



Annual Newsletter

Issue 5 - December 2011

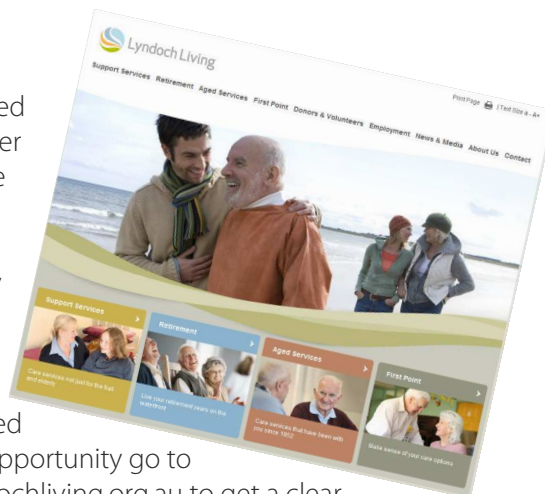
For clients of Community Aged Care and Extended Aged Care in the Home Packages

Case Management Services 2011

Hello folks, well another 12 months has come and gone as I provide you with an update of our Case Management Programs in our annual newsletter. As I write I would also take the opportunity to extend best wishes and good health to one and all for the fast approaching Christmas period.

New Brand and Website

In May this year the organisation launched its new brand and refreshed name, (Lyndoch Living), which better represents who we are and what we do. The new brand and logo shows Lyndoch Living as a modern and innovative organisation reflected by the expansion of our community based services in response to the changing needs of individuals wanting to stay home and connected to their community. If you get the opportunity go to our upgraded website at www.lyndochliving.org.au to get a clear feeling for the new brand and information on all Lyndoch Living services.



New Aged Care Complaints Scheme

The improved Aged Care Complaints Scheme commenced on September 1st this year with the introduction of new legislation and a new framework for resolving concerns. The focus is on early resolution at the local level with the provider, and giving the provider the opportunity to improve the quality of the service they provide. The aim is on reaching the best outcome as quickly as possible. If you have any concerns with the service being provided please discuss this with your Case Manager and if you feel you are unable to resolve your concern you can contact the Aged Care Complaints Scheme on 1800 550 552.

Your Rights & Responsibilities

- You have the right to refuse services.
- To be involved in decision-making about all services.
- To be treated with dignity and respect with emphasis placed on privacy and confidentiality.
- To complain without being discriminated against.
- You must respect service delivery and discuss any concerns with your case manager.
- You must also provide a safe environment for services.

Lyndoch Living
Hopkins Road,
Warrnambool, Victoria, 3280

Phone 03 5561 9394

Facsimile 03 5561 9388

Email support@lyndoch.org.au

www.lyndochliving.org.au

Did you know?

- Our Case Management team has over 300 clients who receive case management and government funded packages
- We are the largest provider of in-home care packages in South West Victoria
- We have offices in Warrnambool, Hamilton and Portland
- We employ 16 Case Managers



Ruth Ingram, Kymm Reid and Fay Convy during operation relocation.

Staffing Update

We welcomed four new Case Managers to the team this year. In Portland, we have been fortunate to regain the services of two experienced Case Managers Kymm Reid and Karen Stock. In Warrnambool, Troy Johnson and Robyn Piersma have joined our team and bring with them a vast amount of skill, knowledge and energy that will serve us well. Goodbye to Cassie Dickinson who has left for a two year working holiday in Europe. Thank you Cassie for the great work with your clients and the team over the past 18 months and good luck on your travels.

Portland Office Relocation

Earlier this year the Portland Team moved from the Portland Community Health Centre to new offices in Gawler Street. Whilst the Community Health Centre served us well over the years and was a good fit being co-located with other service providers, the expansion and growth in our programs required us to move to a more spacious and modern environment. The move to the new "digs" was a team effort and not without some hiccups along the way however we are pleased to report mission accomplished and the team have no inclination for a career change to furniture removalist. Anyway the new office fits in well with our new logo and brand of being an innovative and contemporary service and we look forward in continuing to deliver quality Case Management services from Gawler Street for many years to come.

Finally

2012 and beyond will provide all of us with many challenges and in particular the enormous growth that will occur in the aged care industry which is expected to double within 10 years. As such the Lyndoch Living Case Management team will always strive to deliver quality services and keep up with the ever evolving landscape. Therefore we will be relying on your ideas, comments and support, and encourage and welcome your feedback to tell us what we do well and where we can improve. Wishing you all a safe and prosperous festive season.

Kind Regards

Cliff Thomas

Manager Case Management Services

Advocacy & Case Management

All clients are appointed a Case Manager in order to assist you in coordinating and planning a range of care and support services to meet your individual needs.

Your Case Manager remains in regular contact, and works together with you in order to identify your needs and develop your care plan. This is why they need to gather so much information from you! Your Case Manager is your single point of contact for all services provided and ensures that you are involved in decision making relating to your support needs. Specifically, Case Managers will advocate on your behalf to protect your rights.

Advocacy involves representing the interests of others when they are unable to do so themselves. Sometimes you may feel powerless or a lack confidence when dealing with service providers. This may disadvantage you in terms of gaining the best possible outcome. Advocacy aims to ensure that your voice and interests are heard and responded to. In short, an advocate is a person who can assist you to understand information and can speak and act on your behalf. If you wish you can nominate a person to advocate for you. This person can be a spouse, family member, friend, Case Manager or a formal advocate from an advocacy service.

We can register the name of your nominated advocate on your care plan, however if you change your mind you can change your advocate at anytime. If you would like further information please discuss with your Case Manager.

