with dementia, the people in your support network can make all the difference.

That's certainly the case with Kaye Hurst, who receives respite support from South Eastern Community Connect staff member Mila Acevedo twice a week.

She cares for her husband Barry full-time, and Mila comes in for eight hours a week to support them both. Barry has Alzheimer's disease, which affects his mood as well as his memory and reasoning abilities – and this has been a big challenge for Kaye. Which is why having Mila visit regularly means so much to her.

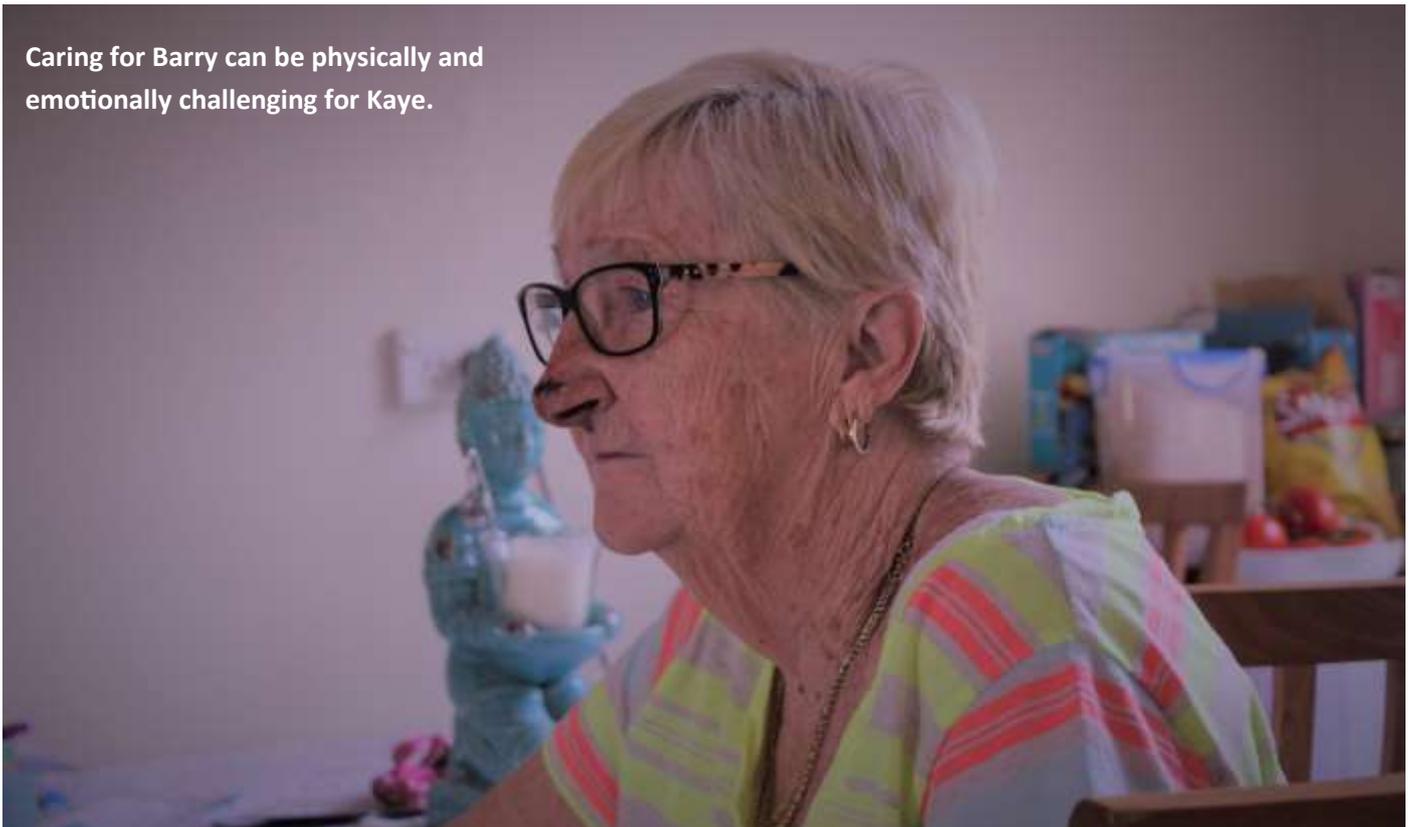
## A true blessing

"Mila is honestly one of the nicest women you'll ever meet," Kaye says. From making soup through to wonderful South American-style bread rolls and helping with our gardening, she's a true God-send. "She also takes the dogs for a walk, and spends time with Barry while I run errands, such as doctor's appointments."

