



Connecting Communities

Hot Weather Policy

As the weather warms and we move into the summer months, please remind yourself of the Community Connect Hot Weather Policy.



For **Goolwa** Community Connect programs – if the forecast for **Victor Harbor** is 35 degrees or above, all programs for the following day will be CANCELLED and will stay cancelled even if the forecast is revised by the morning. If the forecast for **Victor Harbor** is above 30 Degrees all programs that are held outdoors will be cancelled.

For **Strathalbyn** Community Connect programs, the above applies but the forecast is determined by the **Mount Barker** reading.

Take care and keep cool!

Flower oasis making at Mount Compass

On Monday 18th September participants Alice and Lorraine, along with volunteer Pat joined Mount Compass Lifestyle Group for a flower oasis making session. Led by the fabulous Carol from Mount Compass Lifestyle Group the ladies enjoyed creating their arrangements, learning new skills and meeting new people. "We had a ball", said Lorraine. "I'd go again in a heartbeat!" A special thanks to Mount Compass Lifestyle Group for extending the invitation to Community Connect to take part.



Alice and Lorraine style their flower oases



The Singing Group share their beautiful music with residents at Port Elliot Resthaven



Brian and Ruth enjoy time constructing and creating with the Port Elliot Kindy students at the August Intergenerational Visit to the Community Hub

Important Numbers:

- Life Line **13 11 14**
- Emergency Mental Health Triage-Rural and Remote/Glenside **13 14 65**
- Crisis Care –Families SA after hours line **13 16 11**
- Carers SA: Commonwealth Respite & Carlink Centre **1800 052 222**
- Women's Information Service **1800 188 158**
- Mensline **1300 789 978**
- Financial Counselling – Salvation Army **1800 722 363**
- Southern Communities Transport Scheme **8551 0760**
- Alcohol and Drug Information Service **1300 131 340**
- Gambling Helpline **1800 858 858**
- SA Concessions Hotline **1800 307 758**
- Cancer Council SA **13 11 20**
- Alexandrina Council **8555 7000**
- Welfare Rights Centre –For independent advice on Centrelink problems **1800 246 287**
- SA Elder Abuse Prevention **1800 372 310**
- Hills Community Transport **8391 7234**
- Women's Domestic Violence Court Assistance Scheme **1800 842 846**

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- ♦ Mental Health Week 2017
- ♦ Strathalbyn's Community Table
- ♦ Christmas Celebrations and Program Closure
- ♦ Feedback from our Community Connect survey
- ♦ Zest for Life event—27 Oct
- ♦ COTA SA "Tell us what matters" conversations
- ♦ Thank you to the "Teddy Ladies"
- ♦ And more...!

Port Elliot Kindergarten children visited the Community Hub on Friday August 25th to play and share morning tea in an intergenerational visit. A lovely time was had by all with playdough and construction being a highlight followed by a shared morning tea with the children singing several well practised songs. Comments by some of the older people included 'I've had the best time' and 'the children were delightful'. We look forward to a return visit to the Hub and are also exploring a visit to the Port Elliot Kindy in the future. If you are interested in participating in intergenerational opportunities please contact Community Connect staff to discuss.

Supported by the Australian Government Department of Health



Department for Communities and Social Inclusion

Community Connect Goolwa
The Hub , 1 Loveday Street Ph. 8555 7230
Monday—Friday 8:30am - 4:30pm

Community Connect Strathalbyn
9 High Street Strathalbyn 5255 Ph. 8555 7277
Monday—Friday 9:30am - 3:30pm

| | |
|---------------------------------------|--|
| Community Services Coordinator | Beth Moore |
| Community Connect | Deb Gregory & Angela Fleming |
| Community Connect Program Development | Judy Payne, Chris Atkin & Kylie Markow |



Mental Health Week 2017

Community Connect are celebrating Mental Health Week this year. From 8th to 14th October (and beyond) keep your eyes out for a range of activities happening across our region in celebration of healthy minds! Check out the Mental Health Week brochure for details of events across our region.

In Strathalbyn, Community Connect will be having a Mental Health themed movie for our monthly **Movie Afternoon on Friday 6th October** — come and join us for a screening of 'As Good As It Gets', a romantic comedy about an obsessive compulsive novelist. Enjoy a chat over a cuppa and afternoon tea. Screening starts at 1pm. Please call 8555 7277 to book in. Transport can be arranged if you require.

We will also be launching the **Community Table in Strathalbyn**. Located at Jack's Café on High St on Mondays and Tuesdays from 1pm to 3pm—this is a welcoming space for all. Read more about it below!

