



# South Eastern Community Connect Newsletter

# 41

A COMMUNITY PUBLICATION

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## Kate's Shopping Trolley

Welcome to the first newsletter under our new name of South Eastern Community Connect. We are all still familiarising ourselves with our new name and will be formally introducing it to the public once we have our new logo finalised. Keep an eye out on our new website for its launch in the coming months.

July has come swiftly upon us and it's hard to believe that it's now been a year since we have been running our dementia day centre at Rushcutters Bay. I can still recall loading up our food services van on 1 July 2014 with spare equipment and furniture to ensure the immediate running of the program as we had only been given the keys to access the cottage the day before. The Cottage now offers a mix of day care and diversional therapy activities to people with dementia and memory loss and is meeting a growing community need within the 3 LGA'S of Waverly, Woollahra and the City of Sydney.

A year later and 1 July 2015 brings along another set of challenges to our aged care programs, with the introduction of My Aged Care (MAC) as any frail older *Continued on page 3*

## SOUTH EASTERN COMMUNITY CONNECT

Shop 68 Evans Ave, Eastlakes Shopping Centre Eastlakes NSW 2018

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## STAFF

**Aged & Disability Support Workers:** Nick Belitsis, Beatriz Londono  
**Centre Coordinator:** Julie Gray  
**CHSP Support Worker:** Viviana Berasain  
**Community Transport Coordinator:** Lili He  
**Community Worker:** Ashrafur Rahman  
**Executive Officer:** Kate Melhopt  
**Family & Multicultural Manager:** Vida Tebyani  
**Family Support Workers:** Bronwynn Jursik, Stacey Bahram, Maryam Farjood, Lina Teran  
**Family Worker:** Ruming Yang  
**In Home Respite Care Workers:** Michael Attia, Angela Castillo, Carmen Correa, Franca Scalici  
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**Receptionist:** Amber Jones

**SMOOSH Coordinator:** Rekkha Moda  
**SMOOSH Workers:** Kohinoor Chowdury, Mariko Nader, Mia Apostolatos, Sabina Rashid, Sebastiana Woolridge, Shawna McNab  
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**Social Support Workers:** Debra McDermott, Raelene Bathis  
**The Cottage Day Centre:** Amy Drewe, Carmelo Castorina, Yarsmin Formert  
**Transport & Food Services Workers:** Mark Hawkins, Karen Phillips  
**Transport & Food Services:** Lili He  
**Transport Workers:** Duc Cuong, Francis Hemming, Julie Faleta, Volodmyer Perederiy  
**Toy Librarian:** Annie Tomlinson  
**Volunteer Coordinator:** Sue Ohanian



## Editor's Letter

In April 2005 the South East Neighbourhood Centre placed an ad in the newspaper calling for volunteers to write and edit a new publication for the centre. My TAFE teacher at the time found it, told me and I signed up straight away, as I was doing a qualification in journalism. I was inducted in May 2005 and we went from there. We are now in 2015, and the centre has been renamed the South Eastern Community Connect Inc, the activities and services of the centre have grown every single year and we have been writing and editing this newsletter for 10 years. It has been my pleasure to be the editor for all that time, watching the newsletter grow from strength to strength.

The newsletter did not start out how it looks today. I started with a word document on my laptop at the time and published it all myself. With the help of a great many talented people who have volunteered their time at different points of the publications history, we have been able to come to today where the newsletter is a well oiled machine that we publish quarterly. It is a great success

story that cannot be done without the help of everyone involved.

Talking about celebration, we also held our annual volunteers luncheon on 14 May. Once again the celebration was a success, with the centre taking some time out to thank the volunteers who do a wonderful job in supporting the centre in a myriad of activities every week. Well done to everyone involved! This celebration is always in addition to the wonderful events in the calendar that the SECC schedules every year.

And a final safety message: It is very cold at the moment, unusually cold. Please do not forget your fire safety in the house. There have been instances of people bringing in barbeques into their home, or turning on ovens for heat. This is incredibly dangerous and life threatening. There are many affordable choices out there for heating your home.

Thanks for the memories - it has been a great ride! Here is to the next 10 years of the SECC Newsletter!

**Catherine Fraser**

**Editor**

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### DISCLAIMER

All possible care has been taken in the preparation and compilation of the report, statistics and the collection and the collection on information in this publication. However, the South Eastern Community Connect expressly disclaims any liabilities for the accuracy and sufficiency of the information and under no circumstances shall be liable in negligence or otherwise in or arising out of the preparation or supply of any information aforesaid.

Newsletter Credit- newsletter graphic design by Erica Huang



*Continued from page 1*

clients now wanting to access our services will have to register on the MAC portal and be assessed by a Regional Assessment Service (RAS) rather than contact the Centre directly as was previously the case. All our existing clients will not be immediately impacted by this change and will continue to receive the same level of service, however if there is significant change to your care needs you will need to be referred to MAC for an assessment by the RAS.