## Not like they used to be

Kaye first realised things weren't quite right with Barry when, one morning, he couldn't get out of bed to take himself to the bathroom. "His legs go every now and then, and he needs a lot of physical support," she says.

Caring for Barry can be physically and emotionally challenging for Kaye.



# Community stories

A doctor at the Prince of Wales hospital diagnosed him soon after with Alzheimer's, and also informed Kaye he'd suffered a stroke.

## Support needed

Kaye has had her own health challenges, suffering from Atrial fibrillation (AF) in her heart a total of five times. She has also endured the loss of two of her adult children, and she lives with the grief every day. Kaye Hurst is thankful for quality support during a tough time.

A social worker at the hospital could see she needed assistance, and put her in touch with Irene at SECC, who arranged for Mila to provide flexible respite care.

"Mila comes from 10am to 2pm on Tuesdays and Wednesdays, and it makes such a difference to our week," Kaye says.

"Barry can fall at any time, which limits my options for leaving the house.

"So when Mila's here it gives me the chance to go shopping and get things done, or help with my tennis club. Then I come home and we have a chat." Caring for Barry can be physically and emotionally challenging, and it can limit her options for spending time with her grandchildren and great grandchildren. However, she says, "the little things in life mean a lot" – and the regular support she receives from SECC truly does keep her going.

**To find out more about our Flexible Respite options, call Irene on (02) 8338 8506 or email [supportcoord@secc.sydney](mailto:supportcoord@secc.sydney)**



## Bridging the generation gap with love in Mascot

There aren't many viewers who haven't shed a tear over the new ABC documentary series *Old People's Home for 4 Year Olds*.

The show charts the unique social experiment that brings together elderly people in a retirement community with a group of four-year-olds. It's gripping, emotive viewing – and really highlights the power of young and old coming together in friendship.

Recognising the importance of these kinds of community connections, Bayside Council applied for a Grandparents Grant as part of NSW Grandparents Day to run something similar.



They were successful, and this year launched a group which combines the kids from Mascot Childcare Centre with our Tuesday Seniors' Group. In a partnership between SECC and Bayside Council, the group ran over several mornings at The SECC Community Hub, and it proved to be a worthwhile experience for all.

**Call 8338 8506 to ask about our seniors' groups.**

*Above: One of our seniors with a member of Mascot Childcare Centre.*

# Community stories

## Computer class volunteer builds another life as published author

It didn't take long for Asya Shmaryan's love of reading to turn into a lifelong love of writing.

Like many avid readers, Asya developed an interest in the power of words from an early age, living in a small village in Europe's Ukraine.

She started putting her hand to poetry at the age of 16, and quickly began imagining stories she could share with the world.

In 1986, Asya and her family found themselves within a stone's throw of the Chernobyl disaster. Two years later she, her parents, and her six-year-old son made the difficult decision to move out of Europe and finally headed to Australia to settle here.

Asya didn't know a lot of English, so she found it difficult to find work as an accountant in Australia. Life became harder when her father died in 1984. Then, much later, Asya had a cancer scare in 2006, which made her realise life was short.

The pull of writing came back after this experience, and she decided it was time to pen a novel.

Her efforts resulted in the publication of *The Crow's Cry* and *The Crow's Cry 2*, two fast-paced detective stories based on a short story her mum had shared with her at a young age.

After publishing *The Crow's Cry*, Asya had the



chance to travel to the US and study writing at a prestigious film school.

But Asya went through another difficult patch when her mother passed away in 2014.

"I felt depressed, which is something musicians and writers often struggle with," she says.

"Centrelink sent me to see a psychologist, who helped me understand I have a gift and can be helpful to the community.

"So I re-considered my life and decided to start volunteering locally.

