

June to August 2024

Message From the CEO

Hello and welcome to our June Glow Worm!

I hope this newsletter finds you happy and well.

The months continue to roll by very quickly, and I wanted to give you an update on what has been happening at Everglow. So far 2024 has been a very busy year.

In early April Everglow underwent a quality review which was conducted by the Aged Care Quality and Safety Commission; the Commission assesses the quality of care and services delivered by approved providers against the Aged Care Quality Standards to contribute to improved safety, quality and continuous improvement of services. Furthermore, the Aged Care Quality and Safety Commission also conducted a desk assessment on Everglow's emergency disaster management and response, and I am pleased to advise that there were no deficiencies identified in our processes and practices and therefore no follow up will be required by the Commission. On behalf of Everglow's management team, I would like to extend our appreciation to those who had an active involvement in the quality audit process .

As we have previously communicated in this newsletter, Everglow has implemented the initial phase of the aged care reform relating to organisational governance which included the establishment of a Quality Advisory Body and Consumer Advisory Body. The Quality Care Advisory Body met on the 16th of April 2024 and a report from that meeting was provided to the Board. The Client Advisory Body met on the 12th March 2024 with the next meeting scheduled for the 11th June 2024. The Client Advisory Body will be providing a written report to the Board following that meeting in accordance with the Terms of Reference and governance requirements. Should you like to become involved in the Client Advisory Body, you are welcome to let your Case Manager know and we can provide you with more information.

To ensure Everglow remains financially sustainable we will undertake an annual review of our fee structure in June with new pricing effective from 1st July 2024. Everglow will continue to provide our clients with quality care at very competitive prices with no hidden fees.

The Ingham office grand opening was held on the 18th of April, and I would like to thank all clients and members who joined us on the day. We are very proud of our new office as it represents our long-term commitment to communities in the Hinchinbrook area. The Ayr office grand opening is scheduled for the 31st of July 2024 and I am looking forward to seeing all Ayr clients and members join us on the day to celebrate and enjoy our wonderful new office and activity space in the Burdekin.

Lastly, Everglow information sessions are back! These information sessions usually cover different topics of interest within aged care. During the month of June, I will be holding "Managing unspent funds" information sessions in Townsville, Ingham and Ayr, more details are included in the calendar of events. I encourage all Home Care Package clients to attend one of these this information sessions.

Take care and stay safe.

Huda



Memberships

If you are a non member and would like to become a member please give our office a call on 4725 1822 and a membership form will be mailed out to you to complete and send back in the reply paid envelope provided.

Please note - If you wish to attend the Annual General Meeting on the 18th September 2024 you must have your membership form in by the 1st of August for approval.

If you wish to attend a Christmas function you must have your membership for in by the 1st of October for approval.

Just a reminder Memberships are from the 1st July 2024 - 30th June 2025.

Everglow Community Care

Ayr

GRAND OPENING

139 Young Street, Ayr

Wednesday 31st July 2024

10.30am to 12pm

RSVP: by 12th of July 2024

Phone: 4728 2540 / rcasella@everglow.org.au

We would love to see you there!



Important Announcement — Annual General Meeting

Reminder - The Annual General Meeting will be held on Wednesday the 18th of September 2024 from 10am to 1pm at the Townsville RSL, Hyde Park. Invitations will be mailed out in July for this event.

Information about Ordinary Membership

Everglow Community Care Links Incorporated (Everglow) is an incorporated association under Queensland Law. This allows Everglow, (a legal entity) to carry out the purposes set out in our constitution.

The association consists of:

- members, and
- the Management Committee.

The membership elects members to the Management Committee. The Management Committee are responsible for the strategic management and overall control of the organisation. They appoint a Chief Executive Officer to conduct the day of day operations of the association and to report to the committee.

You, along with other members – are Everglow. As an incorporated association we only exist if there is a membership base committed to our goals. This makes us different to larger organisations as we are owned and managed by people in the community, many of whom receive our services.

