

THE COUNTRY GRAPEVINE

SPRING 2017 EDITION

Boandik
Boandik Community Care



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Welcome to the Spring 2017 edition of The Country Grapevine. The Country Grapevine is your newsletter as a participant of Boandik's Community Care program.



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Charter of Rights & Responsibilities for Community Care
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Charter of care recipients' rights and responsibilities – Community Care

Every person has the right to respect and to be treated fairly by others. A person's rights do not diminish when they receive home care services, regardless of his or her physical or mental capacity or ability to exercise or fully appreciate his or her rights. The Charter of Care Recipients' Rights and Responsibilities affirms this. The Charter also recognises that clients have the responsibility to respect the rights of workers. A copy of the Charter is provided again in this newsletter for your information.

Rights

1 General

Each care recipient has the following rights:

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

2. Consumer directed care – choice and flexibility

Each care recipient has the following rights:

- (a) to be supported by the approved provider:
 - (i) to set goals in relation to the outcomes he or she seeks from home care; and
 - (ii) to determine the level of ongoing involvement and control that he or she wishes to have in the provision of home care; and
 - (iii) to make decisions relating to his or her own care; and
 - (iv) to maintain his or her independence as far as possible;
- (b) to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available;
- (c) to have choice and flexibility in the way the care and services are provided at home;
- (d) to participate in making decisions that affect him or her;
- (e) to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity.

3. Consumer directed care – care and services

Each care recipient has the following rights:

- (a) to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs;
- (b) to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive;
- (c) to receive care and services that take account of his or her other care arrangements and preferences;
- (d) to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

4. Consumer directed care – individualised budget and monthly statement of available funds and expenditure

Each care recipient has the following rights:

- (a) to receive an individualised budget for the care and services to be provided;
- (b) to have his or her individualised budget reviewed and, if necessary, revised if:
 - (i) the care and services to be provided, or the costs of providing the care and services change; or
 - (ii) he or she requests the approved provider to review and, if necessary, revise the individualised budget;
- (c) to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

5. **Personal information**

Each care recipient has the following rights:

- (a) to privacy and confidentiality of his or her personal information
- (b) to access his or her personal information

6. **Communication**

Each care recipient has the following rights:

- (a) to be helped to understand any information he or she is given
- (b) to be given a copy of the Charter of Care Recipients' 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 his or her behalf for any purpose

7. **Comments and complaints**

Each care recipient has the following rights:

- (a) to be given information on how to make comments and complaints about the care and services he or she receives
- (b) to complain about the care and services he or she receives, 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

8. **Fees**

Each care recipient has the following rights:

- (a) to have his or her 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 his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances
- (d) not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control

Responsibilities

As a consumer I have the following responsibilities:

1. **General**

- (a) to respect the rights of care workers to their human, legal and workplace 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 home care 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 home care to be provided on a particular day

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



Advance Care Directives

Your wishes for future care.

At some point in your life, there may come a time when you are unable to make a decision. It could be because:

- of a sudden accident or serious mental health episode
- of dementia or similar condition
- of a sudden serious stroke
- you are unconscious or in a coma.

If this happened, how would you want decisions to be made for you about your health care, living arrangements and other personal matters? More importantly, who would you want making these decisions for you?

An Advance Care Directive makes it easy for others to know what your wishes are when you are unable to make these decisions yourself. It can also give you peace of mind to know that your wishes are known and will be respected, if others need to make decisions for you.

What is the new Advance Care Directive?

The new Advance Care Directive empowers you to make clear legal arrangements for your future health care, end of life, preferred living arrangements and other personal matters.

It replaces the existing Enduring Power of Guardianship, Medical Power of Attorney and Anticipatory Direction with a single, Advance Care Directive Form. The new Advance Care Directive allows you to:

- write down your wishes, preferences and instructions for your future health care, end of life, living arrangements, personal matters and/or
- appoint one or more Substitute Decision-Makers to make these decisions on your behalf if you are unable to do so in the future.

What the Advance Care Directive is not.

This Advance Care Directive is not a Will. It also cannot be used to make financial or legal decisions. It is recommended you think about appointing an Enduring Power of Attorney to make decisions about your future finances and legal matters.

Who can write an Advance Care Directive?

You can write an Advance Care Directive at any stage of life – whether you are young, older, healthy or unwell. To write an Advance Care Directive, it must be your choice and you must:

- be 18 years old or over
- know what an Advance Care Directive is
- know what it will be used for and,
- know when it will be used.

What if I have other documents in place?

