

Welcome Autumn.

“The season of autumn comes as a chariot of nature’s flame, from woodland browns to born reds and golds to warm each and every eye.”

Daylight grows shorter and cold months ahead. The temperature starts becoming cooler and leaves on the trees will turn yellow, orange, red and brown. Stay warm while enjoying the colourful parade.

A colourful season with lots to do in Victoria.

April 9th 2023

◆ Easter Sunday

DID YOU KNOW?

Melbourne hosts a number of easter egg hunts during the easter period. For more information on this, we welcome you to speak to your manager and find out how you can attend.



April 8th 2023

◆ Easter at Mt Buller

There are 10,000 eggs hiding on Mt Buller on Sunday and we need keen-eyed kids with a taste for chocolate to help us find them! Hop on up for this fun and free Easter celebration!

- ◆ Easter Egg Hunt at Diveline Scuba Centre

Enjoy a day of easter egg hunting and BBQ near the Frankston Pier



March 13th 2023

Labour Day



Labour day, a day to celebrate all our workers who keep our community running.

DID YOU KNOW?

Labour day has its origins in the labour union movement, specifically the eight-hour day movement which advocated eight hours for work, eight hours for recreation and eight hours for rest.



Anzac Day

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

Email (complaints/feedback/compliments) :

yourvoice@carersnetwork.com.au

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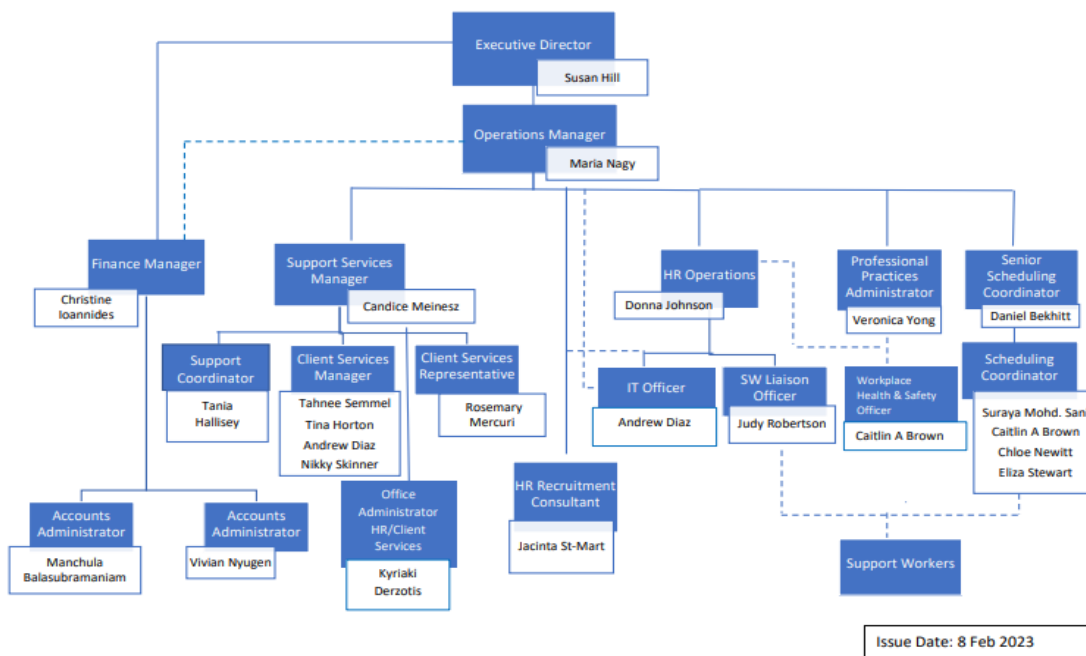
- Anzac Day
- Happy Easter
- Carer's Network Updates
- Aged Care Reform
- NDIS Workforce Framework
- Our Services
- Places of Interest

CARER'S NETWORK UPDATES:

Introducing the people behind Carer's Network...