"I applied to visit South Eastern Community Connect and organised a meeting with Kate Melhopt and Sue Ohanian, which resulted in me starting in an assistant teacher role with the Thursday computer classes at Eastlakes.

"I've made mistakes along the way, but Kate – and Julie Gray – gave me the chance to learn and prove myself.

"I've been assisting John with the classes for four years now, and it's an important part of my week."

***Want to volunteer with us? Call 8338 8506.***

## How to take care of yourself this festive season

Beating the Christmas 'overwhelm' can be tough. **Catherine Schulte** offers some advice for finding peace in a busy, sometimes lonely, season.

**C**hristmas can be an overwhelming experience for so many people. We are only weeks out from the big day, and the shops are filling with Christmas stock and queues for Santa photos. Mariah Carey and Michael Bublé are also reappearing out of nowhere, singing their oft-repeated Christmas songs.

Christmas is a season that changes throughout our life cycles. Whether it's spent with our parents, our children, our grandchildren or our friends and extended family, it always seems to crop up just when you're recovering from the last one. And it can fill many people with dread for various reasons. Especially when you find yourself on your own.

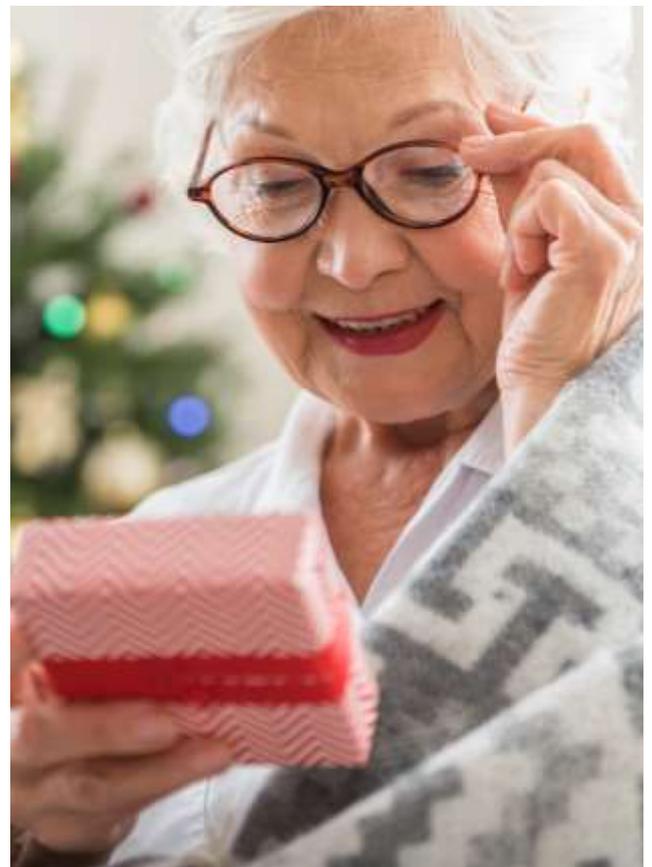
The prospect of finding yourself alone on the day can be difficult to process. But there are solutions. The Christmas break can lend itself to time off for people to go and pursue things they enjoy doing, without having to focus on the traditional day. Keeping active and being social is important for our mental and physical health, especially around major calendar events like this.

Christmas can be difficult for other reasons. Maybe the finances are tight, or you might be having some difficulties with family. Perhaps you lost a loved one during the year, and this is the first Christmas without them. This is when self-care is really important. You need to know where your

boundaries are and stick to them. It's not worth pushing yourself over the limit. You'll thank yourself later for knowing where to stop.

As a final note, we do wish everyone a peaceful day – spending the day how *you* choose to.

***Happy Christmas.***



# Picnic in the park

## Oh what a day!

The **SECC Community Picnic** was a huge success, attracting close to 1,000 people across the day and engaging a wide cross-section of our local community.

Thanks to sponsors, supporters, stallholders and entertainers, the event, held in November, was certainly one to remember.

SECC hosted a wide range of entertainers, including **Simon Laird**, who covered favourites from such musicians as Snow Patrol, Jason Mraz and The Beatles. It was great to hear a few words from **Member for Kingsford Smith Matt Thistlethwaite** as well as **Christine Stamper**, a representative from Member for Heffron Ron Hoenig's office. The incredible **Junkyard Beats** engaged the crowd with interactive drumming workshops, and drummers from **African Therapeutic Model** gave young people a taste of spiritual music from Uganda.