If you have already completed an Enduring Power of Guardianship, a Medical Power of Attorney or an Anticipatory Direction, these will continue to be legally effective after 1 July, 2014, unless you complete the new Advance Care Directive Form.

Can I change my Advance Care Directive?

If you want to update your existing document(s), or make a new Advance Care Directive, you must use the new Advance Care Directive Form.

More information

If you would like further information go to www.advancecaredirectives.sa.gov.au or contact the Legal Services Commission on 1300 366 424.

Remembering Mum's Clothesline

A clothesline was a news forecast to neighbours passing by,
There were no secrets you could keep
When clothes were hung to dry.

It also was a friendly link,
For neighbours always knew
If company had stopped by,
To spend a night or two.
For then you'd see the "fancy sheets"
And towels upon the line;
You'd see the "company table cloths"
With intricate designs.

The line announced a baby's birth,
From folks who lived inside,
As brand new infant clothes were hung,
So carefully with pride!
The ages of the children could,
So readily be known
It also told when illness struck,
As extra sheets were hung;
Then nightclothes, and a bathrobe too,
Haphazardly were strung.

By watching how the sizes changed
You'd know how much they'd grown!
It also said "On Vacation now",
When lines hung limp and bare.
It told "we're back!" when full lines sagged,
With not an inch to spare!

But clotheslines now are of the past,
For dryers make work much less.
Now what goes on inside the home,
Is anybody's guess!
I really miss that way of life,
It was a friendly sign
When neighbours knew each other best...
By what hung on the line.



**What do
you think?**

Enclosed with this edition, is a "What Do You Think" form. As your feedback is important to the ongoing development of our service, we would appreciate you taking the time to complete this form and send it to us. Your comments and suggestions are always welcome.



The South Australian Country Fire Service recommend that all households should change their smoke alarm batteries at the start of daylight savings. If you haven't already done this, please strongly consider doing so.

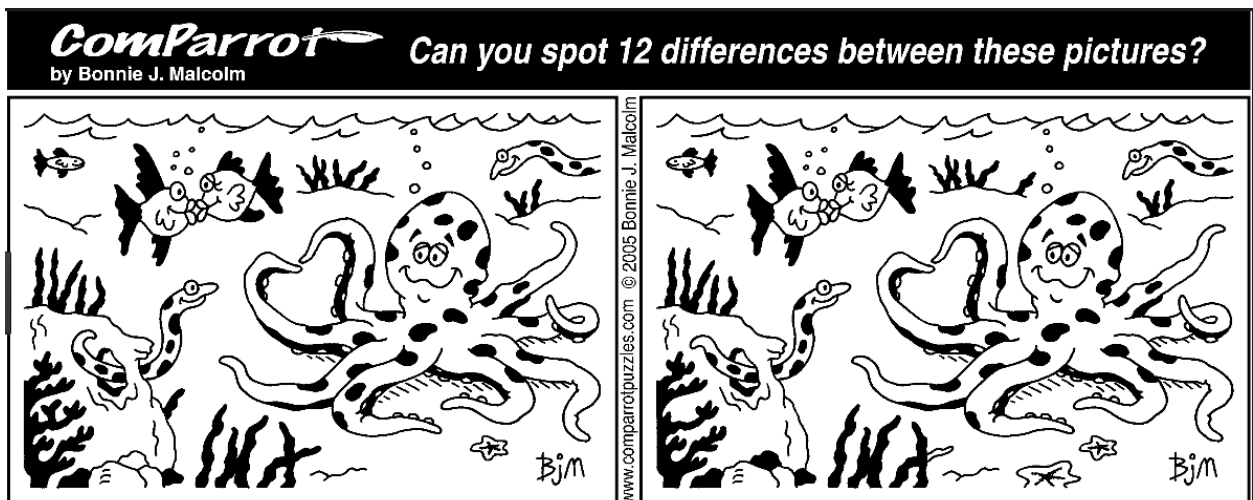


PUZZLE PAGE

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| APPLIED SCIENCE | ENCYCLOPEDIA | MAGAZINES | QUIET |
| ARTS | FICTION | MATHEMATICS | READ |
| BIOGRAPHY | FINES | MOVIES | RECREATION |
| BOOKS | GEOGRAPHY | MUSIC | RELIGION |
| BORROW | HARDCOVER | NEWSPAPERS | RENEW |
| BRANCH | HISTORY | NOVELS | RESEARCH |
| CATALOG | INFORMATION | OVERDUE | RESERVE |
| CHAIRS | INTERNET | PAPERBACK | SHELVES |
| CHECKOUT | LANGUAGES | PERIODICALS | SOCIAL SCIENCES |
| COMPUTERS | LIBRARIAN | PHILOSOPHY | TABLES |
| DICTIONARY | LIBRARY CARD | PHOTOCOPIER | TECHNOLOGY |
| DUE DATE | LITERATURE | PSYCHOLOGY | |