As a member of the association you can influence:

- The strategic operations and direction of the organisation by voting at the Annual General Meeting and electing committee members with skills and expertise.
- Programs and services by participating in decisions at meetings and providing comments and suggestions at any time to Committee Members.

All new applications for ordinary membership will be considered by the Management Committee at the next scheduled Management Committee meeting, following submission of the application. The Committee meets on a bi-monthly basis.

The current cost of Ordinary Membership is \$10.00 per year, per person as decided by the members at the 2023 Annual General Meeting. An invoice will be sent for payment each year for renewal.

Everglow has Public Liability Insurance to \$20,000,000 and Products Liability to \$20,000,000, which means membership does not carry legal financial liability for loss, injury or damage because of activities carried out by the association.

Summary: - Members' Benefits

- Affordable cost of Ordinary Membership - \$10.00 per year, per person.
- A member's right to vote and be involved in the organisation's direction in the provision of Consumer Directed Care.
- Invitation to participate in the Annual General Meeting.
- Access to Monthly Social Functions/Events. (at applicable cost)
- Receipt of Everglow's Annual Report .



Are your Home Care Package Funds Accumulating?

If you are currently receiving support under a home care package, your package level will determine the annual budget you have available to spend on support services.

On commencement and review of your home care package, Everglow will work with you to develop a care plan that considers your needs and goals, and the funding available. These conversations will also discuss how you will spend your home care package funds in order to meet your assessed needs, goals and preferences.

What can I spend my HCP budget on?

Home Care Packages are designed to fund services that:

- Are directly related to your care needs
- Will improve your health and well-being
- Are necessary to enable you to continue living safely in your own home
- Are considered an acceptable use of government funds
- Are not supports that fall under the responsibility of another government agency or scheme.

Services include personal care and nursing care, household tasks (including meal preparation), transport to appointments and community events, assistance with shopping, group activities and outings, respite care, yard maintenance, and allied health.

Home Care Package funds do not include services unrelated to your care needs, or something that you would normally pay for yourself. For example, your rent or groceries.

What are unspent funds?

Unspent funds accumulate when your care plan does not use all the money available under your current home care package level.

How Are Unspent Home Care Package Funds Incurred?

Here are some of the reasons you might have unspent Home Care Package funds:

- Your personal situation may have improved, and you no longer use the level of services you did before.
- You are reluctant to accept the recommended support to meet your assessed needs.
- You are saving for a 'rainy day'.
- You are saving for an expensive purchase for example a recliner chair, stair lift, hospital bed etc.
- You may have been moved onto an upgraded package but have not yet utilised these extra funds.

- You started receiving more support from family and friends for daily activities, so you don't need to rely on home care services as much.

Regardless of the reason, Everglow actively encourages you to consider how you can spend any accumulated unspent funds.

Why is this important?

While it's sometimes necessary to accumulate funds for the purchase of an expensive item or to increase services for a period of illness or increased need, accumulating large amounts of unspent funds in your home care package is discouraged. Without an identified savings goal, a large amount of unspent funds indicates that you are not receiving the level of care that you should be for your assessed needs, and this places you at risk of preventable deterioration.

It's worthwhile remembering that this is government money that is paid for you to use to assist you to remain living independently in your home and community and it is not intended to be 'saved'. It is not your money, and you will receive no financial benefit from accumulating funds. The Government now holds the majority of clients' unspent funds and latest data indicates that there is \$3.8 billion of unspent home care package funds across Australia. This is a concern as the number of people needing to access aged care is growing; unspent funds could be directed towards providing care for other older people. With an impending change to the Aged Care Act and the aged care funding programs, there may be a risk that you will lose any unspent funds you have accumulated.

What can I do to spend my unspent funds now?

If you have not already discussed how you can spend your accumulated funds with your Case Manager, give them a call and book in a review appointment where they can discuss options with you for increased care, services or equipment. There may very well be things that you might not have realised can be funded!

If you would like more information on home care package expenditure, we will be holding client information sessions in the three regions during June and July. Please check the activities calendars for dates in each location.

