

“Peace and joy to you this Christmas season. Thinking warmly of each of you and wishing you & your family an extra measure of comfort, joy and hope this Christmas”

We hope your preparations for Christmas celebrations this year are well underway. Christmas decorations have sprung up in the shopping centres and Christmas carols and songs can be heard in many stores. We've compiled a list of our top 5 favourite Christmas movies which you may like to watch with your family and friends.



1. Jingle Jangle:

2. A Christmas Journey

2. Just another Christmas

3. The Christmas Chronicles 1 & 2

4. White Christmas

5. Klaus



Carer's Network Outlets:

- ◆ Melbourne East/North/West/South
- ◆ Bendigo
- ◆ Ballarat
- ◆ Gippsland
- ◆ Loddon-Mallee

Office Hours:

Mon to Fri 7am to 5.30pm
Sat & Public Holidays 8am to 4pm
Sunday Closed
Emergency please call:
03 8488 9982

You might be interested in these great activities to incorporate into your Christmas celebration:

Christmas Square - Melbourne's City Square is transformed into Christmas Square with a magical forest complete with a giant Christmas tree, Santa and his helpers and his postbox. (with a reply from the man himself guaranteed) until December 25 at 68 Swanston St. Melbourne

Santa's Christmas Spectacular - Cheeky elves bring Santa's workshop to life in a fun-filled circus spectacular. These naughty 'n nice elves perform incredible acrobatic feats and circus stunts at Santa's Christmas Spectacular at the Wonderland Spiegel tent on Saturdays and Sundays. Until 18 December. 101 Waterfront Way, Docklands.

Melbourne Town Hall and Federation Square Christmas projections

Myer Windows - A Melbourne Institution!

The Gingerbread Village and many more....

visit: <https://mediahub.visitvictoria.com/inspiration/its-christmas-victoria>

Carer's Network team can assist you to visit and join these festive activities. Ring your Client Services Manager or our Scheduling Team.

In This Issue :

- Christmas Greetings
- Information Updates
- What to do in an emergency
- Your voice matters
- Open Disclosure
- Our Services

Carer's Network

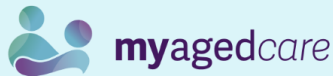
Suite 6/758 Blackburn Road, Clayton, VIC 3168

Phone: 03 8488 9982

Email: info@carersnetwork.com.au

Website: www.carersnetwork.com.au

INFORMATION ON INDUSTRY UPDATES ...



INFORMATION FOR OLDER AUSTRALIANS ON CORONAVIRUS (COVID-19)

When you are uncertain of what to do and wanting to know more, there are information you can obtain from the following website. However if you still find it difficult to access the information, please feel free to call Carer's Network Office and our staff members are happy to assist you.

Website: <https://www.myagedcare.gov.au/news-and-updates/information-older-australians-coronavirus-covid-19>

COMMUNITY VISITORS SCHEME (CVS) - friendship, companionship and develop social connections

Older Australians who receive government-subsidised residential aged care or Home Care Packages can have volunteer visitors through Community Visitors Scheme (CVS). The purpose of the CVS is to support volunteer visits to provide friendship and companionship. It is a free services that aims to help develop social connections.

Volunteers are recruited, trained, crime safe screened and matched to people receiving aged care. The scheme supports relationships that form between the volunteer and the people they visit.

Volunteers visit at least 20 times per year and can be one-on-one visits to people receiving Home Care Packages.

Older Australians who may not have regular contact with friends or relatives, or are feeling isolated from their culture or heritage, can be referred by an aged care service provider to a CVS auspice in the local area. It is also possible for older Australians receiving government-funded aged care services to refer themselves.

The CVS auspice will find a suitable volunteer to match with an older Australian in their local area.

Get in touch with the Southern Migrant and Refugee Centre if you want to refer someone or yourself to the CVS, or would like to become a volunteer visitor.

Landline: 03 9767 1900 Mobile : 0421 330 230 Email: cvs@smrc.org.au

WHAT TO DO IN AN EMERGENCY

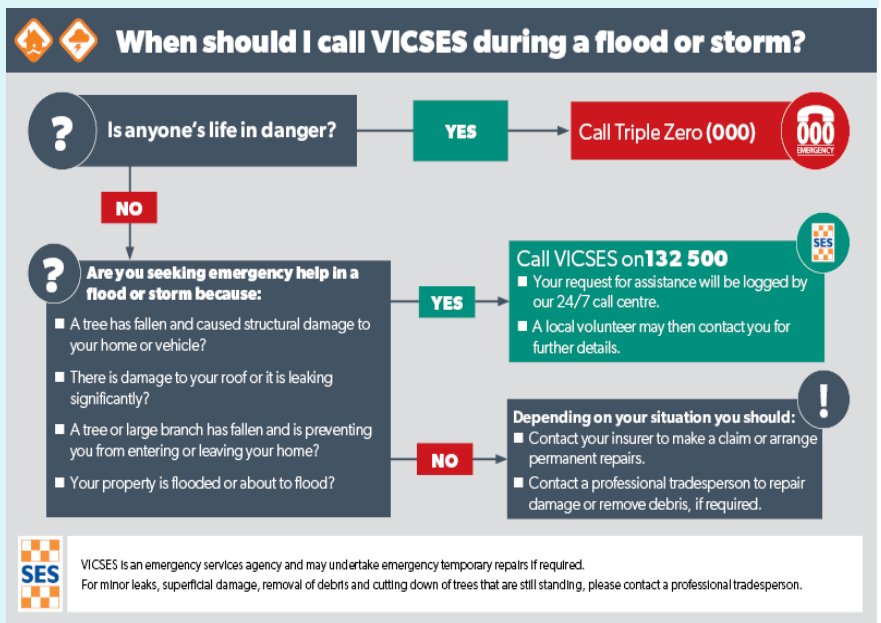
Call **000** for life threatening emergencies.

