



# CHARLESTOWN CARING GROUP

## February and March 2019

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**OFFICE HOURS:** Monday to Friday- 8am- 3pm

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**Charlestown Caring Group Inc.  
Management Committee Members:**

**Executive**

Janice Knowles	Chairperson
Chris Butler	Treasurer
Marion Falcocchio	Secretary

**Members**

Jill Hall	Committee member
John Mihell	Committee member
Maria Obrien	Committee member
Daryl Jeffs	Committee member
John Falconer	Committee member



### Message from the Office "Welcome to 2019"

We were back to work 7/01/2019 and lots of Government changes happening in aged care that we need to sort through, as well as changes at the office. So full steam ahead! Will discuss more in our April/May/June edition of newsletter

Please find attached to this edition a client survey

1. The satisfaction survey for ALL clients to complete, please be honest in your survey praise us for what we do right and let us know if you are unhappy and suggest improvements as this is the only way that we will know.
2. There is also a "Transport survey" is only for clients that have volunteers transporting them by car to appointments shopping etc. It is NOT for the bus transport
3. *Until next time.....Margaret - General Manager*

## REMINDERS

### Clients and Family -

- Please when paying your invoices you **MUST** put the **CLIENTS SURNAME** and invoice number, as there is a lot of wasted time when a family member pays the account and we can't identify who has paid eg "Mums lawns" or a name we haven't heard of before as it is the person paying the accounts name instead of Client name.
- Statements-  
There appears to be some confusion when clients receive a "Statement' I have stopped statements at present due to the confusion. You will still receive an invoice and this is the only amount you need to pay. A reminder that you can still pay at the office and receive a receipt at same time or if lawn mowing can pay Steve directly and he will write out your receipt. I sincerely apologise to those who have had errors, have stated you owe money when you don't etc, these are internal CCG problems, that we are sorting through and not the fault of our accounting firm. If you have any issues with your invoices please phone office and speak to myself or Michelle, so we can get back the accounts system back on track

### Drivers (transport and shopping only)

- We will be having a Volunteer Drivers (transports and bus drivers) Meeting 14th February at 2pm to 3pm.
- Drivers log on their Kilometres from when they arrive at the client's home and log off when they return to clients home. Not from volunteers home, as we have several volunteers that live quite a distance away, while we would love to be able to pay from your home we just cannot afford to do so, and would need to charge the clients a lot more to cover these costs.

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### Operations Manager's Report

Hello everyone and Hello 2019!!! I wanted to say a huge thankyou to our very capable and energetic new exercise instructor Karyn. Her classes are not only good for us physically but are always a fun and keep us laughing too! If anyone has any feedback for Karyn



and/or suggestions for any other types of exercise please do not hesitate to call me.. The bus is available for those who need a lift to classes.

I hope everyone had a beautiful Christmas and New Year. I know I did! I was lucky enough to spend it with extended family members and of course my kids and mum... We are all back on board now and the team are looking forward to a productive and action packed 2019. If anyone has any questions about services to keep you living independently in your own home, please give me a call. Or, alternatively, you can contact MY AGED CARE on 1800 200 422 or jump on their website.

**Michelle-Operations Manager**

## **Lifestyle Officers Report**

Happy New Year, May 2019 bring us all health wealth and happiness  
Hope everybody enjoyed their festive season with family and friends.  
I looking forward to sharing in new adventures in the upcoming months-  
We have started the year with The Postman's Run (Hawksbury River cruise) bus trip, positive feedback with all enjoying their day. We also have ten pin bowling at Maitland Super strike on 31<sup>st</sup> January for those that love to roll a heavy ball down a lane.

We have had some really hot days and more to come... so please remember to slip slop and slap .....bring your hats on outings. CCG will provide bottles of water.

## **Activity Booking Sheets**

It is important to look at each month's calendar, choose what you would like to attend and either, return the completed booking sheet or phone in your choices to the office.

No-one is on the pick-up list until you have let us know your choices, and remember at times you may be on the waiting list due to insufficient transport. There is a month of activities to choose from, some you may like to attend and others you will choose not to, the choice is yours. *"Your Choice - Your Program"*

All communication regarding group activities (changes, additions, cancellations etc is to go through the office staff). Please keep a copy of your booking sheet at home or mark on your calendar so you remember what you have booked in to attend.

**DEB- Lifestyle Officer**

## NDIS/Private Services Coordinators Report

I hope everyone had a lovey Christmas and a Safe and Happy New Year!

Wow what a month January has been, the Lawn Maintenance Crew have had some big, hot days this month with the summer heat. All scheduled lawn maintenance clients will be back on schedule now. If you need to book your lawn maintenance in please contact Barbara at the office.

I would like to let you know that I'm no longer working for Charlestown Caring Group Inc. I have been offered a position within an organisation, specialising in mental health, and looking forward to extending my career.

I have enjoyed working at Charlestown Caring Group Inc. and with you all. I wish you all the best for the future and thank you for your support.

Please contact Barbara for Lawn Maintenance and NDIS/ Domestic Assistance clients to contact Christina at the office.



**AMANDA- Coordinator**

*And a fond farewell to you too Amanda, we will all miss you !!!*

# Community News

## HOT WEATHER TIPS FOR SENIORS

With summer upon us it is more critical than ever to know how to beat the heat and stay cool and hydrated. Seniors are in the "most at risk" category and we want you to have a few tips on hand to beat the weather this summer.

- First tip is to keep drinking water as often as possible throughout the summer days even if you don't feel thirsty as this can prevent you from becoming dehydrated- Avoid alcoholic, hot or sugary drinks as much as possible as they can also dehydrate you faster.
- Eating colder meals such as salads and fruit will help you keep cool.
- Wearing light coloured clothing and materials made from natural fibres such as cotton can help you stay cool.
- Keeping your house cool will also help you stay cool so keeping blinds and curtains closed on hot days will help keep the cool air in.
- Ask your doctor if you have any health conditions that mean you are at greater risk of heat related illness and what you need to do about them to keep well in the heat.

## Heat related illnesses to keep an eye out for

- Heat Rash - This is an itchy, painful rash commonly called "prickly heat". It is caused by excessive sweating during hot, humid weather- what to do: keep the affected areas dry (powder can help) and avoid using ointments or creams because they keep the skin warm and moist which can worsen the condition.
- Dehydration- This occurs when the body doesn't have enough water and other fluids to carry out its normal functions. Symptoms can include dizziness, tiredness, irritability, dark yellow urine, loss of appetite and fainting. What to do: Drink plenty of water or diluted fruit juice or drinks such as Hydrolyte to get your electrolyte levels up quicker. Avoid hot drinks and if possible use a spray bottle filled with water to cool you down.
- Heat Stroke - This is the most serious heat-related illness and is a life threatening emergency. Symptoms include a sudden rise in body temperature, red, hot dry skin, dry swollen tongue, rapid pulse, rapid shallow breathing, intense thirst, headache, nausea, vomiting, dizziness, confusion, poor concentration, slurred speech, aggressive behaviour. What to do: Call an Ambulance immediately then immediately aim at lowering the body temperature. Spray the face and body with a spray bottle of water, remove excess clothing, have small sips of water, place cool packs under the armpits, on the groin or on the back of the neck. Do NOT use aspirin or paracetamol as they can actually be harmful in these situations.
- If you feel unwell or are worried you are experiencing a heat- related illness call Healthdirect on 1800 022 222 to talk to a registered nurse 24 hours a day and they will be able to tell you what to do.



# Photo Page

Here is some christmas party photos