Moving Forward and Making Changes

Well Michelle did not even ask this newsletter she just said, “OK Helen, you have a page”. Let me see how much information and feedback I can give to you on this ‘one only’ page.

I am truly excited about some of the feedback I received after my previous article. In that article I wrote that I had heard clients say, “What is the point of saying anything – nothing happens” and I encouraged feedback whether as a compliment, complaint or general comment. I would like to thank everyone for the feedback received about our staff, services and Everglow as a whole. I smiled or frowned depending on the feedback, but this is how we move forward, create change, and improve our client experience.

Included in this mailout is the “Client Survey”. Please take the time to tick the boxes (happy/smiley or sad/grouchy) or write a comment. From previous surveys, some clients have advised they prefer not to give information such as name/age/sex/sexuality and this is an individual choice. All these questions are optional. A self-addressed envelope is included. If you cannot get out to post it, please give it to your PCW who will drop it in to me at the office.

Over the last weeks (i.e. between Glowworms) I have been a part of the review of our complaints process. I have spoken with various staff and reviewed client feedback about the person's experience while a complaint is being resolved. While the process of working with the client to resolve the issue remains the same, moving forward, changes have occurred in the following areas:

- All complaints will be acknowledged on receipt either by email or mail. (Note: Where you receive communications by mail only, your complaint may be either in process, or finalised before receiving the acknowledgement).
- All complaints are entered into a central register. This enables us to follow the progress of the complaint.

This process allows us to ensure that the complaint: -

- ◇ Has been allocated to either a person (e.g. Case Manager) or department (e.g. Finance) best equipped to address the issue.
- ◇ Has been fully addressed and signed off on completion.

Where a client or family member does not consider a complaint has been resolved to their satisfaction the following organizations may be approached to advocate on your behalf.

Aged and Disability Advocacy Australia (ADA Aust.) - Ph: 1800 818 338

Aged Care Quality and Safety Commission – Ph: 1800 951 822



KNOW THE SIGNS OF STROKE

Do you know the signs of a stroke?

27,400 Australians will have a stroke for the first time this year, that is one stroke every 19 minutes.

A stroke often occurs when the blood supply to the brain is interrupted. Strokes are preventable and treatable. Knowing the signs of a stroke and getting medical treatment as soon as possible improves the change of survival and recovery.

What are the signs of a stroke?

America has expanded the FAST acronym for stroke recognition, and they have included BE:

B – Balance; sudden loss of balance and coordination.

E – Eyes; Suddenly blurred, double vision or loss of vision.

F – Face drooping; drooping or numbness of the face.

A – Arm, weakness or numbness of arms or legs on one side of the body.

S – Speech; slurred speech, unable to speak, or difficult to understand.

T – Time, if you experience ANY of the above call 000 immediately.

Who is at risk for stroke?

Some people are at higher risk than others for stroke, including people who have had a previous stroke, atrial fibrillation - which is a heart rhythm disorder, high blood pressure, high cholesterol, heart disease, diabetes, obesity and sickle cell disease. Stroke risk increases with age and because women generally live longer than men, more women have strokes over their lifetimes.

What helps prevent strokes?

- Making healthy lifestyle choices.
- Choose healthy foods and drinks.
- Keep a healthy weight.
- Get regular physical activity.
- Don't smoke.
- Control your medical conditions.
- Check cholesterol.
- Control blood pressure.
- Control diabetes.
- Treat heart disease.
- Take your medicine.
- Work with your health care team.

So **BE FAST** as every second counts!

Aged Care Quality Review

In April, Everglow underwent a quality review against the Aged Care Quality Standards. It was a great experience for us as Everglow has not had a full quality audit for around 10 years!

While we have not yet received the results of the audit, we have already identified areas for improvement, and we are working towards making some positive changes to improve our care and services to you. We would like to thank the clients and staff who took part in the audit by providing feedback and speaking with the audit team. Your views and experiences are important to us and as always, we encourage you to let us know if you have a concern, complaint, or a compliment! It's the way we know what we are doing well and where we are not doing so well and need to improve.