Our Multicultural Programs have been expanding which has resulted in a range of community garden workshops being run in partnership with the Botanical Gardens and the implementation of the highly successful Stepping On (falls prevention) Program which was run in partnership with Health. We look forward to expanding on this program by targeting CALD communities and are looking for external funding to ensure its sustainability. The Welcome Dinner Project was introduced in April and attracted 80 people from all works of life, localities and nationalities; many of the attendees had never used our services so the occasion presented a good opportunity to promote our services and engage with community members previously unknown to us. I'd like to take this opportunity to thank Joiningthedots for providing us with this opportunity and for their support and guidance throughout the event.

Our children and families team are interested in starting an intergenerational play group in term four, expressions of interest will be sent out to existing aged and children and families clients over the next couple of months and we are hopeful we will receive a positive response.

Lastly we have been informed by Centre management that the redevelopment of the shopping centre sites will not commence until July 2016, with the development of our current site commencing approximately 3 years later...what a reprieve!





## 2015 Australia's Biggest Morning Tea

On Thursday 28 of May, South East Neighbourhood Centre, celebrated another year of hosting one of Australia's most popular fund raising events – Australia's Biggest Morning Tea. This was a rewarding way to bring the community together to support people affected by Cancer – it brought together friends, families, SENC groups, volunteers and workers to collaborate and unify their efforts to raise money for the Cancer Council. Two groups took the lead in this event and started working early to raise money for this great cause. Tuesday "Beaconsfield Lunch Group" made crochet rugs and sold raffle tickets between members of the group and the Spanish groups did the same by having a BBQ at Beaconsfield to raise funds. On the 28th of May both groups came together and hosted a morning tea which included entertainment, selling of different arts and craft items, plants and other goodies. A total amount of \$2010 was raised which includes monies raised previously by the two groups. I would like to say thank you to Lily Martinez and Maria Lombardi who made and donated the scones, Antonio Gomez for the entertainment and everyone who supported us by coming along and contributing in one or another.

**BIG THANKS" to all who made this such a successful event.**



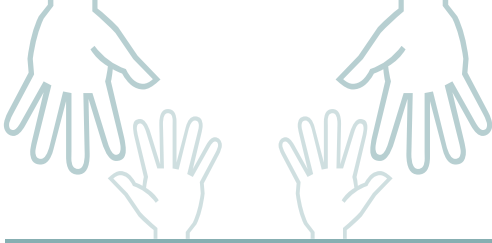


## **Olympic Park Picnic (Family bus Trip)**

During the school holiday on Thursday the 16th April 2015 we organized a bus trip to Sydney Olympic Park area as a part of the Community Capacity Building project. As many parents with their children were on board, we took them to Blaxland Riverside Park, Newington in the Olympic Park area. It was great family gathering place and one of the largest open plan children play areas. Both adults and children played together in the park. During lunch time they shared their food and became involved in discussion which helped one of the participants to find a job and another one to find a tutor for their child. After the lunch, we went to Auburn Botanical Gardens. Many participants were surprised to see the beautiful Japanese Garden, aviary and a mini zoo all in one place. They spent some quality family time there.

Everyone loved the trip and requested to do more. After coming back from the trip, many of them mentioned that they could go and picnic by themselves but would not get as much enjoyment as going in a group. It was a break from their everyday life.





## SENC celebrates its volunteers



As in past years, SENC organised a lunch for its volunteers as part of National Volunteer Week (May 11-17). The lunch was held on 14 May 2015.

36 volunteers attended the lunch and enjoyed the opportunity to catch up with fellow volunteers. A small gift, a certificate and some chocolates were given to each volunteer. The lucky door prize was won by Carlos Scorza (who also won last year!).



At the official launch of Volunteer Week at State Parliament House on 11 May 2015, Minister Ajaka announced new National Standards for volunteering. A separate article on these standards is contained in this newsletter.

This year's theme for Volunteer Week was "give happy, live happy" which reflects the benefit of volunteering. Much research has been done on this subject and any volunteer will testify to the fact that volunteering is rewarding. However, most volunteers shy away from discussing or focussing on the benefit to them because, for them, it is about the giving and the helping, not the receiving.



Organisations like SENC, could not survive without their volunteers – they are integral to the success of the organisation and they stand tall and equal alongside all other members of the organisation.

To all our volunteers: we cannot thank you enough for your efforts and your selflessness.

**Sue Ohanian**

**Volunteer Coordinator**



To coincide  
with National  
Volunteer  
Week in May,

## **New National Volunteering Standards**

new National standards for volunteer involvement were released by Volunteering Australia. This is the first major review of the standards since the original standards were developed in the late 1990s and then updated in 2001. According to Volunteering Australia, the standards are designed “to reflect best practice in volunteer management in Australia’s current work environment”.

The new standards provide good practice guidance and benchmarks to help organisations attract, manage and retain volunteers. They help organisations to manage risk and safety in their work with volunteers and they include a focus on monitoring and reporting on an organisation’s performance with volunteer involvement. The standards also help improve the volunteer experience.

The new standards cover eight main areas:

1. Leadership and management
2. Commitment to volunteer involvement
3. Volunteer roles
4. Recruitment and selection
5. Support and development
6. Workplace safety and well being
7. Volunteer recognition
8. Quality management and continuous improvement

Volunteering Australia is developing implementation resources which will provide guidance to organisations on how to apply the standards.

The National review of the definition of volunteering is still underway.

