

Volunteer and Community Connections Newsletter

Winter Edition 2019

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Improving Public Healthcare Volunteer Group Nomination.....

**2019
MINISTER
FOR HEALTH
VOLUNTEER
AWARDS**



The Connect Health & Community Auxiliary were nominated for the Minister for Health Volunteer Awards. Of the 115 nominations, the Auxiliary were one of the 18 finalists! Amanda Murphy and Sally Bassar (BOD) attended the Awards Ceremony on May 24 with volunteer Auxiliary members: Lyn, Audrey and Doreen. Congratulations! The Auxiliary was formed in 1979. Today, 40 years later, the Auxiliary continue their efforts with generous spirit, passion and purpose undertaking fundraising campaigns that support Connect Health activities with a key focus on adding value and benefit for our community. Connect Health's Auxiliary, consist of a small team of diligent determined volunteers, amassing a collective 225 years of service. These 12 members, aged 68 to 94 years, have raised \$250,000 by utilising their talents and vast experience. The Auxiliary members were nominated due to their tireless years of service and their generosity offering above and beyond what is required as an Auxiliary member by further engaging with Connect Health through various other volunteer roles.

Over the years the Auxiliary have made numerous donations towards a number of resources and improvements to Connect Health that have benefited staff, clients and the broader community. For example they contributed funds to the acquisition of the Community buses, enabling freedom for people to attend much needed programs and services based at Connect Health and in the community more easily and cheaply. Physical comfort, the aesthetic appearance of surroundings such as décor in general, more pertinently in waiting/reception areas, has become possible by the provision of comfortable seating, new carpet, friendly surroundings and atmosphere, television, use of Wi-Fi, play area for children and cold water fountains. The Auxiliary have also donated monies and hampers to external community groups such as homeless and local youth organisations and other health related organisations and community groups. The dedication of the Auxiliary aims at cementing the guarantee that the community receives the best treatment possible, when it is most needed.



Our Values: Respect, Responsiveness, Accountability & Collaboration

Team Leader, Volunteer and Community Connections Message

Hi All

I hope you are all well and keeping warm. I do apologise for the delay with our Winter Edition of the volunteer newsletter.

The last few months have been busy and July continues with this trend. I would like to thank you for your commitment and time you give to Connect Health and hope you all felt appreciated during National Volunteer Week (more information on National Volunteer Week pages 7 to 11).

Recently, our CEO has made several announcements to staff regarding challenges Connect Health is experiencing.

Communique 1 11/06/2019

"As we rise to the challenge of being a sustainable organisation in a changing environment, we must seize the opportunity to reflect on ourselves, our performance and our capability to fulfil our vision of Healthy People, Healthy Communities.

While changing the way we operate our business is imperative, acknowledging the pain and disruption is essential. Decisions that affect us all and our ability to meet the goals to serve our clients are made with deep consideration and diligence. Our need to adapt for future success lies behind the restructuring our business that most recently has meant the roles of General Manager Corporate and General Manager Primary Health becoming redundant."

Communique 2 13/06/2019

"The purpose of this communication is to advise you of the need to address the budget deficit for 2019/20. Our financial parameters are for a break even or better than result for each program and for the whole organisation. Across the organisation we have a mix of some programs with a forecast profit and a number without. As a result all costs including staff costs have been and continue to be scrutinised and reductions are necessary."

Communique 3 20/06/2019

"While we move through this period of change it is important to me that you are kept informed. In seeking to minimise effects on services, some will however need

to change in how they are delivered and others discontinued. The resulting structural changes will sadly see staff numbers reduce, roles and reporting lines change across our organisation.

Teams affected will include Primary Health, Corporate, Dental and Gambler's Help.

The Leadership Team and I will ensure that staff will remain informed and supported through this change.

Adapting to our changing environment is necessary to build a sustainable organisation."

What does this mean for our volunteers?

It is important volunteers understand why changes are occurring, you may hear of some staff leaving, staff may choose to leave and other staff positions may change or be made redundant. As you can imagine this is a sensitive and emotional period of change for all. Due to changes, volunteers may report to a different Program Leader. However, if in doubt, you can always contact the Volunteer and Community Connections Team, who will assist and support you as required. If you have any questions regarding any of the communique please contact me directly.

"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is the most adaptable to change." - Charles Darwin

Take Care
Cheers
Jo



Volunteer Profile — Pam

What was your motivation to become a volunteer?