Who Am I?

I am human, and I am still alive!

I was born in 1959.

I have lived and worked in Ingham, Brisbane, Cairns, Atherton, and Townville.

I am best known for my sporting career. A well acclaimed player for Ingham, Wynnum-Manly Seagulls, Bronco's, Brisbane Rugby League, Eastern Suburbs Roosters, Kangaroo Tour of New Zealand, Great Britain and France, National Panasonic Cup and State of Origin, just to name a few.

I played in 11 State of Origin games.

Well-known for my feisty temperament and more than one on-field fight that left me in the sin bin.

My accolades include.

- John Player Special Trophy
- Bronco's player of the year
- Australian Sports Medal

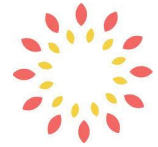
I was forced into retirement by a shattered hip, but retirement was not for me.

Since retiring I have held many positions.

- Manager of Wynnum-Manly
- Northern Pride CEO
- A commentator for the ABC
- Cairns Post columnist
- McDonalds and Oporto owner/operator
- Politician

My political career began with an alignment with the United Australia party in 2019. I ran for area candidate and mayor but was not successful.

Staff Profile



Le Personal Care Worker Townsville—Employee of the Month February



What do you like to do in your spare time?

In my spare time I love to do yoga, fitness classes, gardening, cooking and reading.,

Where are you from?

I am from Vietnam.

How long have you worked at Everglow?

I have worked for Everglow for 1 & 1/2 years.

What is your favourite part of your job?

My favourite part of the job is to bond and talk with the clients, making them happy.

How long have you worked in Aged Care?

I have worked in aged care for over 2 years.

Vicky Clinical Case Manager Townsville—Employee of the Month March



What do you like to do in your spare time?

Gardening, birdwatching, supporting the Cowboys, reading murder mysteries, watching British crime drama and eating ice-cream.

Where are you from?

Perth, Western Australia. Moved to Townsville in 2015.

How long have you worked for Everglow?.

9 fabulous months.

What is your favourite part of your job?

Making people happy where I can. Building rapport with people and learning about their life. Meeting their pets as I love animals.

How long have you worked in Aged Care?

21 Years, Fell into the job and never looked back.

Helen Compliance Officer —Employee of the Month April



What do you like to do in your spare time?

Reading, Netflix, Needlework and going out with friends.

Where are you from?

Tasmania.

How long have you worked at Everglow?

13 years last month.

What is your favourite part of your job?

The people I meet. Being part of the improvement process to benefit our clients and staff.

How long have you worked in Aged Care?

13 years.

Everglow Weekly Activities and Monthly Functions

Everglow has an extensive activities and functions program in each region as listed below and the calendars are sent out as an addition to your quarterly newsletter.



Townsville

Arts Craft and Card Making, Bingo
Board Games & Puzzles, Gentle Exercise
Music Memories
Monthly Functions

For further information on weekly activities & monthly functions please call Tracy or Ana on **4725 1822.**

Ingham

Gentle Exercise
Dance Well
Hoy & Cent Sale
Bingo
Monthly Functions



For further information on weekly activities & monthly functions please call Cherelle on **4776 2296.**

Ayr

Singing Group
Health & Wellbeing
Monthly functions

For further information on weekly activities and monthly functions please call Rita on **4728 2540.**



Contact your Case Manager for more information on activity referrals from My Aged Care.