There was also a **giant obstacle course** on hand, as well as a delightful **petting zoo** for people of all ages to enjoy.

**Outdoor Movies Australia** provided a screen for us to watch Incredibles 2 as the sun set, and **Sound Agents** provided us with a wonderful stage for our entertainers.

Thank you to our generous sponsors **Crown Group** and **Eastlakes Shopping Centre**. Without you, this day simply wouldn't have happened.

And a big thanks to **Bayside Council** for giving us the use of the park and facilities for the day.



# Meet our staff

## What Katy did next: The making of a CEO

This month, Kate Melhopt celebrates 10 years at the helm of the South Eastern Community Connect ship. Here, we chart her journey so far.

Kate Melhopt has always had a heart for people, especially those in crisis.

Her dream in her teens was to become a child psychologist or social worker – and once she left school she pursued studies in social work, education, and psychology in her home country of New Zealand.

### London calling

After graduating, Kate worked as a psychiatric social worker for a year before heading to the UK to begin important work with mentally disordered offenders in London.

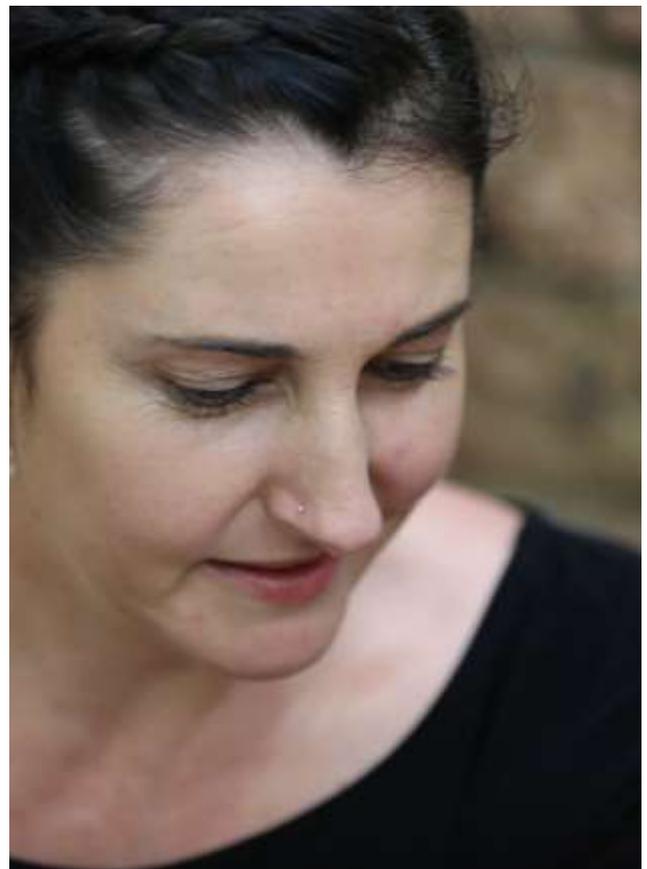
This involved transitioning people from secure units and hospitals back into their community.

After three years in that role, which included court diversion work, she became the manager of a community support team and an Afro-Caribbean and Asian mental health team working largely with Bengali and Pakistani communities.

### Support work in Sri Lanka

Kate stayed in England for 10 years before moving to Sri Lanka to do volunteer work with a British charity working with local not-for-profit organisations to support the mental health of the local communities. Here, she assisted in the establishment of supports for people experiencing mental illness and impacted by trauma.

She worked with volunteers and local mental health specialists to build the capacity of an emerging mental health team of allied health professionals and worked initially with war-affected communities, followed by tsunami-affected people for two-and-a-half years before coming to Australia.



# Meet our staff

## Meeting a need in Surry Hills

In Australia, Kate wrote policies and procedures for a credit agency before moving into the manager's role at Surry Hills Neighbourhood Centre.

Here, she was able to implement a range of services in areas of child care, OOSH programs, social engagement programs, support groups, English classes, and assimilation programs.