I have always liked meeting people and learning about their life and culture so volunteering was a way to do this. I have done a lot of volunteering at Connect Health, I started out as a client and enjoyed the exercise and help given to me. When my time was over as a client, I decided to help others so they could benefit from this help too.



What did you do before becoming a volunteer?

As a mother of 2 and 6 grandchildren, I have always been helping at their schools and reading programs. I was in charge of the canteen at Primary School. I studied nursing, but did not finish my term due to illness. I became a receptionist at “Coles and Garnard” Optometrists. I married at 21. I was a stay at home mum so I had plenty of time to be with my children. I also raised my husband’s two sisters who were in their teens.

How long have you been volunteering at Connect Health & Community and in what role/s?

I have just received my 15 years of service certificate at Connect Health. I started in the hydro pool with Christine (physio) and now I am a Pool leader with a lovely group. I am also a member of the Auxiliary.

What has been your best and/or worse volunteer experience while at Connect Health & Community?

My experiences in the hydro pool have all been very fulfilling. I have made some good friends and with the other helpers we enjoy special times. Our volunteers and staff are always there to listen, have a talk and recognise the work we do.

What do you enjoy doing outside of your volunteering?

Volunteering takes a lot of my time. I have been at the Moorabbin Hospital Auxiliary for 35 years, Biscys Brighton Op Shop for 28 years, Puffing Billy Shop for 22 years—recently retired from this volunteering. I like sewing, I made my girls calisthenics costumes for many years, till they left to get married. I knit and sew for the Hospital Auxiliary for their stalls, mainly baby clothes, rugs, aprons. I go to craft classes, making cards and do knitting for other charities. I am always busy.

Farewell....

We would like to acknowledge the following staff for their commitment, support and hard work over the years given to Connect Health & Community and wish them the very best with their future:

Karen Minne General Manager Corporate, Mark Farrell Maintenance Officer and Chris Hill General Manager Primary Health. Thank you and you will be missed!

Finally Anna Ballinger has resigned from her position at Connect Health and Community as Community Connections Coordinator.



Goodbye Message from Anna

I have really enjoyed working at Connect Health & Community with an awesome and diverse group of volunteers, staff and clients. It has been my absolute pleasure to work with individuals who are ready and willing to support their community by giving their time, skill and attention to others. I don't think it's possible to work with nicer people.

The role of Community Connections Coordinator is a super busy one with lots of variety and challenge and I have learned a great deal. I have also been juggling a number of other roles. In February I went back to school as a full-time student, completing a Diploma of Community Services and have recently started a work placement. As an active volunteer (with both Eastern Palliative Care and Volunteering Victoria), I've been juggling madly.

A number of changes have occurred recently at Connect Health & Community and I chose not to renew my contract (which expired on 30th June) so that I can focus on some of my other activities.

Auxiliary

Hello to all from the Connect Health Auxiliary.

Thanks go to those staff members and volunteers who supported our Mother's Day stall in May. We are able to happily announce that we made \$611, with all proceeds going to Connect Health & Community.

Leading up to National Volunteer Week, the Auxiliary were nominated for the Minister for Health Volunteer Awards for 2019. With 115 equally worthwhile entries submitted, it was definitely great to be included. Unfortunately we didn't win, but we experienced a lovely ceremony, a pleasant afternoon tea and received a colorful nomination badge. It was heart warming to be in the company of so many dedicated volunteers not unlike our Connect Health Volunteers such as yourselves.

The Auxiliary would love to have volunteers as well as staff join us in our future functions and activities.

General Meetings: held on the 2nd Wednesday of each month.

Events: Friday July 26 — Blumes Fashions in the 2/3 MPR at 1.30 pm, Cost \$5.
Friday August 30 — Cliché Clothing in the 2/3 MPR at 1.30 pm, Cost \$5.
Date to be advised during week of 23/9 — Fathers' Day Stall.



If you have any questions, please contact Lyn Munday, President, on 9570 5087 or 0411 045 369.