**Sue Ohanian**

**Volunteer Coordinator**



## Welcome Dinner at Eastlakes



On Friday the 17th April 2015 SENC and Joiningthedots hosted a Welcome Dinner for local communities at Eastlakes Shopping Centre. The Welcome Dinner Project enables newly arrived people (less than 10 years in Australia) and established Australians to come together to share a meal and to foster positive relationships.

Approximately 80 people attended the event at Eastlakes – people came from all different walks of life, localities and nationalities – many had recently arrived and quite a few international students were also present. As people walked in, facilitators for the night asked everyone to identify in a few words what they were passionate about and directed them to their tables. Every table had an equal mix of newly arrived and established communities and everyone started mingling at their tables by talking about their different passions. Food was the next icebreaker and provided an opportunity for everyone to say something about their dish, their culture and themselves. There was an amazing smorgasbord of dishes including delicious and mouth-watering deserts to please even the most discerning palates. The atmosphere was electric – faces beaming with joy.

One Iranian family mentioned that they had been in the country for only 20 days and the mother was feeling quite homesick and



isolated. At the end of the night they had exchanged phone numbers with a number of people and the mother commented on how welcomed and supported she felt by the end of the evening.

The night concluded with everyone writing down how they felt about their experience and some of the comments included “happy”, “content” “joyful”, “inspired”, “welcomed”, “satisfied”, “alive” and “privileged”.

Thank you to all the volunteers, participants and Joiningthedots for making this night such a huge success – we hope the positive energy created on the night will inspire others to engage in similar endeavours in their own homes or local communities to embrace and celebrate our collective diversity and inter-connectedness.





## Farsi Group June 2015

On Friday 12th of June 2015 about 15 people attended a Farsi group which is part of ongoing parenting information sessions run by SECC family support.

People came from as far as Merrylands, Baulkham Hills and Artarmon to attend the program.

Afsaneh Jolan, an Iranian psychologist who works with Transcultural Mental Health talked about Children's development, Parenting skills and Family Relationships.

It is important for parents to have a good understanding of their children's physical, cognitive and emotional development in order to support their children through the various stages of their development. This knowledge provides the basis for building positive relationships with the children, understanding and managing their behaviour and being an effective and supportive parent.



The session was very interactive, lots of questions were asked and Afsaneh provided many useful parenting tips. She talked about different parenting styles and asked participants to reflect on their own parenting style and see whether it was the most effective. She also gave some useful handouts to the parents including a sample weekly routine for the children to provide some structure and predictability to their day.

At the end participants requested a follow up session, the request has been sent to the transcultural mental health and waiting for their approval. Hopefully the follow up session will be on the 4th of September, 2015.

The group started at 5.30 and concluded at 7.30 - participants stayed back to mingle, have a cuppa and a snack and exchange their thoughts on the information provided.

**Maryam Farjood**  
Family support Worker

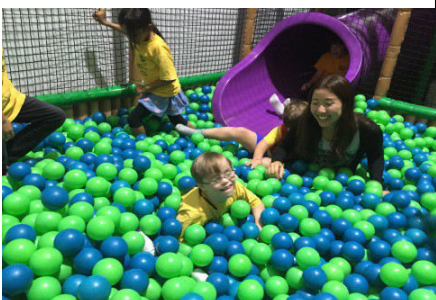


## SMOOSH News

As the Easter school holidays ended so did another successful vacation care program at SMOOSH. All feedback received from children, parents and staff was very positive and encouraging. Most of the excursions were loved by all, in particular Wannabees play Centre and Madam Tussaud's wax museum where they saw various artists such as Taylor Swift, Katy Perry, Michael Jackson, Lady Gaga and Olivia Newton-John to name a few.

Another excursion that we went on was a visit to the Koala Park. The children were lucky enough to get up close and personal with the resident kangaroos, they got to feed and pat them; some children even decided to give them names! Powerhouse museum was another interesting excursion where the children went on a tour and participated in a circus workshop. The other popular excursions were the Play Cave and the movies. As always the movies was one of the preferred excursions with children having the choice to watch either "Home", "Sponge Bob Out of Water" or "Cinderella". Children were very pleased with the excursions these school holidays with many suggesting we revisit them next time.

**Wannabes, Play cave and free play at the park were some of the other popular activities**



**Children enjoying excursions to Madam Tussaud's, Koala Park and an Art workshop at SMOOSH**







**Children at the Powerhouse museum and showing off their kite making skills at SMOOSH**



**Children made their own Pizzas, went crazy on the jumping castle and participated in a doughnut eating competition**



As well as excursions, the children at SMOOSH also participated in activities at the Centre. These included; the SMOOSH carnival – jumping castles, farm animals, doughnut eating competitions, pizza making and hair spray, multicultural day – celebrating the beautiful country of Fiji – traditional Fijian foods, dress and interesting facts, kids only boot camp – boxing, strength training and fitness activities, circus workshop and a visit from Ms Kandinsky who taught the children all about abstract art. School holidays wrapped up with the overall-crowd pleasing SMOOSH disco and BBQ. Children were given the opportunity to come dressed in their chosen costume. There were also temporary tattoos, balloon animals, treasure hunts and musical games.

