

THE SIS SOCIAL



Issue 6, December 2015 & January 2016

NEWSLETTER FROM
SENIORS INFORMATION SERVICE



Message from Jenny Hughes, Chief Executive



Welcome to the Summer Edition of the SIS Social. With Christmas now upon us and the New Year looming, it is timely to reflect on what has been achieved during 2015 at SIS. I feel very proud and very appreciative of all the hard work put in by our Board, Staff and Volunteers at SIS to support our community.

I am pleased to share with you some of the key highlights from 2015. We expanded our service delivery to include and integrate the Disability Information and Resource Centre's programs to our range of services including the Disability Information Directory and organising the Disability, Ageing and Lifestyle Expo at Wayville Showgrounds. The expo provided an effective platform for service providers and industry experts to connect with people living with disabilities, seniors and carers on direct service and equipment provision as well other topics such as accommodation, active living and lifestyle opportunities. Over 140 exhibitors and over 3000 visitors participated in the expo.

We increased support for the Lesbian, Gay, Bisexual Transgender and Intersex (LGBTI) and Aboriginal and Torres Strait Islander (ATSI) communities through the appointment of an LGBTI Community Worker and ATSI Project Officer to support and connect individuals with information and service providers.

We were also out and about this year offering more than 200 different information sessions reaching out to more than 11000 South Australians on topics such as aged care, retirement living, home support and estate planning.

This year also marked the beginning of a collaborative project with Carers SA. Funded by the Australian Government, we have reached out to over 100 Carers in Northern Adelaide, Port Augusta, Port Pirie and Western Adelaide regions helping them to learn and understand digital technology.

If you would like to read more about our work, our 2014/15 Annual Report is now available on our **website**. Alternatively, you can click **here** to download your copy of the Annual Report.

As we look forward to 2016, I would like on behalf of the board, staff and volunteers of SIS to wish you a happy and safe Festive Season.

INFORMATION LINE: 08 8168 8776

COUNTRY CALLERS: 1800 636 368



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SIS Helping with myGov, My Aged Care

In our modern world it is an increasing necessity for people to be able to contact and access Government agencies over the Internet using computers, tablets or smartphones.

Having a myGov account allows people to check information on their Age Pension, lodge a tax return on line with the Australian Taxation Office, and update their details with Medicare, to name a few.

Seniors Information Service aims to support seniors and people with a disability to keep connected and access services in a faster way. Our volunteers can assist consumers with setting up a myGov account. If the person needing help doesn't have an email address, our volunteers can also provide the help necessary to create one.

From 1 July 2015 to access Commonwealth funded home support, community and residential aged care services, it is necessary to contact My Aged Care, the national gateway established by the Australian Government.

A free call number is available to access My Aged Care: 1800 200 422. However anyone who is having difficulty connecting with My Aged Care can be assisted by Seniors Information Service staff, who will make an online referral for them or support them as they make the call to My Aged Care.

Call (08) 8168 8776 for more information on how we can assist you.



SIS serving South Australians for 21 years and counting

Seniors Information Service is a charitable and inclusive organisation providing information, support, programs and advice to South Australians on the ageing and disability journey. We have and continue to play a vital role in the lives of many South Australians, helping people access information and connect with services and community organisations. This information and support helps our clients, their families and carers to make informed decisions about the way they want to live their lives.

Whilst we have been supporting South Australians for 21 years we continuously strive to always improve our services. If you have any suggestions on how we might do this better we would like to hear from you. Please us on (08) 8168 8776 and ask for Anthony or email Anthony at anthony@seniors.asn.au with your ideas, comments and any areas for improvement in our services. We are ready to listen.



Seminars and Internet Services

SIS offers seminars on a broad range of topics including Navigating the Commonwealth Home Support system, Financial planning for Retirement, Wills and Estate planning, Retirement Housing and Understanding Aged Care costs.

SIS also offers a range of technology training opportunities including how to use tablets (iPads/Android), smartphones and computers as well as sessions on Internet Security. If you would like to attend a session, please call us at (08) 8168 8776 to book a place or email us at information@seniors.asn.au. If access to the internet is a concern we have an Internet Lounge; available to people who are over 50 years of age or have a disability at our social support centre at 149 Currie Street Adelaide.

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Have a question? Ask our Friendly Information Officers

South Australian Seniors Card

The Seniors Card is available to all SA residents who are 60 or over and not working more than 20 hours per week. No income or asset tests apply and benefits include, off-peak periods, weekends and public holidays, discounted public transport within SA as well as concessions interstate. Business discounts also apply.