Regards Lyn

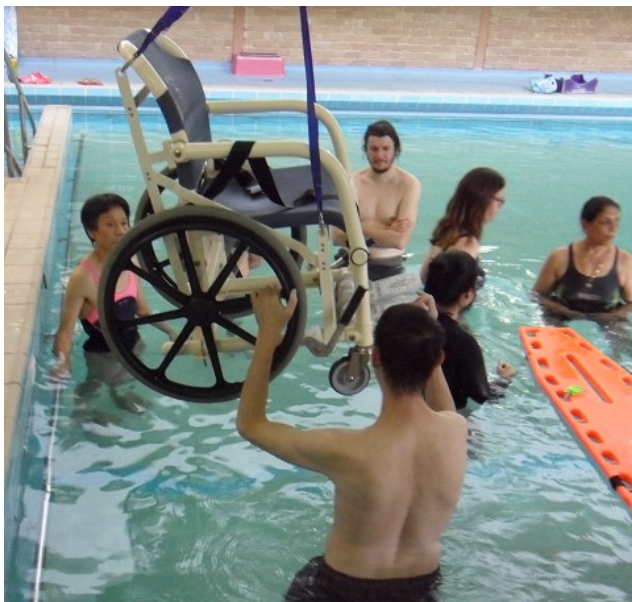
Hydrotherapy

Hydro News

Well done to all those who attended the Hydro emergency response training at East Bentleigh over March/ April. If anyone wants a video refresher of the rescue techniques, a video is available to watch in the Volunteers office. Everyone did an awesome job. Practice makes perfect with learning to help in an emergency, and every year our volunteers are getting better. Thank you all, for your enthusiasm and willingness to learn. And a special thanks to Joe and James Stosser, who were rescued time and time again!

In the winter months, the pool may feel cooler due to cold breezes from the foyer entrance. The water temperature is always nice and toasty.

Sean
Senior Practitioner



Hydrotherapy Reminders

Pool Sitters: reminder that any client who attends a hydrotherapy session must be listed on the attendance sheet. For example if an unexpected client arrives stating they are new and their name is not on the attendance sheet, you must contact and inform hydrotherapy staff Terry, Chay or Sean who will come down and speak with the client and confirm if they should be in that Hydrotherapy session. **A client not on attendance list – no access to the hydrotherapy session!**

Contact: 9575 5326 or 9192 8992

All Hydrotherapy Volunteers: Disability Change Room

We have received feedback about the inconvenience for a person with a disability when the disabled change room is used by others. Please be mindful and do not use the disability change room to change. This allows for people who have a disability the ability to access the disability change room. If you have any concerns around the use of the disability change room please contact **Terry or Sean, contact: 9575 5326 or 9575 5372.**

Staff Profile — Meet....Sue



How long you have been with Connect Health?

I have been with Connect Health since November 2014.

What is your position/title and team you belong to?

I am a Community Health Nurse on the Older Adults Warrigal team.

What days you work?

Wednesday to Friday.

What are you currently working on?

I have a case load of clients and their carers. I work to keep clients at home, improve their

health, link them in with services that will assist them with staying safe in their home and supported. Many of my clients live on their own and are socially isolated. They also have many health problems and they need support in managing their various conditions.

What do you enjoy about working in your role?

The people I meet and the interesting lives I am lucky to hear about. As I work mainly with older adults they have so much experiences and life stories to tell. I am lucky to be in a position that allows me to enter into people's lives and their home and work with people that genuinely want my help and are grateful.

What do you enjoy doing outside of work?

I LOVE cooking. I don't mind what I cook as long as I am in my kitchen creating desserts, meals and snacks. I get great satisfaction from feeding people and watching them enjoy my food. Of course I enjoy eating my creations as well.

Did you know that there are Pharmacies open 24 hours a day: 20 Supercare Pharmacies across Victoria

All 20 Supercare Pharmacies are now in operation: Ascot Vale; Ballarat; Craigieburn; **Wantirna South**; Yarraville; Balwyn; Bendigo; Coburg; Curlewis; **Keysborough**; Reservoir; Traralgon; Cranbourne North; Hoppers Crossing; Keilor East; Melton; Mildura; Parkville; Ringwood; Shepparton.

For more information go to www.betterhealth.vic.gov.au and search for Supercare.

National Volunteer Week – Making a World of Difference



Our volunteers make a world of difference in our community, sharing their precious time and skills to help us deliver much-needed services to our clients.

Tamar, one of our volunteers, not only assists in the hydrotherapy pool, but as an artist, has helped us celebrate the world of difference made by her and her volunteer colleagues by creating an engaging artwork that celebrates the work of volunteers across our community.

