

# Buckland Home Care Monthly Newsletter

## October 2024

*...we care*

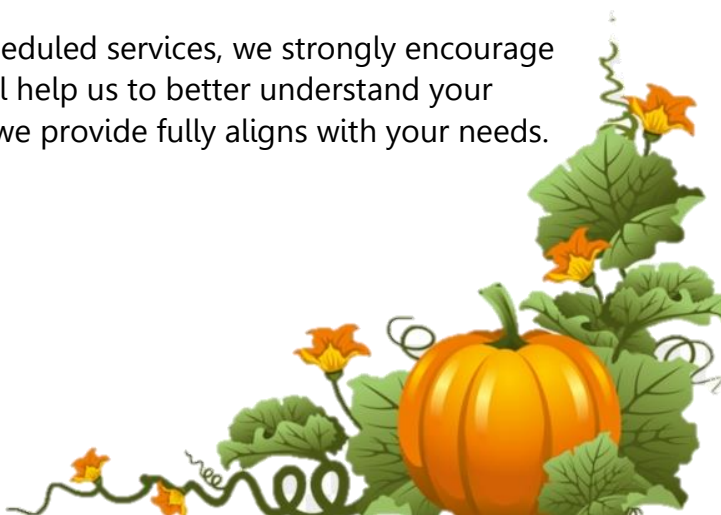
Greetings clients, families and carers,

I hope this newsletter finds you well as we move into October. I may have been a bit too optimistic in welcoming the warmer weather last month, with September bringing a cool start to spring. In saying this, I am delighted to share a few exciting updates with you.

First and foremost, I would like to wish each of you a very happy Seniors Day which is internationally celebrated on October 1<sup>st</sup>. The Blue Mountains City Council, in collaboration with local community groups and organisations, has organised two Seniors Expos to honour this occasion. These events aim to bring people together, foster friendships, and celebrate the incredible contributions of our older residents. If you're interested in attending, you can find more details about these events on page 3 of this newsletter. We hope to see you there!

In addition, your safety and well-being are always our highest priority. Should you experience an injury at home, please remember that you can call an ambulance for immediate assistance. It is important to note that calling an ambulance does not necessarily mean you will be taken to the hospital—paramedics are able to assess your condition and provide essential medical care within the comfort of your home. Furthermore, if you hold a valid Pensioner Concession Card this service is provided free of charge, offering you peace of mind in the event of an emergency.

Even if an injury occurs outside of your scheduled services, we strongly encourage that you contact your care advisor. This will help us to better understand your current situation and ensure that the care we provide fully aligns with your needs.

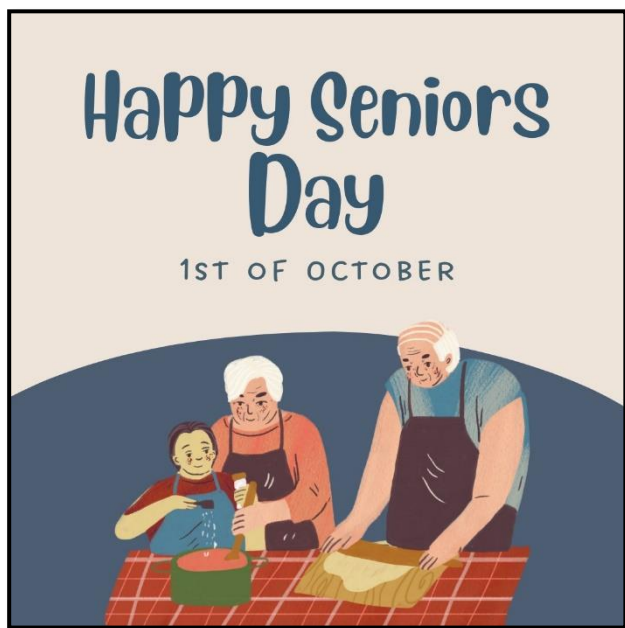


I'd like to take this opportunity to thank you for the feedback and suggestions you've shared with us over the past few months. Your input helps us improve and shape our services to better meet your needs. Please continue to share any thoughts, suggestions or concerns with our team.

As we move into the final quarter of 2024, I want to thank you for being a valued part of our Buckland community. As always, if you have any questions or require further information, please don't hesitate to contact me directly at 0434 364 440 or via email at [klarisa@buckland-rv.com.au](mailto:klarisa@buckland-rv.com.au).

Warm regards,

**Klarisa Blazevic**  
Homecare Manager



In Other News:

Community Restaurants

Blue Mountains Food Services warmly extends an invitation to all Home Care Package clients to join their community restaurants, offering a delightful dining experience at various locations throughout the Blue Mountains. These lunches are prepared by a team of professional chefs and dedicated volunteers, ensuring not only delicious meals but also a welcoming and social atmosphere for everyone.