The best thing about these school holidays was that we decided to hire a jukebox/karaoke machine as well as a slushie machine for the entire second week. All children thoroughly enjoyed singing and grooving to thousands of tunes and being treated to a slushie each afternoon. All asked for this to be a regular occurrence during the school holidays.

Children have suggested some brand new ideas as well as some old preferences' for next school holidays. Some of the ideas were; laser tag, bowling, the Zoo, Sky Zone, Little Dynamos, Cartoon Kingdom, Lego show, a tour at the airport, the circus, Rugby league players coming to visit and do workshops, Centre Point Tower, the Sydney Opera House, dancing and many more. Some of these ideas have been incorporated in the program for next holidays with the hope that they continue to have heaps of fun at SMOOSH!





# *Caring for Somebody with Dementia*

A common sense guide to caregiving by Merideth Sindel

Merideth Sindel was born and raised in country New South Wales and now lives in Sydney. When her mother became ill with dementia she took on the role of being her full-time carer.

*Caring for Somebody with Dementia* describes the experiences of life with dementia over three years she cared for her.

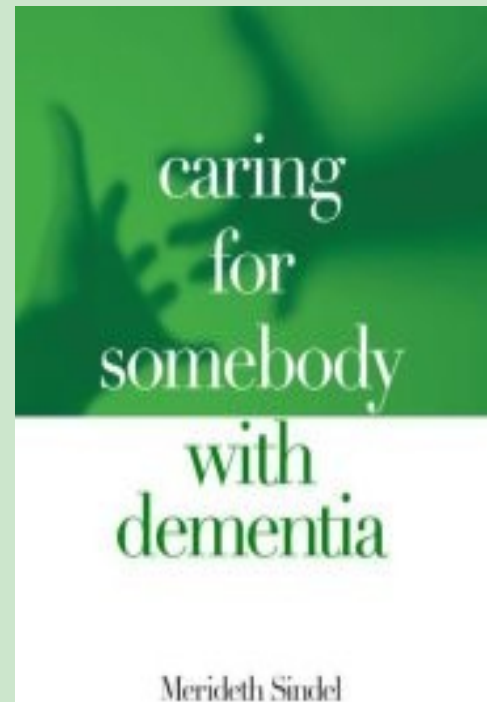
For all that time Dementia sat himself between Merideth and her mother – or at least he tried to. Dementia was a spiteful fellow and had brought with it the more obvious symptoms, delusions, anxiety, depression, and memory loss.

*Caring for Somebody with Dementia* details mechanisms for dealing with symptoms and offers advice on personal care, frailty and the practicalities of caring.

It gives advice on the vital issue of how to maintain communication with somebody with dementia.

*Caring for Somebody with Dementia* is written with compassion and love. As well as offering a wealth of practical information to others living or working with people with dementia the book puts a human face on the illness.

It shows that while dealing with delusions, personal care and the other day-to-day challenges it is possible for the carer to maintain a genuine unity with the person they are looking after and that caring can be a rewarding even inspiring experience.



*Caring for Somebody with Dementia*  
Is available from Connor Court Publishing,  
Ph: 03 5332 6205  
Fx: 03 5503 0960  
PO Box 224W, Ballarat VIC 3350 or

[www.connorcourt.com](http://www.connorcourt.com)



A quick hello from 'The Cottage'.

It is nearing the middle of 2015 and The Cottage has been very busy for us all. Some continuing education seminars have proved very informative in maintaining my skills set and garnering new and interesting insights from fellow colleagues within the industry. Alzheimer's Australia has hosted conferences at Prince of Wales Hospital and St Vincent's Hospital - they proved again to be extremely informative and also provide good companionship to get together with other Coordinators and share stories and helpful advice and tips.

We have welcomed some great new clients and have experienced a huge swell of enthusiasm from the catchment areas following articles in community newspapers, a large mail out and some advertising in the Wentworth Courier. Many people have also been dropping in to the centre -- enticed by its lovely location and enthusiastic for their loved ones to have increased stimulation and socialisation.

We are looking forward to an upcoming performance from The Scots College Pipe and Drums band. All family, friends and carers have been told of the performance coming up and we are just awaiting their return from overseas.

Painting has been popular with quite a few of our clients and we have some beautiful and interesting still lifes and portraits now adorning the walls. Waverley College was very generous in donating over 40 minimally used canvases of various sizes -- and some clients have been delighted to have used

## **'The Cottage' ~ Dementia Day Centre at Rushcutters Bay**

them at The Cottage and to have taken a few extra home. I have also received two handsome magazine donations and these have been enjoyed by the clients at The Cottage and also some have been borrowed to take home.

We have also had the help of our resident SECC student, Yarsmin which has been a great delight. The clients enjoyed her aural assignments and taking part in her questionnaire and memory exercises. There was much interest in the cultural background of all clients and staff and we all learned a great deal about each other.

With Winter upon us, we'll be hunkering down with some more long term craft projects- including a client mural and collage, and we will also be keeping an ongoing dictionary of new words that we all find interesting and want to remember. This ties in with one of our new activities two days a week, which involves the clients choosing a topic of discussion in areas they are interested in or reflect upon their former employment background or hobbies.

It's very cosy down by the water - so feel free to drop in and say hello. You'll certainly receive a warm welcome from all of us!

