

Advance Care Directive Assist Program

An Advance Care Directive (ACD) is a legal document that gives those who care for you a clear understanding of your needs and wishes should you lose the ability to communicate them for yourself.

Once completed this document can be lodged with family, health care providers, GPs and the local hospital.

If you need some assistance an ACD trained volunteer can help.

Aims of 'Advance Care Directive' Volunteer Assist Program:

- Provide information to individuals, families and groups
- Provide contact details for a Justice of the Peace (JP) or appropriate public servant to witness forms

- Provide information packages at a cost of \$5.00
- Supply a free laminated card to tell others you have an ACD

For further information on the Advance Care Directives visit the website at www.advancecaredirectives.sa.gov.au

Advance Care Directive kits (including the form) are \$5.00 or forms only are \$1.00 and available from the Southern Fleurieu Health Service.

To make an appointment to see a 'Volunteer Assist' please book through the Southern Fleurieu Health Service on 8552 0600.

Appointments are now available at Alexandrina Council, 11 Cadell St, Goolwa on Mondays from 10am to 1pm.

Important Numbers:

- Alcohol and Drug Information Service **1300 131 340**
- Alexandrina Council **8555 7000**
- Cancer Council SA **13 11 20**
- Carers SA: Commonwealth Respite & Carelink Centre **1800 052 222**
- Crisis Care – Families SA after hours line **13 16 11**
- Emergency Mental Health Triage — Rural and Remote/Glenside **13 14 65**
- Financial Counselling – Salvation Army **1800 722 363**
- Gambling Helpline **1800 858 858**
- Hills Community Transport **8391 7234**
- Life Line **13 11 14**
- Mensline **1300 789 978**
- Regional Access Mental Health Counselling Service **1300 032 186**
- SA Concessions Hotline **1800 307 758**
- SA Elder Abuse Prevention **1800 372 310**
- Southern Communities Transport Scheme **8551 0760**
- Welfare Rights Centre — For independent advice on Centrelink problems **1800 246 287**
- Women's Domestic Violence Court Assistance Scheme **1800 842 846**
- Women's Information Service **1800 188 158**



Community Connect Newsletter

Summer 2018

Connecting Communities



Val and June enjoying the festivities at Zest for Life

Smile & Drum performing at the Zest for life event at the Community Hub in October.

In this issue:

- ◆ Help reducing energy bills
- ◆ New bus service to Fleurieu Aquatic Centre
- ◆ Community Afternoon Tea at Strathalbyn
- ◆ Thank you to our Volunteers!
- ◆ 2017 Christmas Celebrations
- ◆ Advance Care Directive Assist Program
- ◆ And more...!



Jack, Jan and David at Strathalbyn's Movie Afternoon in November

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
Strathalbyn Library, 1 Colman Tce Ph. 8555 7277
Monday—Friday 9:30am - 3:30pm

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



Getting help to reduce your energy bills

Have your energy bills sky-rocketed over the last 6 months? Would you like to learn how you can save energy and reduce your energy bills?

The South Australian government has implemented the **Retailer Energy Efficiency Scheme** which requires energy retailers to assist households and retailers in reducing their energy use, and thus their energy costs and greenhouse gas emissions. You may be eligible to receive free or discounted energy efficiency activities such as installation of energy efficient lighting or water efficient shower heads from participating energy retailers.

You can contact any of the participating energy retailers or their third party contractors to find out what energy efficiency activities are available for you—not just the retailer currently supplying your energy services. Energy efficiency activities and targets vary between retailers so you may wish to call multiple retailers/contractors to see who can provide the activities you want. To find a participating retailer or third-party contractor visit <http://www.escosa.sa.gov.au/industry/rees/obliged-retailers>

You may also be eligible for a free home energy audit if you:

- hold a Commonwealth Government pensioner concession card

- hold a TPI Gold Repatriation Health Card
- hold a War Widows Gold Repatriation Health Card
- hold a Gold Repatriation Health Card (EDA)
- hold a Health Care Card (including a Low Income Health Care Card)
- receive the South Australian government energy bill concession
- are part of an energy retailer's hardship program
- are referred by a financial counsellor.

You can find a third-party contractor who provides energy audits by visiting <http://www.escosa.sa.gov.au/industry/rees/obliged-retailers>

You can also do your own home energy audit by borrowing a Home Energy Toolkit from your local public library.

For more information please visit <https://www.sa.gov.au/topics/energy-and-environment/using-saving-energy/retailer-energy-efficiency-scheme>

Easy energy saving tips

- ✓ Adjust your thermostat to a more energy efficient temperature. If cooling the room/home consider setting your thermostat to between 24°C and 27°C. If heating your room/home consider setting your thermostat to between 18°C and 21°C.
- ✓ Reduce the area being heated or cooled by closing doors to rooms that are not being used (unless using a whole-of-home evaporative cooling system).
- ✓ In winter, let the sunshine through north, east and west facing windows during the day by

opening curtains and blinds. Close curtains and blinds at night to keep this heat in. In summer, close curtains and shade windows during the day to prevent the sun heating the home, and use natural breezes at night to keep the home cool.

- ✓ Install an energy efficient shower head and energy efficient light globes.

For more easy energy saving tips, visit <https://www.sa.gov.au/topics/energy-and-environment/using-saving-energy/easy-energy-saving-tips>

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.