At this centre she met the centre's accountant John Ferguson, who was also the accounts manager at what was then known as South East Neighbourhood Centre (SENC).

## Greater diversity at SECC

Once John heard the news CEO David Atkins had resigned, he told Kate, and she applied for the role. She was successful, and started as CEO of SENC in December 2009.

Kate was attracted to the diversity of services and funding streams on offer at SENC, as well as the range of programs, wider geographical coverage, and potential for growth.

When she started at SENC there were two operations managers under her, but within 18 months she restructured and streamlined the services in recognition of the skills and capabilities of existing staff. One of her achievements was also to re-brand SENC as South Eastern Community Connect (SECC).

Over the last 10 years, SECC has become more outward-looking, with all staff possessing a high level of skills and knowledge.

"We now provide whole-of-life services as opposed to just families and aged care services," Kate says.

"We have more specialist streams such as our Dementia Day Centre, and our geographical coverage has grown to include the south east and inner west of Sydney.

"Programs have grown. Funding sources and the level of funding has grown. And our ability to seek out opportunities has grown too."

## A self-sustaining model

"We've been a lot smarter and more strategic in identifying where we want to go and the type of people we need working alongside of us as we go on that journey," Kate says.

"We need staff that are energised and passionate about what we're doing and want to move forward. At the end of the day we're accountable to the community and our funding bodies to deliver the services we're funded for."



# Profile: Kate Melhopt

“We’re responsible for looking beyond government funding to achieve that.

“Our goal is to become more self-sustaining, which is part of the reason we recently opened The SECC Community Hub in Mascot.”

This venue offers the capacity for room hire, cooking classes, markets, and a range of services that are more accessible and comfortable for the community.

“We’re looking to set up a café to generate income to feed back into our programs, for example,” Kate says.

“We need to be able to continue to fund them so we can build ourselves up and generate income, from our home care packages to our youth and OOSH services, and life skills training.”

## A crowded space

Kate says the not-for-profit space is more competitive than ever.

“People often overlook grassroots organisations such as ours which have staff with real connections to the community,” she says.

“Our point of difference is that we’re not just about income generation – we’re about contributing to the community.

“We need funding in order to support our services and deliver the programs effectively.”

## Kate’s vision for the future

SECC’s professionalism and expertise has grown exponentially.

“We’ve become more strategic and identified where our strongest capabilities are,” Kate says.

“But I’d like us to increase our brand recognition, with

SECC recognised for its expertise in the field and its high level of professionalism.

“I’d like to see us generating our own income without being reliant on funding or applying for grants. I’d like us to discover new revenue streams and move into the future with more financial security.”

*So what gets Kate out of bed in the morning?*

“I genuinely love what I do most days,” Kate says.

“I really do love it.

“The fact the organisation continues to grow into self-sustainability is really satisfying.

“Working as part of a team that’s incredibly supportive is wonderful too. When numbers are low on some days we all pitch in and help each other out because there’s a culture of team work and mutual respect here.”

**“This isn’t a hierarchy. We all just chip in and do what needs to be done in the moment.”**

## Everyone is equal

Kate sees staff take on tasks they might not have thought they could take on.

“This team is a diverse team, with a wide variety of languages and cultural backgrounds,” she says.

“The way we engage with one another is reflective of how we engage with the community. We trust our staff to go the extra mile – and if there’s a problem we work collectively to solve it.

“Everyone is part of the team – no one is better than anyone else. Everyone has something they bring to the table, and without that we wouldn’t be who we are.

“This isn’t a hierarchy. We all just chip in and do what needs to be done in the moment.”

***Kate’s 10-year anniversary is on 14th December, 2019.***



# Fruit and veg boxes give a boost



**E**very week, about 70 boxes packed full of fruit and vegetables from our local supplier roll out of our premises and into homes throughout south-east Sydney.

Many seniors find it difficult to get to the shops on a regular basis due to physical challenges, so they're a welcome reprieve.

"They've been incredibly valuable to me because my ability to go to the shops and carry large amounts of food is limited," one recipient, Hillary Cartwright, says.

"The boxes also give variety to my diet that I might not get myself – plus, there's amazing power in plants as they aid in health and recovery."

"The boxes make an incredible difference to me – they keep me going," he says.