Cheers  
Amy Drewe



## **Neighbourhood Centre Week: 11-17 May 2015**

Community and Neighbourhood Centres Week has been celebrated in May of each year since 1994.

It is a nationwide initiative to celebrate, recognise and promote the role of community, neighbourhood and learning centres.

While each state adopts different themes in identifying ways to engage with their local community the main goal is to help community members form connections with their neighbourhood and ensure their voices are heard.

The NSW theme for Neighbourhood Centre Week was “Hear the Voice of the Community” by engaging local residents in conversations about the kind of community they would like to live in and ensuring that the community’s aspirations become the central focus of future engagement strategies so that services become more focussed on the wants and needs of the community.

SENC celebrated NC week on Tuesday 12th May by holding a community morning tea with information stalls promoting our services outside SENC offices. We would like to thank all who stopped by to discuss our services, those who engaged in 1:1 “community conversations” about their aspirations for their community and for those adventurous individuals who requested volunteer packs, we hope to meet with you all again soon.





## **National Disability Insurance Scheme (NDIS)**

Under the new National Disability Insurance Scheme (NDIS), Australians living with disabilities may have greater choice and control in selecting services they need. The new nationwide approach aims to put more government funding in the hands of individuals and their families as they choose service providers best suited to their needs.

Individuals and their families will now be in the driver's seat when deciding how, when and where their support is provided.

To better manage the move to the new regime, NDIS is being trialled in a handful of locations and will be rolled out Australia-wide from July 2016.

### **Clarifying some common misconceptions**

The NDIS will not be funding all existing services for people with a disability. Some individuals, such as those with milder forms of disability and those over the age of 65 may be required to access different funding sources.

Another common misconception is that the increase in the Medicare levy rate, from 1.5% to 2%, is the main source of funding to the disability sector. In fact, the Medicare levy increase will only fund the cost of establishing the new NDIS and funds will be drawn from the Disability Care Australia Fund over the next 10 years to pay for additional costs in delivering the scheme.



## Medication Review

Consumers are encouraged to have their medication reviewed by a member of their health care team, that is to say their pharmacist and/or GP. These reviews should follow the relevant professional guidelines.

Each year, up to 210,000 Australians go to hospital with problems caused by their medicines.

In up to 69% cases, the problem could be avoided

If you notice any of the following please consult your GP or get professional advice.

- Medicines scattered around your clients' or family members' home
- Your client/family member seems confused or forgetful about taking their medicines
- Your client/family member has difficulty opening or closing their medicine packaging
- Your client/family member has many different medical conditions for which they take many medicines
- Your client/family member has difficulty managing their medicines or knowing when to take which one
- Your client/family member has difficulty using medicinal devices (eg; inhalers, nebulisers, insulin pens)

MedsCheck and Diabetes MedsCheck are available from pharmacies. The medication overview is done in the pharmacy by a pharmacist and is free.



## Blue Book - My First Health Record

In collaboration with The Sydney Children's Hospital ( Tumbatin Clinic), The Benevolent Society, The Deli Women and Children's Centre and Botany Family and Children, Our Family Support Team have been busy receiving training in PEDS (Parents Evaluation of Developmental Status). This is the questionnaire that is located in your blue book and is meant to be filled out prior to taking your child to the early childhood clinics or your GP for their required scheduled check-ups. We are now qualified to go through the 10 item questionnaire screening tool with parents to help them understand it and go over any concerns they may have.

This questionnaire allows us to narrow down any areas of concerns you as a parent may have concerning your child's development and provide you with further support and guidance should you require it. It's a great way to confidentially and openly discuss your child's development, health and wellbeing with the playgroup staff.

Also thanks are due to Paediatrician Dr Debbie Perkins and her assessment team who bring their clinic to us, so that once the PEDS has been completed you can further discuss your child's health, regardless of whether you have serious concerns or not.

We have been offering this service free of charge at Monday and Tuesday Playgroup as well as to those that attend our Mum's English Class on Fridays, so please feel free to enquire with the Family Support Team.

If you do not have or have lost your blue book, please see our Family Support Team. We would be more than happy to assist you in acquiring one.







On 1 July 2015, the transition to the new Commonwealth Home Support Programme (CHSP) began. The CHSP is one of the changes being made to help older people stay independent and in their homes and communities for longer.

The CHSP brings together four programs:

- Commonwealth Home and Community Care (HACC) Program
- Planned respite from the National Respite for Carers Program (NRCP)
- Day Therapy Centres (DTC) Program
- Assistance with Care and Housing for the Aged (ACHA) Program

The new CHSP is a consolidated programme that provides entry-level home support for older people and their carers who need assistance with daily living to keep living independently at home and in their community. It is estimated the programme will provide support to 550,000 older people and their carers, every year. People currently receiving services under the existing programme will continue to receive the same level of support when the CHSP begins.

As of 1st July 2015 new frail older clients who make direct contact with SENC for aged care services will be directed to MY Aged Care on 1800 200 422 to be assessed for suitability and to be able to access our services. Additional support is available those who are hearing or speech impaired and anyone who may require an interpreter. Alternatively contact can be made through the My Aged Care website at [www.myagedcare.gov.au](http://www.myagedcare.gov.au)



## MobileMuster

SECC has joined the MobileMuster and we encourage you to join our pledge to keep old mobiles and accessories out of landfill by recycling them with us.