In Goolwa, Community Connect will be hosting **'Mental Health Week @ the Community**

Hub'. Come along and try various health giving activities including:

MENTAL HEALTH WEEK @ THE HUB

Cuppa & Chat
Mondays, Wednesdays, Fridays
9am to 10:30am

The Heart of Art
Mondays, 1:30pm to 3:30pm

Yoga (seated class)
Tuesdays, 11am to 12noon

Knitting
Tuesdays, 1pm to 3:30pm

Creative Expressions
Wednesdays, 9am to 11:30am

Happy Body and Mind Walking
Thursdays, 9am to ~10:30am

Morning tea will be supplied daily from 10am to 11am. Please call 8555 7230 to book in. Transport can be arranged if you require.

Launch of Strathalbyn's Community Table



Community Connect, in partnership with Jack's Café on High St in Strathalbyn will be launching our new

Community Table this October. The Community Table is a space where anyone is welcome to sit if they are dining alone and are open to sharing company and a chat with someone they may not know. The Strathalbyn Community Table came about after noticing that there are often people sitting alone in cafes, some of whom may be keen for some company but not necessarily have anyone they can invite out for

a cuppa. We're not the first Community Table — there are a number of similar programs happening elsewhere in Australia, for example, the Please Join Me initiative in Mount Gambier.

Why not pop down to Jack's Café to check out the **Community Table**, and share a cuppa and a chat with somebody new.

Mondays and Tuesdays, 1pm to 3pm.
Jack's Café, 24 High St, Strathalbyn
Everyone welcome!

For more information, contact Strathalbyn Community Connect on 8555 7277.

Feedback and complaints

The definition of a complaint is "any expression from a consumer, or their advocate, that suggests being unsatisfied with any part of service delivery". Complaints are important as they help identify opportunities to improve service and ensure people are receiving quality services.

Clients, relatives or friends who have concerns or worries are encouraged to talk to Community Connect staff. If you need to use an interpreter, this request will be facilitated. Also if you need someone to support you, such as a family member or friend this can also be accommodated. The Coordinator is available to individually discuss any concerns that you may have. Where an issue is not resolved satisfactorily, contact can be made with:

Manager Community Wellbeing, PO Box 21, Goolwa SA 5214 - PH:8555 7000

Clients are encouraged to bring their concerns to the attention of staff in the first instance, or alternatively choose to seek help from external sources such as:

- **Aged Care Complaints Commissioner, Ph. 1800 550 552**
- **Health and Community Services Complaints Commissioner (HCSCC) SA ENQUIRY SERVICE, Ph. (08) 8226 8666 or 1800 232 007 (Toll free Country SA)**
- **Aged Rights Advocacy Services: (Interpreters available), Ph. (08) 8232 5377**

A complaint can be made and no action taken if so requested. Complaints raised will be acknowledged and where appropriate, action will be taken only with the permission of the client.

- Clients will continue to receive a quality service independent of the lodging of a complaint.
- Complaints will be dealt with in a confidential manner.

The program will support and encourage people in their use of an advocate or interpreter for making complaints.

Complaints that are deemed "urgent" must be acted upon immediately. An urgent complaint would relate to an allegation of abuse, theft or crime, or an event that may cause serious risk or stress to the consumer. Senior staff must be advised immediately of such complaints and appropriate actions taken.



Accolades for the 'Teddy Ladies'



The Strathalbyn Knitting for Others Group with some of their knitted teddies

The Strathalbyn Knitting for Others Group meet regularly to socialise and share their love of knitting. It is not uncommon to see them busily knitting away on a specific project. One of these projects is knitting teddies for unwell children at the Women's and Children's Hospital Adelaide. The ladies recently received a lovely letter of thanks from the hospital thanking "all of the Teddy Ladies for their amazing donation of 500 knitted teddies in June and for their ongoing support over the past 10 years. Generous gifts such as this are a welcome distraction to the children, and help to ensure our young patients have a more positive stay in hospital." Well done on your lovely work ladies!

Advocacy Services

Community Connect staff encourage consumers and their families to raise any concerns they may have so that we can work together to resolve them. The first person to see would be the program Coordinator. If you feel like the issue has not been resolved at this level you can follow up with Program Management. If at any point you feel that you need any support or encouragement to voice any concerns, or to ensure your rights are upheld you can engage an advocate to help you.

Advocacy is: *'the process of standing alongside an individual who is disadvantaged and speaking out on their behalf in a way that represents the best interests of that person.'* This may involve speaking, acting or writing on your behalf.

If you are 65 YEARS OR OVER
Aged Rights Advocacy Service (ARAS) - 1800 700 600

ARAS is a FREE service available for those over 65 years old and can provide:

- Information about rights, entitlements and responsibilities.
- Support to help you resolve your concerns or to speak on your behalf
- Strategies to assist you to protect yourself.