CARER'S NETWORK FUNCTIONAL ORGANISATION CHART



Chloe Newitt—Scheduling Coordinator

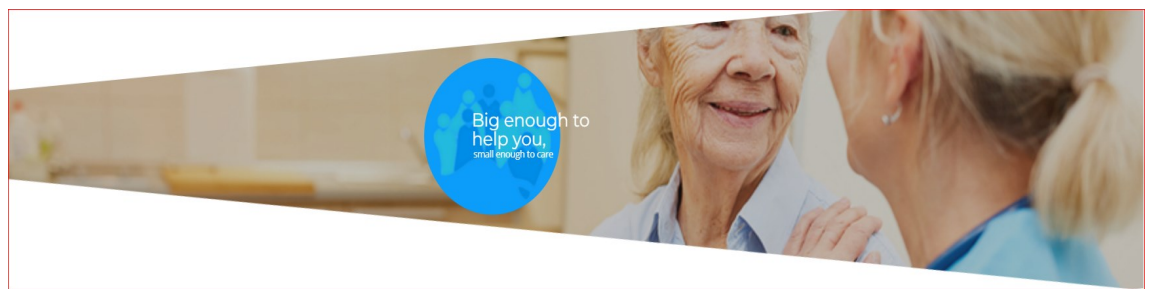
Hello! My name is Chloe, I am part of the scheduling team here at Carer's Network and work very closely with support workers and clients, you might catch me on the phone to help you! I have been in the team since January 2022 and have loved being a part of the welcoming environment with the friendly members I work alongside.

My main priority whilst working with the clients is making sure they feel warm and welcomed to the Carer's Network team over the phones, giving the best possible care suited to their needs, gaining their feedback to work closely and help our scheduling team improve in what we do!

Hope to chat with you soon!



MEET THE TEAM!



Rosemary Mercury - Client Services Representative

I am the Commonwealth Home Support Programme (CHSP) Representative for Melbourne clients.

My Interests are cooking, sewing and of course shopping. I enjoy meeting and talking to my clients as I find it very rewarding that I can give back to the community and

help them.

Candice Meinesz — Support Services Manager

My name is Candice. Most call me Candi. I am the Support Services Manager here at Carer's Network. I lead a team of wonderful Client Services Managers. I have a background in hospitality, working over 25 years in this industry.

I was given a wonderful chance to work in the disability sector over 7 years ago and I have not looked back since. I am very passionate about my role and working with the aged and disabled. When I am not at work I love cooking for my family, entertaining friends and swimming laps for relaxation.



Nicky Skinner—Client Services Manager

Hi, my name is Nicky Skinner and I have recently joined the Carer's Network Team as the NDIS Client Services Manager. Originally from the UK, I have lived in Australia for the past 11 years and now call Melbourne home.

My career background is in Youth Justice, of which I have almost 10 years' experience. In the last 5 years I have worked in the disability sector. I bring to the team a solid knowledge of the NDIS, experience with working with complex clients, a friendly and approachable nature. As well as a desire to help people live their best lives.



Tania Hallisey - Support Coordinator

Tania has come to Carer's Network with a wealth of experience and knowledge of all things NDIS. As an ex nurse and ex secondary school teacher, she has worked with diverse groups of people and sees everyone as unique with individual needs. Tania focuses on supporting NDIS Participants to live their best lives.

Tania also enjoys musical theatre and is currently rehearsing for Jersey Boys that will be showing at the Cardinia Cultural Centre in Pakenham this February/March.



Tahnee Semmel—Client Services Manager

I am a nurse with over a decade of experience in the aged care and community sectors in healthcare with strong values, empathy, and dedication to making sure my clients and patients receive the best care possible.

Becoming a Client Services Manager/Case Manager has brought a whole other set of challenges that I am enjoying- the best part of my job is being able to reach and touch so many more people's lives by being able to put systems and supports in place to help them stay at home. I take great pride in my work and always push to give my all with everything I do.

As the Home Care Package specialist, I help clients, family members and the public navigate the complex My Aged Care system and deal with enquires, consultations and sign ups as well as monitor their every need and see how the system can benefit them and how clients can use the full extent of the package. My job brings so much joy into my life, especially when I can help those most vulnerable in the community.



Improving quality and safety in aged care

Key aged care reforms came into effect on 1 December 2022. These reforms aim to improve the safety, health, well-being and quality of life for people receiving aged care and to boost trust in services.

They include a new Code of Conduct for Aged Care (the Code) and the extension of the Serious Incident Response Scheme to home services.

The Code is based on the existing [National Disability Insurance Scheme \(NDIS\) Code of Conduct](#) and gives the Aged Care Quality and Safety Commission the power to deal with behaviour that is not consistent with the Code.