The community restaurant locations and days are as follows:

<b>Blaxland</b>	Sharon Burridge Hall	Tuesday at 11am
<b>Springwood</b>	Springwood Community Hub	Tuesday and Thursday
<b>Springwood</b>	Buckland's JLK Centre	Friday
<b>Lawson</b>	Mid Mountains Community Centre	Wednesday
<b>Katoomba</b>	Family Hotel	Friday
<b>Blackheath</b>	Bates Hall	Wednesday

All lunches, except for Blaxland, begin at 11:30 am and are provided at a subsidised rate of \$15. This is a wonderful opportunity to enjoy a hearty two-course meal while connecting with others in our community.

If you would like to join one of the community restaurants listed above, please contact either Barbora or Nerida who will liaise with Blue Mountains Food Services on your behalf.



## Seniors Expo 2024

The International Day of Older Persons is celebrated annually on October 1st. To mark this special occasion, seniors across the Blue Mountains are invited to join us for this year's Seniors Expo, "*Building Connections Within Your Community.*"

To make this celebration even more special, the council has arranged two days to ensure everyone from the lower, mid, and upper mountains can join in. I sincerely apologise for the delay in sending this month's newsletter, which regrettably didn't provide enough notice for today's Springwood exposition, held on the 10<sup>th</sup> of October. However, if you are still interested in attending, please mark your calendars for:

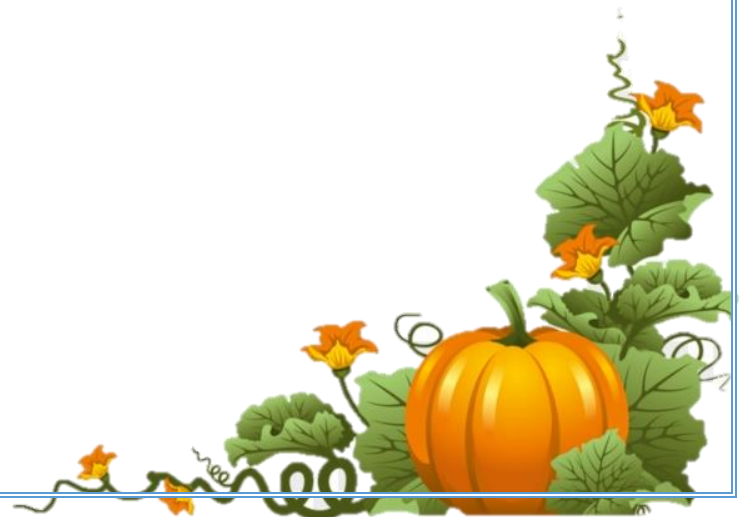
- **Thursday, 17 October** at the Blue Mountains Cultural Centre (30 Parke St, Katoomba).

This event will run from 10:00 a.m. to 2:00 p.m.

You'll be treated to a free sausage sizzle, refreshing drinks, live entertainment, and plenty of stalls showcasing local social groups you can get involved with. Whether you're interested in the Men's Shed, gardening clubs, U3A, or other activities, there's something for everyone to discover.

No need to RSVP—just pop in and enjoy the festivities!

For more information, contact the Council's Aged and Disability Services Officer at 4780 5546.



# Senior's Expo



Come along to a FREE Senior's Expo to chat with neighbours and new friends, and explore the groups and activities that can help you build meaningful connections and friendships.

**Visit us at one of our two events:**

**Thurs 10 Oct, 10am-2pm**

Blue Mountains Theatre and Community Hub Springwood

**Thurs 17 Oct, 10am-2pm**

Blue Mountains Cultural Centre Katoomba

**FREE** food and refreshments will be available on the day.

For more information, contact Prue Hardgrove, 4780 5546.

**Proudly provided by:** Council in partnership with Blue Mountains Food Service, Aged Care Assessment Team, Services Australia, Seniors Rights Service, Central Blue Mountains Rotary, Blue Mountains Theatre and Community Hub, Lawson Probus Club, University of the Third Age, Springwood Neighbourhood Centre, Belong Blue Mountains Neighbourhood Centre, Wires, Lower Mountains Men's Shed and many more.





2024 Mental Health Month

**Let's Talk About It**

Event Information

Tuesday 29 October  
Windsor Community Mental Health Centre  
11am to 1pm

Wednesday 30 October  
Wilberforce Community Hub  
11am to 1pm

Thursday 31 October  
Colo Heights Community Hub  
11am to 1pm

RSVP by 25 October  
to our Community Engagement Resilience Team (CERT) on  
NBMLHD-CERT@health.nsw.gov.au

**Come and be a part of an interactive day where your experiences contribute to collective strength and individual wellbeing.**

This inclusive space values your voice and welcomes mutual support.