***If you'd like to find out more about our fresh fruit and vegetable service, call Tania on 8338 8506.***

# SECC and KLC help people plan



Planning for your future can be a daunting task, but we made it a little easier with a seminar dedicated to that topic in September at The SECC Community Hub in Mascot.

It was wonderful to partner with Kingsford Legal Centre (KLC) to provide seniors with a free information session on wills, power of attorneys, My Aged Care, and Home Care Packages in our Mascot Community Hub.

Attendees came away with a greater wealth of knowledge about setting themselves and their families up for a better future.

Thanks for all those who made it a great day.

# A treasure from our team

## Good things come in care packages

Our new Home Care Packages Case Manager is on a mission to help as many people as possible remain in their own homes with quality support.

**M**arzena Adamski has always had a knack for helping people build better lives.

Her career experience has spanned the generations, supporting people who might normally fall through the cracks of society. After completing a Bachelor of Sociology in Poland, she moved to Berkshire, England to work in a primary school for children with additional needs. It was in this school that she discovered a passion for supporting people in the social care sector. She was inspired when she saw real change in children's lives, and she wanted to explore where this passion would take her.

Her next chapter involved working in the home care sector. Supportive roles with older people, and people with a disability, proved satisfying for Marzena. So much so that she went back to study and completed a Bachelor in Aged Care Management.

Then, last year, she came to Australia with her husband, who she'd met while in England. Here in Sydney, she worked as a case manager for the National Disability Insurance Scheme (NDIS), Department of Veterans' Affairs (DVA) and Home Care Packages (HCP).

After a season of returning to Poland to spend some time with her family, she heard about a role with South Eastern Community Connect (SECC) as its new Home Care Packages Case Manager. She loved the idea of recruiting new clients for

SECC's home care packages, and working to ensure we meet the outcomes within the My Aged Care framework.

"With our ageing population, there is a great need, and significant potential for us to expand within Eastlakes and greater south-east Sydney," Marzena said.

"Wherever possible, we want to see people living happily and independently in their own homes with appropriate support."



# Community stories

## A volunteer with real heart wins our Maisie Foster award

Denise Wasley was the worthy winner of our annual award which recognizes exceptional individuals who give of their time to support SECC.

**A**s the saying goes, volunteers don't necessarily have the time – they just have the heart. And this is certainly the case with our Maisie Foster Volunteer Award winner for 2019 – the wonderful Denise Wasley.

Denise has a lot of heart – especially when it comes to her work for South Eastern Community Connect (SECC).

The UNSW Kingsford Legal Centre Office Manager has served on the Board for over 10 years, using her professional skills and insights to make SECC and the south-east community better and stronger.

“Denise is always willing to help SECC on any matter, including in obtaining legal advice whenever we need it,” CEO Kate Melhopt says.

“She is a loyal and active member and we really appreciate her.”

Denise has loved working with SECC over the years.

“I'm honoured to receive this recognition as I am so proud to be associated with an organisation with such heart and strength,” she says.

“Every volunteer and staff member works every day to make people's lives and our community better.

“I love being a part of the SECC family.”

**“Our CEO Kate Melhopt is quite simply one of the most intelligent, kind, hard-working, inspiring women I've ever had the privilege to work with...”**

### Community comrades

Denise says she's loved working with all the SECC crew, but there are three people she's had the privilege of working with for much of her 10+ years of volunteering.

“Julie Gray is the heart, the soul and often the muscle of SECC,” she says.

“She works so hard in the background, so it's a pleasure to shine a light on this amazing woman.

“Then there's Bev Martin, my Board colleague of many years. She's a fearless warrior for SECC and our community. Her no-bull, tell-it-how-it-is attitude is refreshing and inspiring, and I

love working with her because she always gets things done, rather than just talking about it.

“And our CEO Kate Melhopt is quite simply one of the most intelligent, kind, hard-working, inspiring women I've ever had the privilege to work with.

“SECC is lucky to have her, and keeping her forever is my number one goal on the Board!

“Thanks to all of our wonderful volunteers and staff. This recognition really is one my proudest moments.”

### More about the award

Maisie Irene Foster was an outstanding volunteer at South Eastern Community Connect over the years

# Community stories

and was greatly respected and loved by her community.