If you are UNDER 65 YEARS
Equal Opportunity Commission SA—1800 188 163
 Level 10, 30 Currie Street
 Adelaide SA 5000
 Email: eoc@agd.sa.gov.au

The Equal Opportunity Commission SA provides a free and impartial service. If you think you have been unlawfully discriminated against, sexually harassed or victimised the Equal Opportunity Commission can assist you to:

- Identify if you are able to make a complaint under the Equal Opportunity Act
- Assist you in making a complaint and resolving the complaint through a conciliation process.

Strathalbyn Community Connect Outlook

| Lunch at the Local 12noon to 2pm | Scenic Drive | Shopping Trip | Movie Afternoon |
|---|--------------------------------|---|-------------------------|
| 16 Oct — Commercial Hotel 20 Nov—TBA | 12 Oct — Mannum 9 Nov — TBA | 26 Oct — Mount Barker 30 Nov — Murray Bridge | 6 Oct 3 Nov 1 Dec |

Final Report — Australian Aged Care Quality Review Agency

The Community Connect program was audited by the Aged Care Quality Review Agency in July 2017 and successfully met 18 of the 18 National Standards of the Home Care Standards. This National review clearly documented that the **Community Connect program delivers quality services and programs**. Robust processes have been developed to focus on individual needs and aspirations of the community to build wellness and independence.



Thank you to all the staff, volunteers and clients who participated in the review.

Christmas Celebrations and Program Closure

Isn't it funny how the Festive Season seems to creep up on you. With Christmas fast approaching, we would like to invite you to take part in our annual Christmas Celebrations. This is a chance to get together to enjoy each other's company and to celebrate the year that has been.

At Goolwa we will be hosting a **Christmas-themed December Pub Lunch at the Goolwa Hotel on Friday 8th December at 12noon**. Everyone welcome! Order off the menu as usual. Transport is available for those who need it—please enquire. **Please to RSVP by Monday 24th November on 8555 7230**. This will be instead of the usual Pub Lunch which was scheduled for Thursday 7th December. If you have already booked in for the Pub Lunch, please amend the date in your diary or calendar.

At Strathalbyn we will be hosting a Christmas get-together over a meal. A date and

further details are yet to be confirmed. We will be in touch with you to let you know the final details.

Our last day of Community Connect programs for the year will be **Friday 15th December**. Programs will recommence on **Tuesday 2nd January**, however **Exercise classes will not recommence until Monday 8th January**, and there will be **no Bus Outings, Movie Afternoons or Lunches during January** due to the hot summer weather. As we move into the warmer months please also refresh your memory of our Hot Weather Policy on Page 8 of this newsletter.



We'd like to take this opportunity to wish all of our participants, volunteers and staff a Merry Christmas and a Happy New Year.

Community Connect Goolwa — NEW LOOK Outings

| Monday Outing (Please check for times) | Coffee Crawl (Please check for times) | Pub Lunch 12noon to 2pm |
|---|--|----------------------------|
| 9 Oct — Great Eastern Hotel, Littlehampton | | At the Goolwa Hotel |
| 23 Oct — Mount Barker Shopping Centre | 19 Oct — Milang Bakery | 5 Oct |
| 13 Nov — Bridge Hotel, Langhorne Creek then Newman's Horseradish Farm | 16 Nov — Victor Harbor Shopping Centre | 2 Nov |
| 27 Nov — Old Bush Inn, Willunga then Willunga Hill Lookout | | 8 Dec — Christmas Lunch |
| 11 Dec — Yankalilla Bakery | | |

Community Connect Survey 2017

You had your say — here is a snapshot of the results!

121 people responded to the 2017 Community Connect Survey

13 people were aged less than 65 years and 11 respondents were carers

91 people stated that they felt the program took consideration of their needs

111 people stated that staff and volunteers were easy to approach

Examples of gaps that were identified included:

The need for a carers group; to run regular pain management programs; more home help services as the wait can sometimes be too long; more bus trips and shopping.