Dance 2 Move

Dance 2 Move is an adapted creative movement class drawing on contemporary and other dance styles and techniques.



These classes are a fun and challenging way to work with your coordination, memory and imagination. They are excellent for people with movement or

balance concerns resulting from Parkinson's, MS, Stroke, Arthritis or less mobility from ageing.

Participants can modify and adapt the movements to suit their needs with assistance from their teachers.

2018 classes commencing Thursday 11 January
Time: 11:15am — 12:15pm
Cost: \$10 each or \$15 for a couple
Where: Community Hub, corner of Loveday Street and Goolwa Terrace, Goolwa

For further information or to book please call Tammy on 0432 849 981 or the Community Hub on 8555 7230.

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.

Community Connect Goolwa — Outings

Would you like to go on one of our outings? Book your seat by giving the Community Hub a call on 8555 7230. Please note that while Monday Outings and Coffee Crawls are open to all Community Connect participants, we must prioritise those people who are socially isolated or isolated due to lack of transport. As spaces are limited, we will do our best to ensure that opportunities to go on these outings are shared around.

Monday Outing (Please check for times)	Coffee Crawl (Please check for times)	Pub Lunch 12noon to 2pm
12 Feb — Mystery destination (Pack your own lunch)	15 Feb — Finniss General Store	At the Goolwa Hotel
26 Feb — Grosvenor Hotel, Victor Harbor	15 Mar — Alexandrina Cheese Factory, Mount Compass	1 Feb
12 Mar — Public Holiday		1 Mar
26 Mar — Port Milang Historic Railway Museum		

Strathalbyn Community Connect — Outings

Lunch at the Local 12noon to 2pm	Scenic Drive	Shopping Trip	Movie Afternoon
19 Feb — Victoria Hotel	8 Feb — Wistow Café & Strath Heritage Museum	22 Feb — Noarlunga	2 Feb
19 Mar — Jack's Cafe	8 Mar — Mt Compass Mainstreet & Golf Club	29 Mar — Victor Harbor	2 Mar

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!

New bus service to Aquatic Centre



Southern Communities Transport Scheme (SCOTS) will be trialling a new community bus service, linking eligible people of all ages from the Goolwa/Hindmarsh Island/Middleton/Port Elliot areas with the Fleurieu Aquatic Centre.

This door to door service will **commence on 24 January 2018** and will operate on Wednesday afternoons arriving at the Aquatic Centre at approximately 2pm and leaving at 3pm, \$8 return. To check your eligibility or to book, contact SCOTS on 8551 0760 or scots@victor.sa.gov.au

Afternoon Tea at Strathalbyn's Community Table

Do you like to have a chat? Are you interested in meeting new people? We invite you to join us for Afternoon Tea at Strathalbyn's Community Table. Bring a friend or come alone and share in delicious food, company and conversation.



When: Tuesday 30 January
Time: 2pm to 3:30pm
Where: Strathalbyn's Community Table at Jack's Café, 24 High St, Strathalbyn.
Cost: Purchase your own drinks. Afternoon treats supplied.

Please RSVP for catering purposes to Strathalbyn Community Connect on 8555 7277 by Thursday 25 January. Transport available on request.

Thank you to our volunteers!

The Volunteers that contribute their time to the Community Connect programs are highly valued and contribute significantly to the positive experiences of the residents who attend our programs or receive transport or social support, freely giving their time to ensure that we meet the needs of our community. The diversity of roles include reception, driving or bus assistant, garden club, heat & wax, facilitating programs including art, craft, rummiking, cards, Movie Day, outings and lunches, collecting special delivery stories and fitness programs. So far this year 49 volunteers have given 7301 hours supporting programs across the Alexandrina Council region.



Above — Our volunteers celebrate at Council's Volunteer Recognition Day. Below — Ken receives his Certificate of Service from Mayor Keith Parkes.



Above — Lyn strikes a pose as she lowers the bus lifter for one of our participants.



Tony signs Helen in for Movie Afternoon

On Friday 24 November, Council held a lunch to recognise and thank Council's many volunteers for the support, commitment and contribution that they have made to our community. Certificates of Service were presented to two of our volunteers, Sheryl Jensen for 20 years and Ken Bush for 25 years of service. Wow, what a great effort!

Zest For Life Event — That's a wrap!

Thank you to everyone who joined us at the Community Hub for the Zest for Life event on Friday 27 October 2017. We had over 100 people in attendance to celebrate the launch of the Make It Intergenerational film project 'We Hear You' and Community Connect's first year at the Community Hub.

The highlight of the evening was the screening of the 'We Hear You' film which showcased the stories of older people as captured by the young people who interviewed them. There were many laughs and a few tears as we heard about people's past experiences growing up and enduring the war, right through to current experiences including their involvement with cycling group 'Strath Old Cranks', Riding for the Disabled in Victor Harbor and the Goolwa Marching Ladies.

Thanks must go to Regional Development Australia for funding this project; Lyn Pike, who managed the project; filmmaker Oliver Delvecchio who managed the film workshops; the twenty participants who generously shared their stories; and the ten young people who worked with Oliver and Lyn to gather stories and produce the film.



Above — The Dance 2 Move group and Alexandrina Council staff show off their dance moves. Below — Screening of the 'We Hear You' film



Jo and Maureen share a drink



Mayor Keith Parkes



Vicki and Anna pause for a photo