If you are eligible and would like to apply for a Seniors Card, application forms are available at Australia Post outlets or apply online at www.sa.gov.au.

This year we are teaming up with the South Australian Government to be a distribution point for the Seniors Card directory. If you would like one please visit us at 149 Currie Street Adelaide to collect your copy.

SA State Government Website

The State Government website at www.sa.gov.au is a great source of information for SA residents. From vehicle registration to retirement village legislation, anything and everything government related can be found here.

The Concession Finder is particularly useful. Here's a hint: use the search box at the top of any page to quickly find what you're after.

Join our mailing list!

Sign up to receive email updates on different services, programs and event announcements. Simply email us at information@seniors.asn.au and we will add you to our mailing list.

You also have an option to sign up from our website (www.seniors.asn.au).

You can also subscribe by filling out a form by clicking [here](#).

Advertise with us!

Advertising opportunities are now available with the Seniors Information Service (SIS) monthly Newsletter and website. The SIS Social Newsletter reaches 3400 recipients monthly and the SIS website receives over 96000 hits annually. With many targeted advertising options and customisable plans available, this opportunity is not to be missed.

Click [here](#) to download your copy of the advertising kit. Contact our office at (08) 8168 8776 and ask for Sakina or email us at information@seniors.asn.au to find out more.

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Introduction to Home Care Packages and Consumer Directed Care

Home Care Packages (HCPs) provide support and care to eligible seniors who are living in their own homes. To access a HCP people must be approved by the Aged Care Assessment Team (ACAT) for a particular level of care (Level 1- Level 4). A HCP provider must also have a service vacancy they can offer. People receiving a HCP are often referred to as consumers under the Aged Care Reforms.

How do I get an ACAT assessment?

If you have not already done so, you will need to contact **My Aged Care** on **1800 200 422** or **www.myagedcare.gov.au** to check your eligibility and organise an ACAT assessment.

What type of services do HCPs offer?

HCPs can provide a variety of services, supports and goods, depending on the level of package the consumer is approved for. In general terms a Level 1 package is designed for someone that is fairly independent and needs a little regular support, while a Level 4 Package is designed for someone who has significant care needs which may include nursing, allied health and the provision of aids and equipment. Each person's package is designed with and for them, with a focus on the things they need and want to achieve.

What is Consumer Direct Care (CDC)?

From 1 July 2015, all Home Care Packages have to be delivered under an individual budget CDC model. This model requires providers to work in partnership with each person on a package to design a service plan that truly reflects their goals, needs and preferences, and to do this within each person's budget.

What is the budget?

The budget operates like a personal bank account. Income is made up of government subsidies and supplements for that person, any fees they are required to pay and any additional amounts they choose to add. Expenses include provider charges and the cost of the goods and services purchased with CDC funds. Consumers receive a regular statement from their provider which details income, expenditure and the balance. Consumers can discuss and adjust their budget with their provider and some can log in to a portal their provider has set up to check their budget whenever it suits them. Any funds a consumer doesn't spend remain in their account for future access.

What is the advantage of the CDC model for me?

Consumers have described some of the advantages as:

- Having a greater choice and control over the design of their package services
- Having greater financial understanding and control over how their package funds are spent
- Having flexibility and using the information they have at hand e.g. to adjust their services, purchase aids or equipment or to plan ahead.
- Being able to decide how involved they would like to be in the management of their package and budget
- Feeling that their provider is their "partner in care".

If you have any questions about Home Care Packages or CDC please phone us on **(08) 8168 8776** or email us at **information@seniors.asn.au**.

Information is also available at **www.myagedcare.gov.au** from **www.dss.gov.au** and from **www.homecaretoday.org.au**.



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Our People!

Miriam Cocking, Access and Equity Officer



Miriam has been working with SIS for over 11 years and has had many roles but helping people has always been central to her work. Starting as an Ethnic Liaison Project Officer in 2004 and today is our Access and

Equity Officer, Miriam is committed to helping vulnerable communities and has helped SIS to meet the increasing need to expand services to the LGBTI and ATSI communities. Miriam is well known in the community and to service providers and is often out in the community delivering presentations to Culturally and Linguistically Diverse (CALD) groups and general community members. Miriam also represents SIS in our regular segments with ABC Regional radio and Adelaide Radio. Miriam sits on various Board and committees representing SIS and CALD Groups.

Miriam can also be found answering enquiries on a range of topics including My Aged Care, Retirement Living, Advance Care Directives, Seniors Card and more.

In her spare time, Miriam volunteers, runs a radio program, volunteers in her church community and fundraises for the Filipino community. She enjoys entertaining guests, gardening and travelling.

