

Read all about it!

SUMMER | 2024

What's News?



Message from the CEO

Welcome to our Summer Newsletter! As the year draws to a close, I want to take this opportunity to thank you for choosing us to support you in living your best life with care at home. It's our privilege to assist you with services that promote your independence, well-being, and connection with your community.

In this issue, we've included updates to keep you informed, such as upcoming public holiday arrangements, reminders about service policies, and advice for staying safe and healthy during the summer.

There's also helpful information about home care packages, NDIS plan reviews, and our individual social support services designed to help you stay connected and active.

The festive season is a time for togetherness, reflection, and joy. Whether you're spending time with loved ones, enjoying some quiet moments, or participating in your favourite summer activities, I hope this season brings you warmth and happiness.

As I prepare to conclude my time as CEO, I am filled with gratitude for the trust you've placed in our team. While I will miss being part of this wonderful community, I leave knowing you are in excellent hands.

I wish you a safe and joyful festive season and a bright start to 2025.

Jenni Allan

CEO
ADSSI Limited (MCCS)



Registered NDIS Provider



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@maitlandcommunitycareservices



mccs

MAITLAND COMMUNITY
CARE SERVICES

Live your best life with care at home

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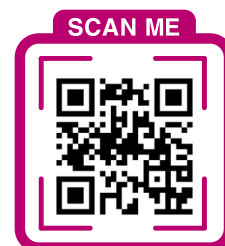
NDIS NEWS

CLINICAL CORNER

SOCIAL SUPPORT NEWS

WORD SEARCH

**Ideas? Compliments?
Feedback?**



*Scan the QR code
and let us know.
We'd love to hear
from you.*

Reminder: Shopping Procedures for Support Workers



Support workers and volunteers can't use debit or credit cards to shop for you. If you need help with shopping, you must give them cash instead.

They'll write down all the details of the transaction in a transaction docket book to keep everything clear and safe. If you're unsure about this or have questions, just call our office—we're happy to help!

Thank you for your understanding.

Keeping Pets and Care Workers Happy at Home



We also want to remind you about an important safety measure when receiving home care services: **pets**. Please secure your pets during care visits.



This can be done by:

- Keeping pets in a separate room
- Using a leash or crate
- Placing them in a secure outdoor area

While we understand the special bond you share with your pets, this safeguard helps prevent unexpected reactions when our staff enter your home. It's part of our commitment to maintaining a safe working environment for everyone involved in your care.

Remember, your home care experience should be comfortable for you and our support workers. If you have any concerns or need help finding suitable arrangements for your pets during visits, please don't hesitate to discuss this with your care coordinator.

Introducing ADSSI Limited's New CEO

We're excited to share that John Baillie has been appointed as the new Chief Executive Officer of ADSSI Limited, starting January 6, 2025.



With a strong background in aged care and disability leadership, John is well-positioned to guide the organisation into its next chapter.

Jenni Allan, our current CEO, will support the transition until her departure at the end of January 2025.

We thank Jenni for her dedication and welcome John as we continue our mission to support independent living at home.

Your Feedback Matters to Us

We want to hear from you! Your feedback helps us improve and provide better care and support. Whether it's a compliment, suggestion, or concern, we're here to listen.

Here's how you can share your thoughts:

- **Call us:** 4932 5755
- **Email us:** intake@mccs.org.au
- **Submit feedback online:** mccs.org.au
- **Contact the Aged Care Quality and Safety Commission:** 1800 951 822 or agedcarequality.gov.au/contact-us
- **Contact the NDIS Quality & Safeguards Commission:** 1800 035 544 or ndiscommission.gov.au



Maitland Community Care Services is dedicated to supporting stroke survivors on their journey to recovery. Our **ESTEEM Program** provides a nurturing environment that promotes physical, cognitive, and social enrichment for stroke survivors.

STROKE RECOVERY PROGRAM

4932 5755
 esteem@mccs.org.au
mccs.org.au/strokerecoverymaitland

Bookings are essential

Our 10-week program is held on Tuesdays and Thursdays from 10.00 am to 12.30 pm at Kurri Kurri Hospital Day Centre



Your Insights, Our Actions

Earlier this year, we asked some clients to tell us what they like about MCCS, what they don't like, and how we can improve.

We want to ensure everyone has a good experience with us.

Here are some things people said and what we're doing to fix or improve them.



What you said	What we are doing
Timing service updates better	We are improving communication to give you updates quickly and easily.
Make it easier to give feedback	We are sharing all the different ways to give feedback. Look on page two.
Increase staff and time allocation for services	We're adding Support Workers to our team to enhance your care and support.

What to Do If You've Been Approved for a Home Care Package

Congratulations! You've been approved for a Home Care Package. This is great news, and we're here to help you understand what happens next:

- **Don't worry, your care won't stop**

Your current services will keep going while you wait for your new package.