Call **132 500** from anywhere in Victoria for flood, storm, tsunami and earthquake emergency

Contact your state or territory Department of Health and Aged Care office at

1800 078 709 if:

- you need to evacuate or relocate residential aged care residents and need help to find other accommodation
- your service cannot meet its obligations under its grant or aged care funding agreement
- Are you homeless or at risk of homelessness **Call 1800 825 955**
- Are you escaping family violence? **Call 1800 015 188**



Your voice matters to us, keep close communication with us...

Compliments and complaints and any other forms of feedback provides Carer's Network with valuable information about client's satisfaction and an opportunity to improve upon all aspects of our service.

You can lodge your feedback, compliment and complaint:

- directly with a staff member, either verbally or by submitting a completed Feedback and Complaints Form;
- by phone on : (03) 8488 9982;
- email to our Complaint Officer at yourvoice@carersnetwork.com.au
- written mails to be posted to Carer's Network, Suite 6, 758 Blackburn Road, Clayton, VIC 3168.



If you feel a complaint/grievances has not been sufficiently or appropriately addressed, you can seek further support through any of the following agencies:

NDIS Quality & Safeguards Commission

Phone: 1800 035 544

Online: www.ndiscommission.gov.au

Aged Care Quality and Safety Commission (ACQSC)

Phone: 1800 951 822

Online: www.agedcarequality.gov.au

Mail: Aged Care Quality and Safety Commission – GPO Box 9819

Older Persons Advocacy Network (OPAN)

Phone: 1800 700 600

Online: www.opan.com.au

(There are more agencies listed in our information pack/handbook)



Carer's Network practices *Open Disclosure*.

This involves communicating with a client when something has gone wrong, listening to their experience of what has happened, apologising and explaining the steps that have been taken to prevent it happening again.

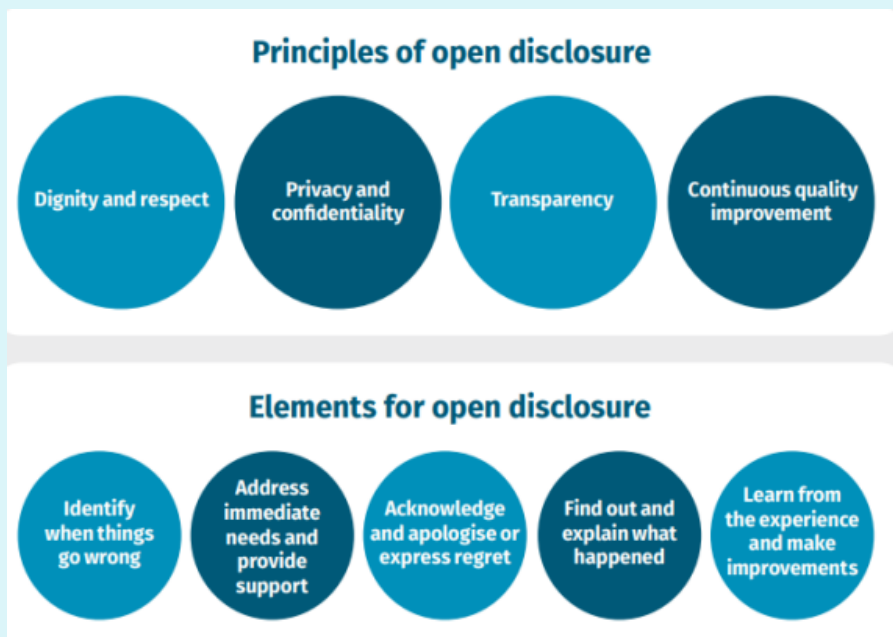
It involves communication and an apology about events or circumstances that have harmed or had the potential to cause harm to a client.

It is important to remember that this is not just confined to clinical care. An adverse event or circumstance can also relate to the social and psychological aspects of a client's care and services.

Open disclosure involves:

- ◆ listening to the client experience of what has happened
- ◆ providing an apology or statement of regret
- ◆ explaining what has happened and why the event occurred
- ◆ explaining the steps the provider will take or has taken to prevent it happening again
- ◆ involving other people, such as family or representatives the client would like to have involved

The full information on our Open Disclosure Policy and Procedures are attached to the information pack/handbook.



Because everyone's needs differ, we can tailor our services to suit you...



Meals

Having extra help in your kitchen to assist in preparing your meals.

Meals delivered according to your choices



Community Access and Social Activities

- Sightseeing & Road trips
- Catching up with family & friends
- Outings
- Physical activities, nutrition and emotional well-being
- Clinical and Nursing Support
- Allied Health



Home Cleaning, Maintenance and Gardening

Assistive Technology



Allied Health