Through a bequest from her estate, an award was created in her honour.

Every year, **The Maisie Foster Volunteer Award** is given in appreciation of her commitment to the centre and her tireless work serving others.

The award is also designed to recognise the contribution volunteers regularly make to South Eastern Community Connect and the surrounding community.

To be eligible for nomination for the Maisie Foster Volunteer Award, a person must be a volunteer with South Eastern Community Connect.



UNSW Professor Michael Walpole, SECC CEO Kate Melhopt and volunteer Denise Wasley at the opening of a tax clinic which was launched in partnership with UNSW.

## Fitness grant approved to support seniors' wellbeing

We have received funding from Musculoskeletal Australia to help cover the costs of our current seniors' exercise class. The grant will also enable us to introduce a yoga class in 2020.

The Easy Moves class (run by Julie Gray) will remain on the Tuesday, and the yoga class will be held on a Thursday morning, subject to availability from a facilitator.

Numerous studies have shown physical activity is vital to healthy ageing, yet less than 15 per cent of adults over 65 years are meeting Australia's recommended physical activity guidelines. Barriers to physical activity can include:

- Lack of interest;
- Shortness of breath due to health issues;
- Joint pain;
- Perceived lack of fitness;
- Lack of energy;
- Doubting that exercise can lengthen your life.

But physical activity can add years to your life, even if you start late. Getting moving can help boost your energy, maintain your independence, protect your heart, manage symptoms of illness or pain, and manage your weight.

Why not make a start, and try our low-cost seniors' fitness classes on Tuesdays at 2.30pm at The SECC Community Hub – 1007 Botany Rd, Mascot. Cost is \$5 per class. **Call 8338 8506.**



# New Ideas for you

## Cook with us in our community kitchen

Looking for new, exciting and affordable recipes to try? Want to meet like-minded people in your local community? Then join our new Community Cooking Club. Let's prepare, cook and share a healthy meal together. Call Nicole on 7903 0607 for more info.

**Every second Thursday, 11:30am at 1007 Botany Rd, Mascot**



## Try meditation and walking with others

We run a stimulating walking group for all ages every Tuesday morning, followed by a meditation session at lunch-time. Call Nicole on 7903 0607 for more info.

**Every Tuesday at 10am, 1007 Botany Rd, Mascot**



## English classes for every learning stage

Learn English or improve your skills with classes for all levels.

**Beginner's Classes:** Tuesdays 9.30am to 12.30pm

**Elementary Classes (Beginners):** Thursday 9am to 10am

**Lower Intermediate & Speaking Classes:** Thursday 10am to 12pm

**Cost: \$15 per term (\$25 for 2 classes). 1007 Botany Rd, Mascot**



## Culturally diverse carer support groups

Do you speak a language other than English and would like the support of other families from your own culture? We support carers from all backgrounds with a range of groups.

**Contact 7903 0607 for more info.**

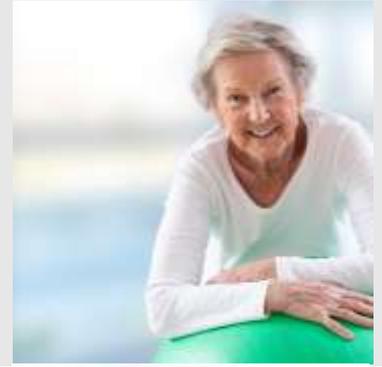


**For more information on Eastlakes classes call us on 02 8338 8506**

## NEW Fitness program for seniors

Why not come along to the SECC Community Hub and join our one-hour fitness class? We meet for exercise every Tuesday at 2:30pm. Cost: \$5 per session

1007 Botany Rd, Mascot



## Sewing classes stimulate creativity

Learn to make or repair clothes, sew crafts and other projects.

**Beginner's Classes:** Monday mornings, 10-12 noon

1007 Botany Rd, Mascot



## Park exercises boost wellbeing

Stay active and independent, and improve your strength, balance and overall health. Join us for a free exercise class run by a qualified fitness trainer twice-weekly. *Call 8338 8506 for more info.*

**Mondays (4pm) and Thursdays (5.15pm), Eastlakes Reserve**



## Pull out your green thumb at Mascot

If you enjoy gardening, then join us each Friday at 10am at The SECC Community Hub garden. It's a great (free) way to socialise and have fun. Please bring a hat, gardening gloves and seeds to plant.