Let's talk about your mental health wellbeing and coping strategies while taking part in a fun activity.

Nepean Blue Mountains Local Health District  
Community Engagement Resilience Team





## We Matter 2024

# A FORUM FOR EVERYONE INTERESTED IN DEMENTIA

### Connections Matter!

The "We Matter 2024" forum is a significant event dedicated to individuals living with dementia and their families, emphasising the crucial role of social bonds. We invite you to a day filled with inspiration and valuable insights where we'll delve into the significance of community, support and interpersonal connections. Robyn will present an inspiring account of the support her mum, living with dementia received from community, friends and family. Robyn says, "It really took a village" to help her mum and family live well with dementia" Also Postdoctoral researcher Dr. Diana Matovic of Macquarie University will highlight the significance of 'social connections' for people living with dementia and their carers.



**October 22, 2024**

**Katoomba**

**9.30am – 2pm**

Robyn Moore Voice of  
"Blinky Bill" Actor and  
Artist



Speaks about her full and  
inspiring life with her  
mother who lived well  
with dementia.

Venue: RSL Club  
Katoomba

86 Lurline St, Katoomba  
NSW 2780

LUNCH PROVIDED

**Registrations are  
essential**

**For details and to  
register for this free  
event please contact**

Anglicare Dementia  
Advisory Services

Sanita

0437 478 674



## DATES TO REMEMBER

### October 1<sup>st</sup>

International Seniors Day

### October 7<sup>th</sup>

Labour Day (public holiday)

### October 14<sup>th</sup>

Buckland Bus Trip

### October 31<sup>st</sup>

Halloween

## FEDERAL NEWS

An update on Support at Home (SaH) coming into effect on 1 July 2025:

Home care recipients transitioning to the new program from July 2025 will be allocated Support at Home funding that is equivalent to their existing Home Care Package level and aligned to the new legislated program rules.

Existing HCP recipients that do not pay an income tested care fee will make no contributions to their funding.

HCP recipients that do pay an income tested care fee will transition into Support at Home with special discounted contribution arrangements.

## FEEDBACK & SUGGESTIONS



Any suggestions or feedback to better improve our service are always welcome and encouraged.

Attached is a copy of a feedback form which can also be found in your home files.

## WOULD YOU LIKE TO GO DIGITAL?

As part of our ongoing efforts to improve our customer experience, we're pleased to offer you the option to receive all our future communications via email. If you're interested in this option, please let us know at [homecare@buckland-rv.com.au](mailto:homecare@buckland-rv.com.au).



Our monthly newsletters are also available on the Buckland website: [www.buckland-rv.com.au](http://www.buckland-rv.com.au). Just click on the Home Care link: Monthly Newsletters.

## BUS TRIP TO BALMORAL BEACH

Our next group bus trip is taking place on Monday 14<sup>th</sup> of October. We still have room available if you would like to attend and enjoy a relaxing day in the sun.

Please contact the home care office to book in your spot.

## ACCESSING CARE

Do you or a loved one need help accessing aged care services?

Buckland Home Care is here to help! Our dedicated Support Advisors can assist with navigating My Aged Care and are here every step of the way from your initial referral to package assignment.





## FEEDBACK FORM

### WE VALUE YOUR FEEDBACK

Buckland Home Care is committed to ensuring that you have a positive experience with us and that you are happy with the services we provide to you. We take all feedback and complaints offered to us by clients, family members, carers, organisations and members of the community very seriously. We use this feedback to improve our services to you and ensure your ongoing satisfaction.

### YOUR FEEDBACK WILL BE MANAGED:

- With respect and sensitivity
- Without prejudice or retribution to the complainant
- In a timely manner

1. Nature of your feedback:

Compliment

Complaint

Suggestion

2. Please write your feedback here in as much detail as possible:

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3. Have you spoken to a staff member about this issue?

If yes, answer questions 4 and 5.

If no, continue to question 6.

4. To whom did you speak to?

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5. What was the outcome?

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6. Please indicate who is providing the feedback:

- Client  Carer  
 Relative  Visitor  
 Staff member (On behalf of the client)  Other: \_\_\_\_\_

7. If you are not the client completing this form, are they aware that you are giving this feedback?

- Yes  
 No

#### PERSONAL DETAILS

You may choose to remain anonymous, however, to receive any information regarding an outcome your details are required.

- I would like to remain anonymous.  
 Name: \_\_\_\_\_

#### PREFERRED METHOD OF RESPONSE:

Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

#### CONSENT TO USE THIS INFORMATION:

I authorise Buckland Homecare to use the information above for investigating and resolving the issues I have addressed.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



Australian Government  
Department of Health



Australian Government  
Aged Care Quality and Safety Commission

## Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.