People who joined programs with a specific goal stated:

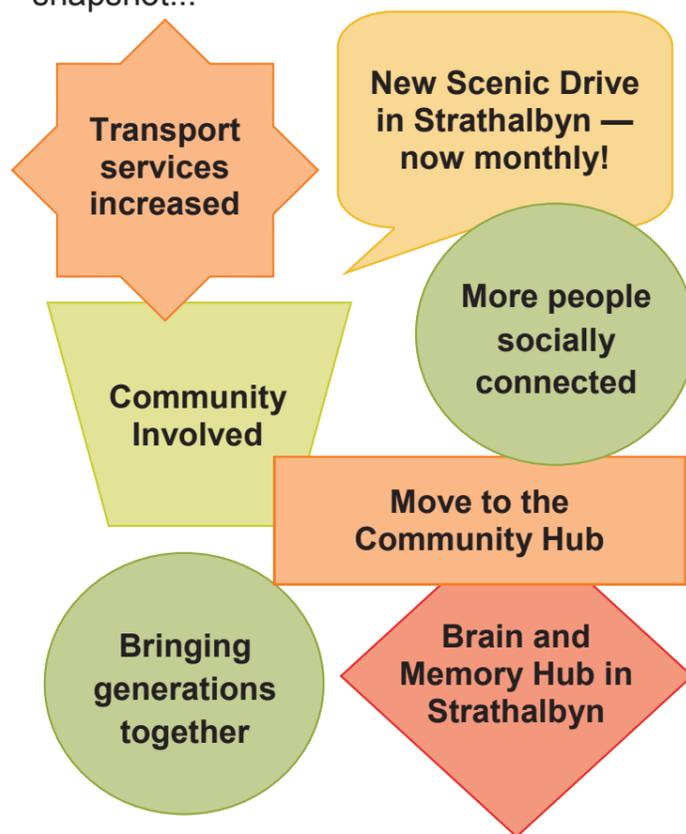
- I have achieved “continual” fitness which includes physical, social, mental & cognitive
- I have been meeting others and chatting
- I am more mobile
- Keeps me stable health wise
- I am more fit and meeting people
- Helps keep me fit and aids my breathing
- My goal is to stay at home for as long as possible
- Meeting people – reduces stress
- Helped immensely with my arthritis
- I get enjoyment and satisfaction by being part of these groups

Thank you to everyone who responded to the survey. Results will influence and shape future planning for Community Connect and your input is always welcome!



We value your feedback

Did you know that your feedback and comments help to build quality services and programs in our community? What have we achieved together? Here is a snapshot...



Zest For Life Event

Join us for our upcoming ‘Zest for Life’ event—a celebration of the launch of the Make It Intergenerational film project ‘We Hear You’ and Community Connect’s first year at the Community Hub. Please RSVP by Friday 20th October to the Hub Reception on 8555 7230. Transport can be arranged if you require—please ask at the time of booking.

ZEST FOR LIFE!
A ZestFest Event

Friday, 27 October
4 – 6pm

Community Hub
1A Loveday Street, Goolwa

Celebrate...

- The launch of short films from the Make it Intergenerational film project ‘We Hear You’.
- One year at the Community Hub – a place for all.

Community artworks + live entertainment and refreshments.

Please **RSVP** for catering purposes to the Community Hub Reception on **8555 7230** by COB Friday 20 October

COTA South Australia
Supported by Government of South Australia, Department for Communities and Social Inclusion

Regional Development Australia
SOUTH AUSTRALIA
Supported by the Australian Government Department of Health

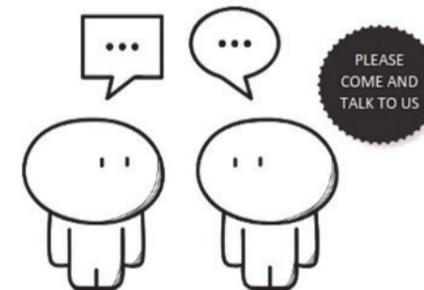
Government of South Australia
Primary Industries and Regions SA

This event is brought to you as part of COTA SA’s ZestFest—a South Australia-wide festival celebrating modern ageing, Saturday 7th to Friday 27th October 2017. Peruse the range of ZestFest events on across the state (many of which are free to attend) at www.zestfest.org.au

COTA SA — “Tell us what matters”

COTA SA is the peak lobby group representing the rights and interests of older people in SA. South Australia has a State Election in 2018 and COTA SA is putting together a platform of issues we will take to all the political parties. **COTA SA needs to hear from you.** The “Tell us what matters” conversations they are holding around the State from August to November 2017 are your opportunity to let them know the things that are of most importance to you. They will take these issues to the candidates for the election and use them to form their lobbying activity for the life of government. **We hope you can participate.**

“TELL US WHAT MATTERS”



State Election Conversations

Make your opinion count!
Come along and tell COTA SA what matters to you.



WHERE

Date Tuesday 24 October 2017 **Time** 1.30pm-3.30pm

Venue Goolwa Community Hub, Cnr Loveday & Goolwa Terrace, Goolwa (afternoon tea will be provided)

RSVP To COTA SA Reception on 8232 0422 or email to Irogers@cotasa.org.au