Movie Matinee & Morning Tea

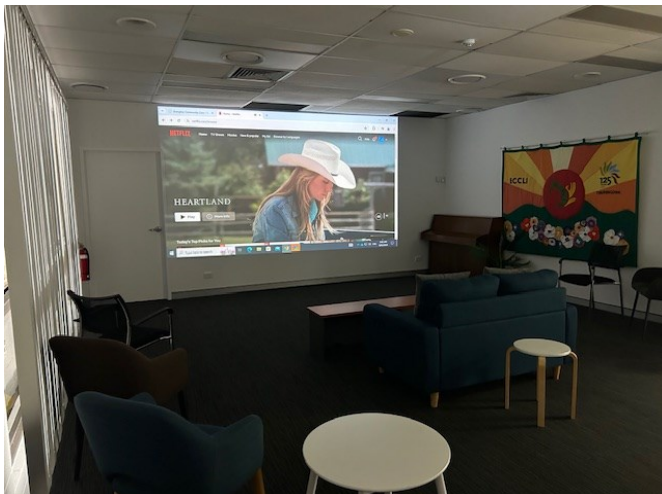
Everglow Townsville hosts a Movie Matinee once a month and we are excited to be running this in Ingham and Ayr. Please look for this on your monthly calendars and call the office to make a booking.

For \$5 you get a tea or coffee, cake and biscuits and you get to watch a great movie!
Come along, we hope to see you there!



Townsville Movie Room

Ingham Movie Room



Ayr Movie Room



Ingham Grand Opening



Everglow Monthly and Weekly Functions - Ayr

Easter Luncheon Ayr Anzac Club



Collinsville Bus Trip, lunch at the Collinsville Workers Club

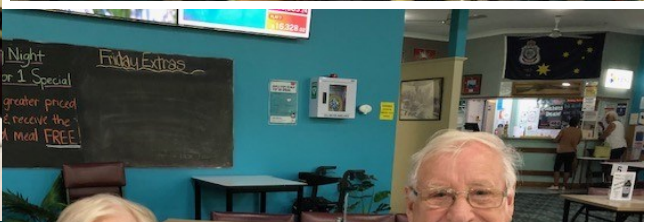
AYR

Morning tea Little Leaves, Brandon



Everglow Monthly and Weekly Activities - Ingham

Luncheon at the RSL, Ingham



Morning Tea, Everglow Office



Everglow Monthly and Weekly Activities - Townsville

Townsville Yacht Club Luncheon



Saint Patricks Day Luncheon - Everglow Office Townsville



Easter Luncheon - Everglow Office Townsville



Compliments

"Is lovely, friendly and so bubbly. She is a breath of fresh air. I would like to have her again please."

"Magnificent, she is so good with Dad. She also takes photos of what's in dad's fridge and sends them to me so I know what buy him. Just want it noted for the record that she is excellent."

"The client said she was very happy with the domestic service you have been providing. She mentioned that you have initiative. She also said you are very helpful and considerate when taking her shopping for groceries."

"I was at the West End Hotel Function, when I was approached by strangers asking which group I was with. They had never heard of Everglow before and were impressed with what was going on and watching everyone having fun."

"I love your work and style, it's a pleasure to work with you and under you."

"We are always listened to and treated with respect by Everglow. We are satisfied with the help we are receiving at this time. Thankyou."

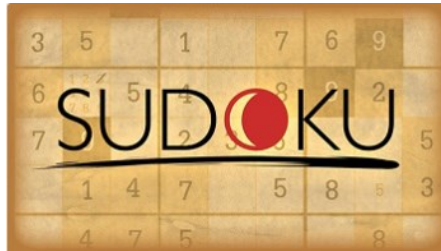
"Has done an exceptional job and my house was extremely clean when she left."

Birthday Celebrations - Ingham



Our lovely Pina has just celebrated her 100th Birthday.





Sudoku #1039 (Easy)

					1			
				6	2		9	4
				3			2	
9		2	6	7		5		
3	8			1		9		2
1		6						
							7	1
		4			8		5	9
7							4	

Sudoku basics

A true Sudoku puzzle has only one solution.

To solve a traditional puzzle, which uses the numbers 1 to 9, fill in empty spaces with numbers so that:

1. Each row, column, and block / group of nine can contain each number exactly once.
2. The sum of all the numbers in any row or column adds up to 45.

Mini Shepherd's Pie

Makes 6 Small Ramekins

2 Cups (1/2 recipe) Meat sauce

1/4 Large cauliflower

40g ricotta

40g cheese, grated

Smoked paprika

Divide meat sauce evenly between six ramekins.