Advocacy Services:

Southwest Advocacy

Phone 03 5561 4584

Office of the Public Advocate

Phone 03 9603 9500

Disability Rights and Advocacy Service Barwon Region

Phone 03 5221 8033

Elder Rights Advocacy

Phone 1800 700 600

Senior Rights Victoria

Phone 1300 368 821

Kieran Donlon Rides for Parkinson's

by Bill O'Keefe

Carers can be any age and from any background. Some carers work full or part time and some are required in their caring role 24 hours a day. Whatever the circumstances the carers lot can be a tough and weary road and we at Lyndoch Living Case Management Services recognise, admire and respect the fantastic contribution carers make to the lives of their loved one. One of our clients, Julie who suffers from Parkinson's disease has a partner/carer who literally went from one end of Australia to the other to raise funds for Parkinson's research, here is his story:



Kieran on the first leg of his journey, just outside of Cairns.

Kieran Donlon cycled an amazing 4055kms in 24 days in September, in a fantastic attempt to promote the awareness of Parkinson's Disease and raise money for the Florey Research Group to find a cure.

Kieran who has been caring for his wife Julie for the past 12 years, completed the journey from Cairns to Warrnambool while generating some important recognition of the effects of Parkinson's Disease on the individuals and their families.

Kieran set himself a target of approximately 170kms each day. However, his greatest achievement during the ride was probably when he rode into Canberra and met with politicians and other dignitaries to further champion his cause and educate our Pollies on the effects of Parkinson's Disease.

However, the trip was not all pleasant afternoon teas with VIPs. A true test of his spirit confronted him on his very first day on the road when he fell injuring his hand, elbow and shoulder. Instead of delaying his journey and going to a hospital for treatment, he battled on in pain.

Another frontier of the ride proved to be the road's surface. "It was so rough that by day six I had to ride off the seat for well over 100kms." Kieran said. These discomforts were no deterrent for Kieran who pressed on, making it all the way to his hometown of Warrnambool at an average speed of about 25km per hour.

Kieran started preparing for his ride back in March then weighing in at 98kgs. From the training he lost an impressive 9kgs, then on weighing himself again a week after he arrived home he was down to 86kgs, however he did not recommend this as a weight loss program.

The final 70kms from Camperdown to Warrnambool saw Kieran inspire groups of local riders to join in, further rallying him along. When he arrived back in Warrnambool on Sunday 25th September he was further surprised by the many members of his family, some from as far as Melbourne, Wangaratta and Maryborough, present to greet and welcome him at the finish line. His wife, Julie said that she was very proud of her husband and what he had achieved.

Kieran continues to encourage people to donate to this very worthy cause. "If each Australian donates just \$5 it will accumulate big dollars." If you would like to contribute, donations can be made at any Bendigo Bank or online at www.bendigobank.com.au/foundation/parkinsons.

Well done Kieran a fantastic effort!

Seniors Rights Victoria

Seniors Rights Victoria (SRV) is a free service that has been established to help prevent elder abuse and safeguard the rights, dignity and independence of older Victorians.

The service was launched by Minister for Senior Victorians, Lisa Neville on 27 April 2008.

It provides :

- telephone information and referrals
- advocacy and support
- legal services
- community and professional education

People who are concerned about abuse or neglect that is affecting them or someone they know can call:

Seniors Rights Victoria

Phone 1300 368 821

Between 10am and 5pm (Mon-Fri)



Providing support and recognition for those in a caring role

To support carers to continue in their very important role and maintain their own health and wellbeing, Lyndoch Living provides respite through a variety of flexible options.

- In Home Respite
- The Homestead-Overnight and Weekend Respite
- Day Centre
- Carer Support Group
- Day Stay Respite
- Home Instead

 Lyndoch Living

Hopkins Road, Warrnambool
Phone 03 5561 9375
Email agedcare@lyndoch.org.au
www.lyndochliving.org.au

Tell Us What You Think

We are continually looking for opportunities to improve our service.

Your feedback will contribute to improving our service by notifying us of any concerns or issues you may have as well as telling us what you're happy or unhappy about.

Please tell us what you think on the space provided, by cutting it out, and giving it to your Case Manager or send it to Lyndoch. Your name will remain confidential, otherwise you can send it anonymously.

Check us out online:

Access information on all our services (and this newsletter) at www.lyndochliving.org.au



Satisfaction Survey

Recently you may have received a satisfaction survey to complete. These client surveys are very important to us as they provide direct feedback from you to not only highlight what we do well, but more importantly where we can improve. We will have the results available by end of December and will be investigating the areas you have identified to help us be effective and efficient in delivering the quality service expected.

Speaking of quality, our Case Management team participated in three external audit processes to scrutinize systems, processes and service delivery against Australian standards. These audits are vital to ensure clients are receiving a certain level of care and that community standards are met. We are extremely delighted to report that we were successful in all three accreditation systems and have received a glowing report from the Commonwealth Department of Health and Ageing for the way our packaged care programs are being delivered. Please feel free to make comment or provide feedback on the form above or to your Case Manager.

The Case Management team focus on achieving best possible outcomes for all clients.

How do I make a complaint?

The Aged Care Complaints

Investigation Scheme is a free service provided by the Office of Aged Care Quality & Compliance through the Australian Commonwealth Government.

It is an anonymous and confidential service. If you have a complaint about the Case Management Service please call **1800 550 552**, or write to **GPO Box 9848, Melbourne 3000**.

Alternatively, contact your Case Manager or the Director of Community Services at Lyndoch Living on **03 5561 9394**.

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