Code of Conduct

My AGED CARE

In providing care, supports and services, a Code-covered person must:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions; and
- respect the privacy of people being provided with care, supports and services; and
- provide care, supports and services in a safe and competent manner, with care and skill; and
- act with integrity, honesty and transparency; and
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services provided to people being provided with care, supports and services; and
- take all reasonable steps to prevent, respond to, and provide care, supports and services free from, all forms of violence against, and exploitation, neglect and abuse of, people being provided with care, supports and services; and
- take all reasonable steps to prevent, respond to, and provide care, supports and services free from, sexual misconduct.

NDIS

In providing supports or services to people with disability, a Code-covered person must:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions; and
- respect the privacy of people with disability; and
- provide supports and services in a safe and competent manner, with care and skill; and
- act with integrity, honesty and transparency; and
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability; and
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability; and
- take all reasonable steps to prevent and respond to sexual misconduct.

On 1 December 2022, the Serious Incident Reporting Scheme (SIRS) was extended to include in-home care and flexible aged care delivered in a home or community setting.

Carer's Network as your provider must now record all incidents that occur when delivering aged care and services in their incident management system. If a serious incident occurs, they must notify the Aged Care Quality and Safety Commission.

The NDIS said the new **"NDIS pathway"** will mean:

- No more phone planning. All planning meetings will be held face to face – as long as that's what you want.
- Simpler and more accessible information – including more information in Braille and plain English.
- Planners will have more information and tools at their fingertips to help people develop their plans. They will have a better understanding of different types of disabilities.
- More help to connect people with disability with other government services like health, education and transport.
- Changes to the NDIS portal to make it easier to use. The portal is the online system NDIS participants and providers use to manage plans.

Ability Fest is proudly Australia's first all accessible music festival and one of the leading inclusive events in the country. A music festival first and foremost, but with the added perk of incorporating more accessibility features so that everyone can enjoy the universal love of live music.



A not-for-profit event, Ability Fest has hosted some of the biggest names in music including What So Not, Peking Duk and Cub Sport and just shy of \$500,000 for the Dylan Alcott Foundation. These funds have helped young Australians living with a disability fulfil their potential through their grant program.

To find out more about how you can attend this event please contact your Client Services Manager and they will happily walk you through the process.



It is that time of year again and we should all take the right measures to ensure a safe transition into Autumn 2023.



Vaccination is the safest way to protect yourself and others from influenza viruses.

Influenza vaccination prepares your immune system to fight influenza viruses.



The immunity provided by the vaccine can protect you from becoming sick if you get exposed to influenza in the community.

We should all get the vaccine in order to protect both ourselves and those around us.

If you haven't had all your COVID-19 vaccinations yet, including boosters, have a yarn to your health worker or find out where you can book an appointment via <https://www.health.gov.au/resources/apps-and-tools/covid-19-vaccine-clinic-finder>.

Visit the [Department of Health website](https://www.health.gov.au/health-alerts/covid-19/treatments/oral) at <https://www.health.gov.au/health-alerts/covid-19/treatments/oral> or call 1800 020 080 to find out more information about [oral treatments](#).

ENTERTAINMENT



- carersnetworkau

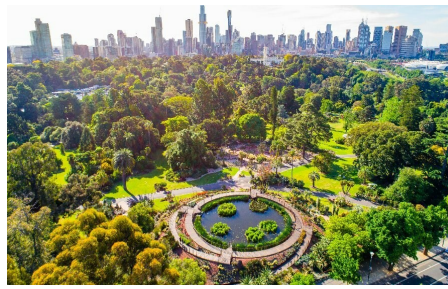


- Carer's Network

Light stroll while admiring the nature:

◆ Royal Botanic Gardens Victoria

Royal Botanic Gardens Melbourne has been a treasured part of Melbourne's cultural life for more than 170 years – much loved by generations of Victorians, It is a picturesque haven for recreation and an important resource for education, conservation, science and horticulture.



COMING SOON
Friday 16 Jun – Sunday 6 Aug 2023

Useful Information	
	Open Daily 7:30am – 7:30pm Visitor Centre: 9:30am – 5pm Children's Garden: Daily, 10am – Close
	Admission Free
	Location Wurundjeri & Bunurong Country Birdwood Avenue, Melbourne
	Contact 03 9252 2300 rbg@rbg.vic.gov.au



The Summer Night Market is happening every Wednesday nights until 15 March 2023

◆ Queen Victoria Market

Also known affectionately as 'Vic Market' or 'Queen Vic', the Queen Victoria Market has been the heart and soul of Melbourne for more than a century. An historic landmark spread over two city blocks, it's a vibrant and bustling inner-city market where you can shop at over 600 small businesses for everything from Australian fruit and vegetables, local and imported gourmet foods, clothing and souvenirs.