Quiche in a Cup

- 2 Eggs
- 40g (1/4 cup) self-raising flour
- 50g (3/4 cup) blanched broccoli, coarsely chopped
- 30g (1/3 cup) sliced ham, torn
- 1 green shallot, thinly sliced
- 2 tablespoons shredded parmesan
- 1 tablespoon coarsely grated cheddar, plus extra, to sprinkle
- 1 tablespoon chopped fresh continental parsley
- 1 cherry tomato, halved



1. Crack the eggs into a large bowl. Add the flour and whisk to whisk until well combined.
2. Add the broccoli, ham, shallot, parmesan, cheddar and parsley and stir until well combined. Spoon the mixture into a 250ml (1 cup) microwave-safe cup or mug. Press the tomato, cut side up, into the top of the mixture. Sprinkle with extra grated cheddar.
3. Microwave on High (800 watts) for 2 1/2 minutes or until the egg is set and the quiche is puffed.



Australian Government



myagedcare

Information for consumers regarding My Aged Care and the Home Care Package program

1. If you have been assessed by an Aged Care Assessment Team (ACAT) member and have not yet been assigned a home care package, please consider the following:
 - a) When you receive a letter from My Aged Care it may just be your notification of approval for a particular level of package - a package may not have been assigned to you yet.
 - b) When you receive a letter from My Aged Care stating that a package has been assigned to you it will include a referral code that will look like this -

Your referral code is 1 - 12 digit number

- please contact your case manager so they can support you with the next steps.
- 2. If you are already a recipient of a home care package but have been assessed and approved for a higher level package than you are currently receiving, please consider the following:
 - a) If you receive a letter advising that you have had your level of package upgraded, please contact your case manager so they can support you with the next steps.
 - b) If you would prefer to stay on the lower level of package you have, you need to contact My Aged Care to have your name removed from the National Prioritisation Queue. The Department of Health expects all package upgrades to be accepted. If your circumstances change you can recontact My Aged Care at any stage to take your place back on the queue.

It is important to read any letter you receive carefully and note the date that you need to action, or respond by. If you do not action or respond within the allocated time frame, the package that has been assigned and offered to you may get assigned to the next person on the National Prioritisation Queue.

Feel free to contact Boandik Community Care if you have any queries at all regarding Home Care Packages, and the related processes.

Aged Care Complaints Commissioner

The Aged Care Complaints Commissioner can assist with your concerns about the quality of care or services you or someone else is receiving from Australian Government funded aged care providers. These services can be aged care services for help at home or in an aged care home, including:

- residential care or residential respite care
- Home Care Packages
- Commonwealth Home Support Program
- flexible care, including transition care, and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program

They can support you to resolve your concerns directly with the service provider. They can also examine complaints relating to a service provider's responsibilities. This includes, for example, care, choice of activities, discrimination, catering, communication or the physical environment.

Anyone can raise a concern. You are encouraged to raise your concern with the service provider first. This can achieve a fast and sustainable resolution

If you cannot resolve your concern with the service provider, you can contact the Aged Care Complaints Commissioner on 1800 550 552. The service is free. They will examine concerns regardless of a person's cultural background, disability, gender, sex and gender identity, sexual orientation or any other status. They do not discriminate.

The Aged Care Complaints Commission can be contacted as follows:

Phone 1800 550 552
Website agedcarecomplaints.gov.au
Address Aged Care Complaints Commissioner
GPO Box 9848
(in your capital city)

Information taken from the Aged Care Complaints website



Mrs. Green lived in two story house together with an elderly widow. After not hearing from her for a few days, she got a bit nervous. "John", she called to her son "do me a favour and go find out how old Mrs. Robinson is." So six year old John went down the stairs and knocked on Mrs. Robinson's door. "So how is she?" asked Mrs. Green when John came back up. "How is she?" repeated John "I've never seen her so mad in my life, she said it's none of your business how old she is."

PUZZLE ANSWERS

1. Wave above kissing fish is missing. 2. Branch on coral by eel is missing. 3. Fin on fish is missing. 4. Spot on octopus arm is missing. 5. End of sea grass is missing. 6. Rock is coloured in 7. Second starfish appears. 8. Starfish has moved. 9. Sea grass behind octopus has moved. Eel's tail is different. 11. Octopus arm is different. 12. Small fish facing opposite direction.