



For clients of Linkages and Disability Care Packages

Annual Newsletter

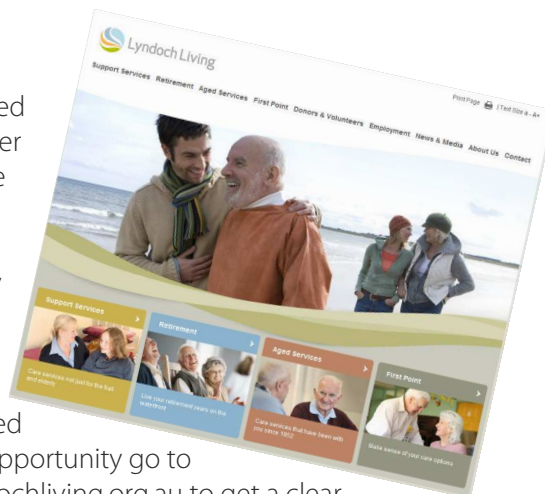
Issue 5 - December 2011

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

Back out on the Waves

by Ruth Ingram



Lincoln Roberts checks out the surf

Lyndoch Living prides itself on supporting people to achieve what is important to them in life. This is particularly so with Lyndoch's Acquired Brain Injury (ABI) program. Through the ABI program Lincoln Roberts, once a competitive surfer, is out on the waves again around Portland.

According to Lincoln, the program "gives me the freedom to do what I enjoy in life" – and also provides an opportunity for relaxation and an outlet for the stress and frustration of daily life. Coordinating surfing conditions and appropriately trained support workers does present some inherent challenges, however the cooperation between local services (including the Portland Surf Lifesaving Club) make this program the success it is.

Lyndoch Living -
Supporting you where
you live

Do you have a ZEST 4 LIFE? Then come join us!!!

What is Zest 4 Life?

Zest 4 Life is a well-being and social connection project that gives people who are receiving support from Warrnambool community services the opportunity to take part in fun activity days and supper dances.

Activity Days are held twice a year, where people of all ages, interests and abilities have enjoy participating in activities such as belly dancing, tai chi, basketball, bocce, handball and playing board games to name a few. The main aim is just to have fun and learn some new skills. The day is free of charge and a healthy lunch is also provided.

Our **Supper Dances**, held in May and October, are fabulous nights full of rock and roll music and fun, and focus on breaking down barriers within the community for people with disabilities. Participants, along with their carers, families and friends, have rocked the night away with the local rock and roll club who are happy to teach dance tips and delight everyone with snazzy moves on the dance floor. Cost is a gold coin donation and a terrific supper is provided.



Zest 4 Life is a wonderful way for people who may not be confident attending events in the wider community, to be part of a fun and supportive events network that can lead to forming new friendships, increasing self-esteem and learning new skills.

If you would like to attend either the next activity day or dance, contact **Lisa Vale** on 5561 9394 or through your case manager.

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



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



Providing support and recognition for those in a caring role

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

How do I make a complaint?

The **Department of Human Services** aim to protect the health and wellbeing of all Victorians. If you have a complaint about the Case Management Service please call **1300 884 706**, or write to:

**Department of Human Services,
Corporate Integrity,
Information and Resolutions Unit,
GPO Box 4057,
Melbourne VIC 3001**

All information is carefully controlled to ensure that it is done in accordance with the Information Privacy Act and Health Records Act.

Alternatively you can call:

The Equal Opportunity Commission on **1800 134 142** if you feel discriminated against.

The Health Services Commissions on **1800 136 036**.

Your Case Manager or the Director of Community Services at Lyndoch Living on **03 5561 9394**.

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