◆ Din Tai Fung

If you can't get enough of dumplings, [Din Tai Fung](#) is a family favourite. Adorable robot waiters (yes really!) roll around the restaurant delivering plates of crispy fried dumplings, noodles and xiao long bao. You can access the venue by a lift, there's ample space around the tables.

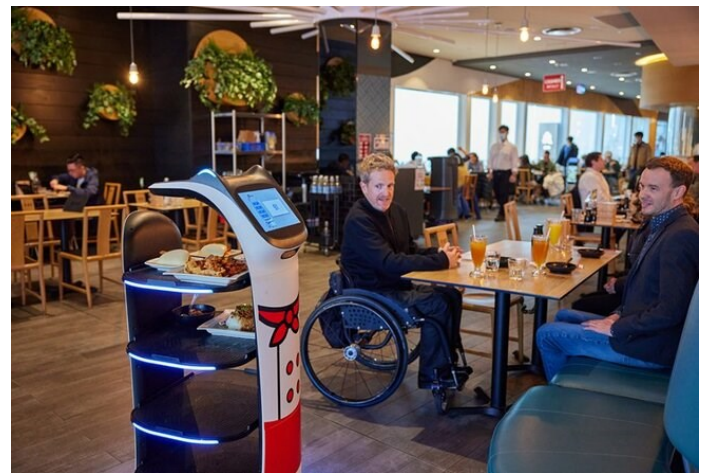
Service options: Dine-in · Takeaway · Delivery

Located in: Emporium Melbourne

Address: Level 4/287 Lonsdale St, Melbourne VIC 3000

Hours: Open · Closes 2:30 pm · Reopens 5:30 pm ▼

Phone: (03) 9654 1876



MORNINGTON PENINSULA

Quiet and secluded

The waters of the Western Port are ever-intriguing. Extensive shallow areas are present but with deep channels running through. There are a number of islands too, the largest being French Island that is only accessible by ferry. The southern end of the bay offers sandy beaches with quiet coves, alongside surf beaches that look towards Phillip Island. The northern area is a unique and significant mangrove area, critical for fish breeding grounds. The entire area is so significant that it is part of the UNESCO Westernport Biosphere Reserve. Commercial fishing is not permitted, however recreational fishing is allowed.



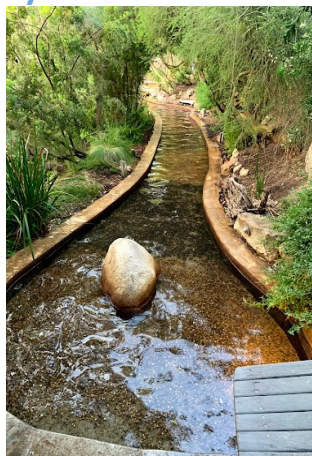
Flinders Beach

Flinders Beach area is located just a few minutes scenic drive from the peaceful township of Flinders. Here there is a leash-free area for dogs, bathing from the beach at mid to high tide and a popular pier which attracts many fishermen. There are two sheltered beaches on either side of Flinders Point called Dodds Creek (400 metre long) and Kennon Cove (1.2 kilometre long).

The Flinders Beach and pier area is a popular snorkelling and scuba diving site known for its weedy sea dragons, fish and octopus and a wreck at the end of the pier. When the tide is out the rockpools appear so it is best to

Peninsula Hot Springs is a natural geothermal mineral springs and day spa facility located less than 90 minutes from Melbourne. Explore over 70 globally inspired bathing and wellness experiences, nestled harmoniously in the natural landscape.

The pool are filled with mineral rich geothermal water that detoxifies the body and rejuvenates the spirit....



Water has long been harnessed to encourage physical and emotional wellbeing. Across the world, and throughout decades, water therapies and facilities have contributed to creating wellness experiences that provide lasting physical and mental health benefits. Peninsula Hot Spring waters are an oasis of calm healing.

“Water is an element in which our bodies can be free, so all of us can use water therapeutically.”