- **We're here to help**

We know all about Home Care Packages and can guide you through the process.

- **You can stay with us**

You don't have to change providers. We can keep taking care of you with your new package.

- **More services are coming your way**

A Home Care Package means you might get more help at home.

- **We'll make it easy**

We'll help you set up your new package without any fuss.

- **Your care, your choice**

You decide what help you need. We'll work with you to create a care plan that's just right for you.

- **No need to stress**

We'll handle all the tricky stuff, so you don't have to worry about a thing.

We've been taking good care of you all this time and would love to keep doing so. With us, you'll have a smooth move to your Home Care Package. If you have any questions, give us a call.

We're always here to help!

Public Holiday Arrangements

Our office is closed on public holidays, with only essential services taking place.



Upcoming public holidays:

Wednesday, 25
December 2024
(Christmas Day)

Thursday, 26
December 2024
(Boxing Day)

Wednesday, 1
January 2025
(New Year's Day)

Monday, 27
January 2025
(Australia Day
Public Holiday)

In an emergency, please call 000 or press the button on your personal alarm.

New Aged Care Funding Program

The government is introducing the "Support at Home" program, designed to improve aged care for Australians. It will replace some existing programs, making it easier to access services and giving you more choice about the care you receive.

These changes will be introduced gradually to avoid disruption, so your current services will continue for now. We're closely monitoring updates and will let you know about anything that affects your care.

Learn more at www.health.gov.au/aged-care-reforms or call 1800 200 422.

3-Ingredient Mini Christmas Cakes



0:05 Prep // 0:35 Cook // 10 Servings

- 1 kg mixed dried fruit
- 3 cups cranberry juice
- 3 cups self-raising flour

Method

[bestrecipes.com.au](https://www.bestrecipes.com.au)

1. Combine mixed dried fruit and cranberry juice in a bowl. Stir well and allow to soak for 24 hours. Stir every 6-8 hours.
2. Preheat oven to 125C.
3. Stir flour into the fruit mix and combine well. If the fruit has absorbed all the liquid, add up to another cup of juice here.
4. Spoon mixture into patty pans and bake for 25-35 minutes or until a skewer inserted in the middle of the cake comes out clean.

Reminder: Cancelling Services

If you need to cancel a scheduled service, please let us know more than 24 hours in advance. This helps us manage our schedules and resources effectively. Cancellations with less than 24 hours notice may be subject to our cancellation policy.

To cancel or reschedule a service, call our office on **4932 5755**.

We appreciate your understanding.



Understanding Plan Reviews

Your NDIS plan review is a chance to check your progress and ensure your supports still suit your needs. To prepare:

- **Review your plan:** Note what's working well and what isn't.
- **Gather information:** Bring reports from your service providers or therapists.
- **Set goals:** Think about what you'd like to achieve in the next plan period.

For help preparing, contact your Support Coordinator or the NDIS at 1800 800 110.

Staying well in the heat



Hot weather can be tough, especially for older people. Staying cool and hydrated is the key to avoiding heat-related illnesses like heatstroke. Here are some simple tips to keep you well in the heat:

Drink Water: Sip water regularly, even when not thirsty. Avoid alcohol, caffeine, and sugary drinks, as they can dehydrate you.

Keep Cool: Stay indoors during the hottest part of the day (10 am to 4 pm). Use fans or air conditioning, and wear lightweight, loose-fitting clothes.

Watch for Signs of Heatstroke: Feeling dizzy, nauseous, or tired could be an overheating sign. Seek help if needed.

Check-In: Ask a family member, friend, or carer to check on you during extreme heat.

For more advice, visit healthdirect.gov.au.

Protecting your skin



Protecting your skin from the sun is essential. Older skin is more delicate and vulnerable to damage from harmful UV rays, increasing the risk of sunburn, skin cancer, and premature aging.

To protect yourself from the sun, apply broad-spectrum sunscreen with SPF 50 or higher every two hours. Wear lightweight, long-sleeved clothing, a wide-brimmed hat, and sunglasses. Seek shade during peak sunlight hours (10am - 4pm), and stay hydrated by drinking plenty of water.