Steam cauliflower until tender, then mash together with ricotta. Season to taste. Top mince mixture with cauliflower mash, grated cheese And smoked paprika. Bake in a preheated oven at 180 degrees for 20 minutes, or until golden.



Basic Meat Sauce

Makes 4 Cups or 8 x 1/2 Cup Serves

1 medium brown onion, finely diced

2 stalks celery, finely diced

1 medium carrot, finely diced or grated

2 garlic cloves, crushed

4 mushrooms, finely diced

2 tablespoons tomato paste

1 tablespoon olive oil

500g lean beef mince

400g tin tomatoes, diced

2 tablespoons Worcestershire sauce

2 teaspoon dried oregano

Salt and pepper to taste

Saute onion, celery, carrot, garlic and mushrooms in olive oil until tender, add mince and tomatoes paste and brown. Add tomatoes, Worcestershire sauce and oregano, bring to a simmer and cook for 20 minutes.

Enjoy

Kindness is one thing you can't give away. It always comes back.

— GEORGE SKOLSKY

RD

“FLOWERS ARE LIKE FRIENDS, THEY BRING COLOR TO YOUR WORLD.”

Fun Facts

1. A cloud weighs around a million tonnes....
2. Identical twins don't have the same fingerprints.....
3. The world's oldest dog lived to 29.5 years old.....
4. Snails have teeth, Between 1,000 and 12,000 to be precise.....
5. A lightening bolt is five times hotter than the surface of the sun.....

Jokes

Why are crabs so bad at sharing?

Because they're all shellfish.



I REGRET NOTHING,
NOTHING.

I ate the
steak of my
owner



Who's Who?

Management Committee

Eileen McGrath - Chairman

Damien Farrington - Secretary

David Kingston - Treasurer

John Hathaway - Committee Member

Helen Stallan - Committee Member

Nela Allan - Committee Member

Executive Team

Huda Ammar - Chief Executive Officer

Kim Davis - Corporate Services Manager

Sue Chapman - Operations Manager

Crise Mapula - Finance Manager

Finance Team

Deanna Fry - Financial Officer

Diana Martin - Financial Officer

Erin Worrell - Financial Officer

Corporate Team

Natalie Ellsley - Human Resource Officer

Helen Trussell - Compliance Officer

Linda Price - Training Coordinator

Mona-lisa Lohia - Corporate Support Coordinator

Michelle Eigbobo - Corporate Support Officer

Debra Hudson - Corporate Administration Officer

Eve Burgess - Administration Officer

Evelyn Coleman - Receptionist Townsville

Care Service Team

Belinda Swan - Regional Manager Townsville

Kaitlin Wood - HCP Case Manager Townsville

Victoria Burgess - HCP Clinical Case Manager Townsville

Amanda Pratt - Clinical Case manager Townsville

Jane Dawson - Intake Officer Townsville

Shawnee Lister - CHSP Case Manager Townsville

Catherine Murphy - CHSP Case Manager Townsville

Julia Stickley - Enrolled Nurse Townsville

Liam Brix - Regional Coordinator Ayr

Vanessa Cross - HCP Case Manager Ayr

Debra Hay - HCP Case Manager Ayr

Ricardo Salangasang - Registered Nurse Ayr

Rita Casella - Client Liaison Officer Ayr

Judy Mole - Regional Manager Ingham

Katrina Kangas - Enrolled Nurse Ingham

Denise Robertson - Client Liaison Officer Ingham

Cherelle Neville - Receptionist Ingham

Tracy Wood - Activities Coordinator

Ana Ruamati - Activities Officer

Chelsea Pastorello - Scheduling Officer

And most importantly, our Personal Care Workers in Townsville, Ayr and Ingham!



Contact Us

Townsville: 155 Hugh Street, Currajong QLD 4812

Ayr: 139 Young Street, Ayr QLD 4807

Ingham 76 Davidson Street, Ingham QLD 4850

Phone

(07) 4725 1822 Townsville

(07) 4776 2296 Ingham

(07) 4728 2540 Ayr



Email

everglow@everglow.org.au



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