Miriam has two boys and a lovely grand daughter who live in Melbourne. Miriam's motto in life is 'Live today the fullest, you do not know what's in store tomorrow'

Breeana Tully, Administration Volunteer



Breeana has been volunteering for over 4 months at SIS and offers assistance in the administration area. Breeana is a friendly face you will meet at reception and also takes phone enquiries.

Breeana started volunteering with SIS to gain relevant work experience and also to help the community. She enjoys talking to people, answering phones or doing paperwork for visitors because she believes that these little things make a big difference.

Breeana was born in Brisbane and moved to Adelaide when she was nine. She has studied Bachelor of Media Arts at the University of South Australia where she majored in Film and Television production, with a sub-major in Performing Arts.

Breeana enjoys spending time with her friends, family and partner. She also enjoys going running/hiking, going shopping or drinking tea at home. Breeana currently has over 40 tea varieties in her personal collection!

Breeana believes, "Help others where you can. There are so many people who don't and you don't realise how much even the smallest gesture of kindness can make a difference to somebody's day"

A BIG thank you to our dedicated volunteers who donated over 6000 hours in 2014/15



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Out and About!

Federation of Ethnic Communities Council of Australian (FECCA)



Miriam Cocking our Access and Equity Officer attended the Biennial National Conference for FECCA.

The conference was held in

the first week of November in Sydney with the theme “Multiculturalism in Action; Building a Better Future for All Australians.” The conference was organized in partnership with the Ethnic Communities Council of NSW.

The conference brought together leading decision makers, thinkers and practitioners of diverse backgrounds and from all walks of life to discuss and debate key issues that relates to Australian Multiculturalism. The issues were explored by different plenary addresses, panel discussions and diverse presentations which gave over 500 delegates the opportunity to actively engage and participate during the entire conference.

LGBTI Round table conference



On the 5th of December SIS was part of the Department for Communities and Social Inclusion LGBTIQ round table forum - Bring Your Wisdom To The Table! The forum was for older people within the Adelaide LGBTIQ community with a focus on ageing and aged care. Paul Stone our LGBTI Community Worker presented information about our LGBTI project, My Aged Care and the Community Home Support Program. The event was attended by 30 people and was a great success.

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Australian Association of Gerontology conference

The 48th Australian Association of Gerontology conference, “Place, Spirit, Heart: Exploring Experiences of Ageing” was held in Alice Springs from 4th to the 6th of November.

Mark Elliott our ATSI Project Officer attended the conference and facilitated the pre-conference



workshop, “Closing Remote Communities: Effects on Ageing in Place through the support of SIS and the AAG. Mark also made a key note address on the outcomes of the workshop and chaired a number of sessions. More than 400 people attended the conference from all over Australia and overseas. The conference was a success in an outstanding location.

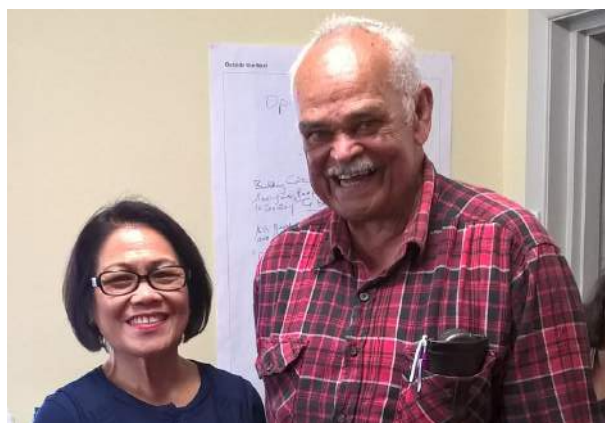
“Dementia – It’s About You Too” - Pamper and Information Day

Miriam Cocking our Access and Equity Officer attended the Dementia Information day organised by Carer Support on 18 November in Felixstow. Carers were truly given a day full of pampering, spoiling, relaxing, exercising, massage and food & drinks. It was a magnificent time for the Carers to network and support each other. Over 70 people were helped during this event.



Out and About!

Information session for Elders



Our Access and Equity Officer Miriam Cocking attended an information session for Elders organised by Neporendi Aboriginal Forum on 25 November. The session provided an opportunity for Elders to interact with different service providers who have programs and services that support Elders. Miriam interacted with over 30 elders and other service providers.

Celebrate on the Square



Jane Hyde our Information and Disability Project Officer along with Tram our student placement from Volunteering SA&NT participated in the **International Day of People with Disability** event in Victoria Square on 3 December hosted by Brain Injury SA, Paraplegic & Quadriplegic Association of SA and Lifetime Support Authority. This was a great platform for SIS to provide information on disability services along with other key organisation such as Orana, Barkuma and Austism SA. We supported over 40 individuals on the day and hope to be present at many similar events in the future.