1007 Botany Rd, Mascot.



## Tai Chi classes offer a terrific time out

Experience the many health benefits of Tai Chi with our experienced instructors. \* *Call Hector on 9052 5772 or 0412 865 063 for more info.*

**Beginner's Classes:** Wednesdays, 12:30 - 2:00pm (during school term)

**Advanced Classes:** Mondays, 10:00 - 11:00am

1007 Botany Road, Mascot



**For more information on Mascot classes call us on 02 7903 0607**

# Support for you - without waitlists



## Social bus outings for you

There's a seat on the bus waiting for you! Head out for lunch, enjoy great company, and get out and about with our transport service.

Our outings are always interesting, with a lot of different destinations and a great crew on the bus for every trip. Day trips are \$12. Call us to see if this is right for you, on **8338 8506**.

## Home Care Package help

Did you know South Eastern Community Connect is an approved Home Care provider?

We provide personal care, social support, domestic cleaning, nursing, Allied Health services and massage therapy, exercise classes, access to our Seniors' Day Centre, and food and transport services. Call Marzena on **8338 8506** for more info.



## Fruit & vegetable deliveries

We always have room on the truck for an extra box of fruit and vegetables to travel fresh from the markets to your doorstep. Fruit, vegetables or mixed boxes are \$12 and are delivered weekly or fortnightly. We also offer volunteers to help you with your shopping, as well as the transport to get you there. Meal prep services are also on offer.

Call **Tania** on **8338 8506** to find out more.



# Support for you - without waitlists

## Flexible transport service

With this service you can book door-to-door transport in a car, with one of our drivers attending your appointments.

We give priority to your medical appointments, but if we have vacancies we can take you to the hairdresser as well.

Call us to find out more and make a booking. Call **Kate** on **8338 8506**.



## Social painting for everyone

Oil, acrylic, or watercolour? Whatever your preference or skill level, you're welcome to join us for some painting. Come along on Fridays from 10am to 12pm at the SECC Community Hub: 1007 Botany Rd, Mascot. Cost: \$2 per class, to cover morning tea.

To register, call **8338 8506**.

## Flexible respite on offer

Caring for someone can be both rewarding and challenging at the same time. Our flexible in-home respite service gives both the carer and the person receiving the care a break from their daily routine. The cost for this service is \$20 for up to five hours, once a week. Call **Irene** to learn more on **8338 8506**.



Please contact South Eastern Community Connect's friendly team to discuss your needs on 02 8338 8506.

# How *South Eastern Community Connect* complies with the new Aged Care Quality Standards

Did you know the Aged Care Quality Standards came into effect on 1 July 2019? This means South Eastern Community Connect (SECC) will be assessed against these standards and must be able to provide evidence of our compliance and performance against these standards.

The standards focus on outcomes for consumers and reflect the level of care and services you can expect when receiving services from us.

The Quality Standards are made up of eight individual standards:

- Consumer dignity and choice;
- Ongoing assessment and planning with consumers;
- Personal care and clinical care;
- Services and support for daily living;
- The organisation's service environment;
- Feedback and complaints;
- Human resources; and
- Organisational governance;

If you have concerns about the Aged Care Standards and how they relate to the care you receive, please feel free to **contact us on (02) 8338 8506 and speak to our Aged Care Team.**



## Charter of Aged Care Rights

According to this charter, you have the right to:

- safe and high quality care and services;
- be treated with dignity and respect;
- have your identity, culture and diversity valued and supported;
- live without abuse and neglect;
- be informed about your care and services in a way you understand;
- access all information about yourself including information about your rights, care and services;
- have control over and make choices about your care, and personal and social life including where the choices involve personal risk;
- have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions;
- your independence;
- be listened to and understood;
- have a person of your choice, including an aged care advocate, support you and speak on your behalf;
- complain free from reprisal, and have complaints dealt with fairly and promptly;
- your personal privacy, and to have your personal information protected;
- exercise your rights without it adversely affecting the way you are treated.