The program accepts the following items for recycling:

- all brands of mobile phones
- their batteries
- chargers
- accessories including cases, car kits etc, and
- mobile wireless broadband devices

### DID YOU KNOW?

- Over 93% of the materials used in mobiles are recyclable
- These materials can be used to make everything from plastic fence posts to stainless steel products
- Australians love to hang onto their old mobiles with 57% keeping them even if they don't work
- Mobiles should never be thrown out. They're not biodegradable, and may contain some potentially environmentally hazardous material
- Recycling 50,000 handsets can replace the need to mine 110 tonnes of gold ore, 123 tonnes of silver bearing ore or 11 tonnes of copper sulphide ore.



- All data left on a mobile will be destroyed by MobileMuster during the recycling process so there are no data concerns. Please make sure to remove any data that you or your staff want to keep before recycling

Since the telecommunications industry introduced its recycling service in 1999, MobileMuster has collected 1014 tonnes of mobile waste including over 7.79 million mobile phones and batteries which have been kept out of landfill.

MobileMuster is the Australian mobile phone industry's official product stewardship program funded voluntarily by most handset manufacturers and all network carriers. This free recycling service enables everyone to play their part in keeping old mobiles out of landfill ensuring they are recycled in a safe, secure and ethical way. None of the items collected are re-sold for re-use.

### SOUTH EASTERN COMMUNITY CONNECT

Shop 68, BKK Shopping Centre, Evans Ave, Eastlakes, NSW 2018



## Beaco Fundraiser

We would like to congratulate our “Beaco” Lunch group who have raised an amazing \$2720 for charity. This money will be passed on to the Cancer Council (\$720) and Alzheimer’s Australia (\$2000).



We are so very proud of these ladies who give up their time to knit and sew items and sell these off to the other group members and members of the community. The dedication of all these ladies is outstanding and I’m sure the organisations who will receive these donations are very appreciative. Great work ladies!

## MyPost Concession Card

Eligible Federal Government Concession Card holders will continue to be protected from any letter stamp price rises, with the cost of a domestic stamp to be frozen at 60 cents. To access you will need to apply for a MyPost Concession account at your local Post Office and will receive a free booklet of 5 concession stamps and be able to purchase up to 50 concession stamps per year at any Post Office. When buying concession stamps you must present your MyPost Concession card in-store.



## South Eastern Community Connect

At a Special General Meeting, held on Monday 1st June 2015 a special resolution put forward by the SENC board to change the name of the association from “South East Neighbourhood Centre Inc” to “South Eastern Community Connect Inc” was passed. As previously discussed the Board and paid members supported the name change due to changes to government service delivery guidelines and funding arrangements.

A new logo is in the design phase but we look forward to showcasing in our new fliers and website.







## **Seniors Social Group Program July 2015- November 2015**



**Thursday July 23rd**

Guest Speaker: Seniors Nutrition



**Thursday August 20th**

Guest Speaker: Cochlear Awareness Network



**Thursday September 17th**

Guest Speaker: Wills, Power of Attorney and  
Enduring Guardianship



**Thursday October 15th**

Guest Speaker: Bus Trip



**Thursday November 26th**

Guest Speaker: Christmas Party

**For further details please contact Irene at the  
South East Neighbourhood Centre on 8338 8506.**

## Food Services

### Fruit and Vegetables Bags

Fortnightly home delivery of set price prepacked produce bags. Choice of fruit, vegetables, and mixed bag available. \$12 per bag inclusive of delivery.

### Grocery Bags

Home delivery of set price prepacked grocery bags vary from basic everyday household food, breakfast, dinner, and salad bags. Prices range from around \$10-\$25 inclusive of delivery.

### List Shopping

Service users telephone or email their own shopping list to SENC and those items are purchased, packed, and delivered for a \$3 service charge plus cost of groceries. Deposits are taken from each service user indicative of their average list cost.

## Home and Community Care

To be eligible a person must either be frail aged, have a disability that makes getting out and about difficult, or a carer.

Please contact SENC to discuss your situation and for assessment.



Shop 68  
Eastlakes Shopping Centre  
Evans Avenue Eastlakes 2018

Phone: 8338 8506

Fax: 8338 8502

Email: [senc@senc.org.au](mailto:senc@senc.org.au)

## South East Neighbourhood Centre

### To Assist With

**Bus Trips**  
**Day Centres**  
**Dementia Programs**  
**Fruit and Vegetables**  
**Group Activities**  
**Respite Care**  
**Shopping**  
**Social Support**  
**Transport**

Home and community services available to support frail older people, people with disabilities, and their carers, so they can continue living in their own homes and community.



These services are funded by the Australian Government Department of Social Services, and NSW Department of Family and Community Services

## Day Centres

### Beaconsfield Community Centre

Weekly group meeting consists of morning tea, lunch and bingo. For residents of the Botany Bay and City of Sydney LGAs. Transport available for door to door pick up.

### The Cottage

Dementia specific day centre for the City of Sydney, Waverley, and Woollahra LGAs. Morning tea, lunch, and structured programs provided. Door to door transport.