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LGBTI events summary

November saw an array of LGBTI activities in Adelaide starting with SIS being a major sponsor of the **Homosexual Histories Conference** on the 13th and 14th November where our LGBTI Community Worker Paul Stone discussed the Words of Wisdom digital stories project he is doing at SIS. A small group of LGBTI folk are working with Paul to record some of their history along with their words of wisdom on ageing. Paul also discussed with attendees how hearing the stories of others had a personal impact and affected his professional work within the LGBTI area. Paul would like to be able to continue this project by collecting more stories from within the LGBTI community so that these stories are not lost, can be shared and kept as a record of our LGBTI history. If anyone would like to be involved, please contact Paul on (08) 8168 8723.



The **Feast Festival** which included the popular **Pride March** is an important event in the South Australian calendar. This year SIS staff members along with our LGBTI reference group volunteers joined thousands of individuals and organisations from across South Australia in the **Pride March** and our logo became a salute to the Rainbow Flag.



Our involvement in the Feast festival concluded with the **'Picnic in the Park'** event at Pinky Flat on 29 November. This was a great opportunity for

community organisations like SIS to share information with the LGBTI community. St. Louis partnered with us at the event, which was a great success.

Digital Carers Program Goes West!

In November, SIS commenced delivering the 'Growing Digital Literacy of Family Carers' program in Western Adelaide. A group of Vietnamese Senior Carers with Carers SA had a great time participating in a Showcase session, learning about the different features of tablets including Apple - iPads and Samsung – Androids. With the help of a Vietnamese interpreter our Project Officer Sasha Dragovelic helped these carers navigate through some of the functions of these tablets, Wi-Fi & 3G, APPS, iTunes & Google Play and Megabytes and Megabits. What was the verdict? Fear levels of using a tablet dropped significantly and participants unanimously agreed to proceed to learn and receive specific training sessions on iPad and Samsung.

Showcase session was also held at the Findon Community Centre on 9 December with Senior Carers from Western Adelaide. We are pleased that some of our newest IT training volunteers joined us to observe the session that they will deliver in the future.

SIS in partnership with Carers SA and with the support of the Northern Carers Network plan to support 300 Senior Carers to improve their skills using iPads or Samsung Tab over the next few months.

Let's Get Digital!

If you are a Senior Carer and live in Northern or Western metropolitan Adelaide, register your interest now! **Carers SA Free call 1800 242 636** and don't miss out on these free sessions including:

1. Internet Security
2. Showcase – iPad or Samsung? Which one is best for you?
 - iPad & Samsung TAB S Basics & Apps
 - Practice & Play
 - One2One Mentoring

If you want to be an IT Volunteer Trainer, call SIS on **(08) 8168 8776** or email us at **information@seniors.asn.au**.



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Information Sessions in January

What's on...

***BOOKINGS ARE
ESSENTIAL***



INFORMATION SESSIONS	DATE	TIME
Retirement Housing - What should I know?	Mon 18 Jan	10am - 12pm
Navigating Commonwealth Home Support System	Mon 18 Jan	1 - 2:30pm
Learn how to use your Android tablet	Tues 19 Jan	10am - 12pm
Tablet showcase - Which tablet is best for you?	Tues 19 Jan	1- 3pm
Financial Planning for Retirement - What should I know?	Thur 21 Jan	10am - 12pm
Estate Planning - Overview (Wills, Trusts, Power of Attorney and more)	Mon 25 Jan	10am - 12pm
Understanding Aged Care Costs	Wed 27 Jan	10am - 12pm
Learn how to use your iPad	Thur 28 Jan	10am - 12pm

Enquire at SIS about 'Social Activities' and
our 'FREE Internet Lounge'

**149 CURRIE STREET
ADELAIDE 5000
TELEPHONE: 8 168 8776**

**GENERAL PUBLIC: \$5 PER PERSON
COFFEE AND TEA PROVIDED
FOR ALL ATTENDEES**

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**We wish you a
Joyous & Peaceful
Festive Season**

**We thank you for your support and
collaboration with us throughout the
past year and we look forward to working
with you in 2016 and beyond**

*Please note our office and social support centre will be
closed from 12pm on Thursday, 24 December 2015.*

**We will reopen at 9am on
Monday, 4 January 2016.**

*We appreciate over the festive season break that
urgent enquiries may arise. Please call our hotline
number **0438 851 184** if you require information
in the period of our closure.*

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