It's never too late to develop good sun care habits. For more tips, visit sunsmart.com.au

Looking After Your Mental Health This Festive Season

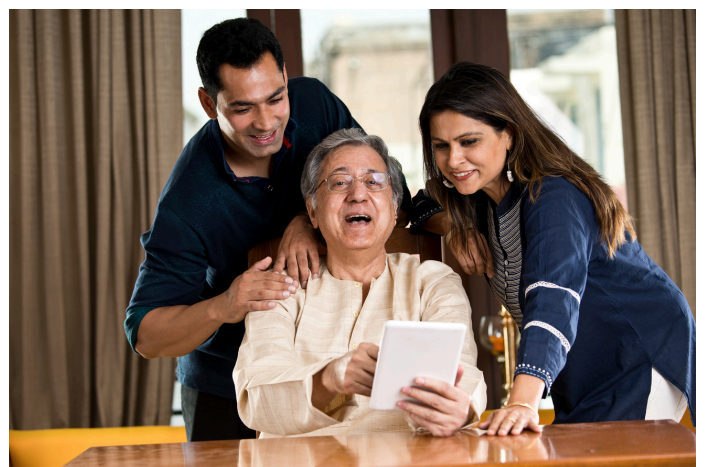
The festive season can be a wonderful time but can also bring challenges, especially when balancing family expectations and personal well-being. It's essential to prioritise mental health during this busy period.

For some of us, the season might evoke memories of loved ones who are no longer around or feelings of isolation. Meanwhile, families often feel stretched thin trying to manage commitments.

Set Realistic Expectations: It's okay to simplify celebrations or opt for smaller gatherings. Quality time matters more than elaborate plans.

Communicate Openly: Share your needs and boundaries with family. This can help avoid misunderstandings and stress.

Practice Self-Care: Take breaks, enjoy hobbies, and seek support if you're feeling overwhelmed.



It's okay to ask for help, whether from family or professional services. Support is always available to help you focus on what truly matters – enjoying the season and connecting with those you care about.

Stay Connected, Stay Active: The Benefits of Individual Social Support

Feeling connected and supported can make a world of difference in your daily life. Individual social support services are designed to help you do just that—live your best life on your terms.

Whether you're attending a community event, running errands, or simply enjoying a coffee and chat, this service is all about enhancing your independence and enriching your life.

Clients tell us that these outings aren't just about the activity—they're about feeling more confident, maintaining friendships, and staying active in the community. They report improved mood, a stronger sense of belonging, and a boost in overall well-being.

So whether it's reconnecting with hobbies, building new connections, or getting a helping hand to tackle everyday tasks, individual social support empowers you to live more fully, with extra help when needed.

Some daily activities we can support you with:



Going to the bank



Out for coffee



Grocery shopping



Going to the post office



A visit to a gallery

Plan Ahead for Social Activities

To ensure we can schedule transport and group outings smoothly, please book your spot 2-3 days ahead.

This helps us organise the day and make sure everyone can join in.


Seatbelt Safety Reminder

For your safety, always wear your seatbelt correctly when travelling on the bus.

Seatbelt cameras are now being used in our area, and fines may apply if they aren't worn properly.

Wearing a seatbelt saves lives, so let's all buckle up the right way!

For more information and to book, contact our Social Activities Coordinator on 4932 5755.



- GIFT
- BELLS
- RIBBON
- GINGERBREAD
- SLEIGH
- REINDEER
- FIREPLACE
- SNOWMAN
- HOLLY
- WREATH
- CHIMNEY
- ORNAMENT

Did you know? Regularly doing crossword puzzles may delay the onset of accelerated memory decline by 2.54 years in people at the very early stages of dementia.

Reference:
theguardian.com/wellness/2024/jan/22/are-crossword-puzzles-good-for-brain

O	B	W	R	E	A	T	H	O	P	S	C
R	A	C	H	O	L	L	Y	U	R	T	H
N	F	I	R	E	P	L	A	C	E	S	I
A	E	G	I	X	W	Y	Z	V	I	N	M
M	F	D	B	A	G	I	F	T	N	O	N
E	H	I	B	E	L	L	S	E	D	W	E
N	K	J	O	B	G	C	F	D	E	M	Y
T	G	I	N	G	E	R	B	R	E	A	D
L	M	N	S	L	E	I	G	H	R	N	Y

Important contact details

- My Aged Care 1800 200 422 myagedcare.gov.au
- Carer Gateway 1800 422 737 carergateway.gov.au
- The Older Persons Advocacy Network 1800 700 600 opan.org.au
- Seniors Rights Service 1800 424 079 seniorsrightsservice.org.au
- NSW Ageing & Disability Abuse Helpline 1800 628 221
- 1800 ELDERHelp (Elder Abuse) 1800 353 374
- Beyond Blue 1300 224 636 beyondblue.org.au
- Lifeline 13 11 14 lifeline.org.au
- Mental Health Line 1800 011 511 health.nsw.gov.au/mentalhealth

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We are situated on Darkinjung, Wonnarua, Awabakal and Gringai lands and acknowledge the Traditional Custodians of these lands. We pay our respects to the Elders, past, present and future, and recognise their continuing connection and contribution to this land. We affirm the right to equity, respect and fairness for all people.