Residents from hostels / nursing homes, or people requiring personal care or attention, such as toileting, feeding, wandering or extreme behavioural management issues, are not eligible.

## Social Support

### Social Support

One on one assistance for shopping and banking. Two hours per service from pick up to drop off. \$10 service fee fortnightly.

### Volunteer Assistance

Volunteers available to visit socially isolated service users at home, and to accompany them to medical appointments. Home visit is once a week for one hour per visit; medical companion is on a on-call basis.

## In-Home Respite Care

The IHRC service gives the carer and care recipient a short-term break from their usual care arrangements. Day, night and weekend care is offered for a small fee with a maximum of 5 hours/week.

## Transport

### Bus Trips

\$10 service fee per trip inclusive of morning tea. Barbeques, picnics, and lunch at a club are alternated according to the weather. According to service users' mobility and interest, outing to the nurseries, markets, and shows are also available.

### Pop-Corn Movie

Movie viewing fortnightly either at the cinema for newly released productions, or at the Eastlakes Shopping Centre for movie classics. \$5 per service. Movie tickets at your own cost.

### Shopping Bus

Shopping at Eastgardens or Eastlakes on Thursdays / Fridays pension weeks. \$5 service fee, door to door service to carry your shopping home.



# SENC

South East Neighbourhood Centre



## FOOD SERVICES

### **Fruit and Vegetables Bags**

*Set price prepacked produce bags. Items are bought freshly in bulk from local fruit shops then pack into fruit, vegetables, or mixed produce bag. Home delivery once a fortnight on either Tuesday or Thursday afternoon; \$12 per bag inclusive of delivery. A deposit of \$12 will be taken.*

### **Grocery Bags**

*Set price prepacked grocery bags vary from basic everyday household food bags, breakfast bags, dinner bags, and salad bags. All are available in economy, mid-range and deluxe assortment. Prices range from around \$10-\$25 inclusive of delivery. Home delivery weekly or fortnightly at service user's request.*

### **List Shopping**

*Service users telephone or email their own shopping list to SENC and those items are purchased, packed, and delivered for a \$3 service charge plus cost of groceries. Deposits are taken from each service user indicative of their average list cost. Delivery Tuesday afternoon each pension week.*

All fees are subsidised. To be eligible for the service a person must either be frail aged, have a disability that makes getting out and about difficult, or a carer. Please contact our Centre and we can discuss your situation.

Address: Shop 68, Eastlakes Shopping Centre, Eastlakes 2018  
Office Hour: 9am—4:30pm, Monday to Friday  
Phone No: **8338 8506**





# SENC Service User Rights and Responsibilities

## Service Users Rights

- Every Service User has the right to receive a service that encourages and fosters their independence.
- Every Service User and/or (with the Service User's permission) their carer, has access to all information about themselves held by SENC.
- In cases where a Service User has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
- Service Users and/or (with the Service User's permission) their carers, will be involved in decisions about their assessment and care plan. They will be made aware of all the options available, and any fees to be charged.
- Service Users will be made aware of the standard of service which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the Service Users, is responsive to the social, cultural and physical needs of the Service Users and the needs of the carer.
- Service Users' access to services will be decided only on the basis of need and the capacity of SENC to meet that need.
- Service Users have the right to refuse a service and refusal will not prejudice their future access to services.
- Service Users have a right to complain about the services they are receiving without fear of retribution.
- Complaints by Service Users will be dealt with fairly, promptly and without retribution. The Service User may involve an advocate of their choice to represent his/her interests.
- Service Users' views will be taken into account in the planning and evaluation for SENC.
- Service Users can nominate an Advocate to speak on their behalf.
- Service Users' rights to privacy and confidentiality will be respected.

## Service Users Responsibilities

- Service Users should act in a way which respects the rights of other Service Users and Team Members.
- Service Users need to take responsibility for the results of any decisions they make including the choice not to make a decision.
- A Service User should let the agency know if he/she is not going to be at home when Team Members are due to visit.
- Service User should respect the confidentiality of information about other Service Users and Team Members which they may obtain whilst using services.
- Service Users are to play their part in helping our Team Members to provide them with services.
- Service Users should inform SENC of any significant change in their circumstances.
- All effort will be made to ensure that a Service User, family member or Carer does understand their Rights and Responsibilities. Where needed contracts will be developed to ensure a clear understanding. If a Service User continually refuses to abide by their responsibilities they may be exited from SENC services.

## SENC Responsibilities

- Provide clients with information about SENC services and a copy of the Rights and Responsibilities following the assessment
- Deliver efficient and effective services that meet client needs, according to available resources at SENC.
- Discuss privacy and confidentiality issues with clients and possible limits to confidentiality e.g. duty of care, data collection
- Allow clients to have access to any of their personal information held by SENC.
- Assess client needs and have reassessment when the client's needs change.
- Provide an advocate or assist any advocate of a client's choice to act on behalf of a client.
- Assist client in making complaints about SENC.





# Charter of Rights Home Care

*Aged Care Act 1997,  
Schedule 2 User Rights Principles Rights*

*As a care recipient I have the following rights:*

## 1 GENERAL

- a) to be treated and accepted as an individual, and to have my individual preferences respected
- b) to be treated with dignity, with my privacy respected
- c) to receive care that is respectful of me, my family and home
- d) to receive care without being obliged to feel grateful to those providing my care
- e) to full and effective use of all my human, legal and consumer rights, including the right to freedom of speech regarding my care
- f) to be treated without exploitation, abuse, discrimination, harassment or neglect

## 2 PARTICIPATION

- a) to be involved in identifying the home care most appropriate for my needs
- b) to choose the care and services that best meet my assessed needs, from the home care able to be provided and within the limits of the resources available
- c) to participate in making decisions that affect me
- d) to have my representative participate in decisions relating to my care if I do not have capacity

## 3 CARE AND SERVICES

- a) to receive reliable, coordinated, safe, quality care and services which are appropriate to my assessed needs
- b) to be given before, or within 14 days after I commence receiving care, a written plan of the care and services that I expect to receive

- c) to receive care and services as described in the plan that take account of my lifestyle, other care arrangements and cultural, linguistic and religious preferences
- d) to ongoing review of the care and services I receive (both periodic and in response to changes in my personal circumstances), and modification of the care and services as required

## 4 PERSONAL INFORMATION

- a) to privacy and confidentiality of my personal information
- b) to access my personal information

## 5 COMMUNICATION

- a) to be helped to understand any information I am given
- b) to be given a copy of the Charter of Rights and Responsibilities for Home Care
- c) to be offered a written agreement that includes all agreed matters
- d) to choose a person to speak on my behalf for any purpose

## 6 COMMENTS AND COMPLAINTS

- a) to be given information on how to make comments and complaints about the care and services I receive
- b) to complain about the care and services I receive, without fear of losing the care or being disadvantaged in any other way
- c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern



## 7 FEES

- a) to have my fees determined in a way that is transparent, accessible and fair
- b) to receive invoices that are clear and in a format that is understandable
- c) to have my fees reviewed periodically and on request when there are changes to my financial circumstances
- d) not to be denied care and services because of my inability to pay a fee for reasons beyond my control

## Responsibilities

*As a care recipient I have the following responsibilities:*

### 1 GENERAL

- a) to respect the rights of care workers to their human, legal and industrial rights including the right to work in a safe environment
- b) to treat care workers without exploitation, abuse, discrimination or harassment

### 2 CARE AND SERVICES

- a) to abide by the terms of the written agreement
- b) to acknowledge that my needs may change and to negotiate modifications of care and service

when my care needs do change

- c) to accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk

### 3 COMMUNICATION

- a) to give enough information to assist the approved provider to develop, deliver and review a care plan
- b) to tell the approved provider and their staff about any problems with the care and services

### 4 ACCESS

- a) to allow safe and reasonable access for care workers at the times specified in my care plan or otherwise by agreement
- b) to provide reasonable notice if I do not require a service

### 5 FEE

- a) to pay any fee as specified in the agreement or negotiate an alternative arrangement with the provider if any changes occur in my financial circumstances
- b) to provide enough information for the approved provider to determine an appropriate level of fee

# Information Session about Pensions

The Commonwealth Department of Human  
Services (Centrelink)

Will be presenting information on  
Budget Changes to Pensions

*There will be time for questions after the presentation*

**WHERE:** Eastlakes Shopping Centre, Shop 31, (MFO)  
next to chemist. Eastlakes

**WHEN:** Thursday 20<sup>th</sup> of August 2015

**TIME:** 10:30 -11:30am.



Morning tea will be provided

*For more Information Please*

*call Mila on: **8338 8506***

**South East Neighbourhood Centre**



## South Eastern Community Connect

### Annual General Meeting

Wednesday 14<sup>th</sup> October 2015

Eastlakes Community Centre, Florence Ave Eastlakes

An **annual general meeting** (commonly abbreviated as **AGM**) is a meeting that the Centre is required by law to hold. An AGM is held every year and within six (6) months after the end of its financial year.

#### **Purpose**

The purpose of this meeting is to:

- To confirm the minutes of the last AGM
- To receive Board reports on the activities of SECC during the preceding financial year.
- To receive and consider the Centre's financial statements for the past year.
- Elect Board members to replace those retiring (7 members required to be elected).

#### **Membership**

A person is a recognised member if they have completed a membership form, been nominated for membership and had their nomination approved by the Board. (Membership paid)

#### **Election of Board Members**

Nominations for the Board must be made in writing, signed by 2 members and accompanied by written consent of the candidate endorsing their nomination. If the number of nominations received is equal to the number of vacancies to be filled, the persons nominated are taken as elected. If there are insufficient nominations received, candidates nominated are taken to be elected and further nominations are to be taken during the AGM.

#### **Voting**

All members, may take part in voting at the Annual General Meeting, **as long as their membership fee is current** (fee is \$5). All service users and members of the public are able to attend the meeting; however they will not be eligible to vote.

#### **How will I be informed of the AGM?**

The Secretary must give notice to all members within 14 days of the AGM specifying the place, date and time of the meeting. Notice of the meeting will be advertised in the SENC Newsletter specifying date, time and location of the meeting and Membership forms handed out within all SENC classes.