The vibrant and colourful work was developed over a period of four weeks in which Tamar produced a medley of characters to portray the many ways in which volunteers help within a community. Featuring an array of folks going about their daily lives, Tamar's work stimulates the senses and makes you smile as you realise, we are all different but all have so much to offer, and so much

difference to make. The art work was the feature of Connect Health's Hand Made Thank you cards sent to all volunteers during National Volunteer Week. The artwork is now on proud display in our reception at 2A Gardeners Rd, East Bentleigh.



When not volunteering with Connect Health & Community, Tamar designs clothing for her brand @pawpawdesigns and is currently writing a children's book. To see more of her work, follow her on Instagram @pawpawdesigns, on Facebook or at www.pawpawdesigns.com

Tamar's artwork to celebrate our amazing volunteers this National Volunteer Week. It is proudly displayed in our reception at East Bentleigh.

Glen Eira Volunteer Awards — Group Awards

Congratulations to the volunteers who support and transport our Social Support Group Clients.

Our Social Support program assistants and community transport drivers and jockeys were one of the three finalists.

Congratulations! A big Thank You
for making a world of difference to our clients
and our community!



National Volunteer Week – Making a World of Difference

Worldly Volunteers

Within our world at Connect Health & Community we have a very international group of volunteers. Many of you are well travelled – or dream of travelling. Many have origins in far-flung countries. The theme for National Volunteer Week 2019 was “Making a World of Difference” and the Community Connections Team thought it would be fun to explore our volunteers and their international connections. We sent out a questionnaire to find out where our volunteers originated from, language/s they speak, where they’ve been and where they’d like to go.

Country of Birth			
Australia Cambodia China Cyprus Czechoslovakia Egypt England Germany	Greece Hong Kong India Indonesia Ireland Israel Italy Japan	Mauritius New Zealand Nigeria Northern Ireland Peru Philippines Poland Scotland	South Africa Sri Lanka Syria Turkey Ukraine USA Venezuela

Favourite Countries Visited		
Alaska Canada France Israel Italy	Mexico Philippines Russia Samoa Scotland	Singapore Spain Turkey USA (Boston & Brooklyn)

Would like to visit		
Canada Egypt England	Italy Myanmar New Zealand	Singapore

Languages Spoken				
Afrikaans Arabic Bahasa Cantonese English Filipino	French Gaelic German Greek Hebrew Hindi	Hungarian Ilocano Italian Indonesian Japanese Malay	Mandarin Polish Punjabi Russian Singh Spanish	Tagalog Turkish Yiddish



National Volunteer Week – Making a World of Difference

Congratulations to the following Volunteers:

Glen Eira Awards — Volunteer Years of Service Awards:

We would like to congratulate the volunteers who were acknowledged at local events during National Volunteer Week including the City of Glen Eira Volunteer Recognition Ceremony for their 10 Years of Service:

Elaine, Leesa, Stephanie S., Carole S., and Raouf



Connect Health & Community — Volunteer Years of Service Awards:

We acknowledged the volunteers who received Certificates of Appreciation for their years of service to Connect Health & Community at the Volunteers’ Thank You lunch on May 24. Nick Staikos, MP, presented Certificates to the following volunteers:

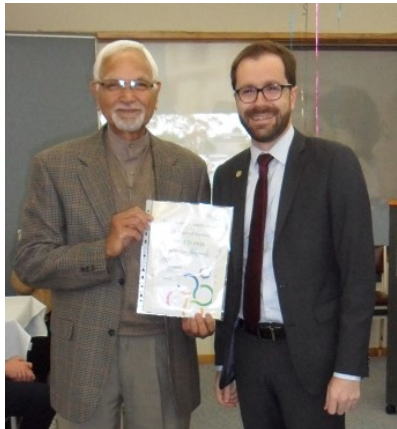
3 Years	5 Years	10 Years	15 Years	20 Years	25 Years	30 Years
Genevieve C	Victoria A	Elaine McD	Nand D	Rosa A	Sandra N	Pixie C
Doron D	Ken A	Leesa S	Renate F	Val H		
Mark F	Lorraine C	Stephanie So	Pamela F			
Jeff L	Ken C	Carole S	Voula P			
John McG	Malcolm H	Raouf Y				
Sandy M	Malcolm L					
Barbara Y	Adrian McK					
	Cynthia S					
	Stephanie St					
	Maureen T					
	Sue U					
	Anne W					



National Volunteer Week – Making a World of Difference



National Volunteer Week – Making a World of Difference



Hoarding & Squalor

What is hoarding?

Hoarding is the persistent accumulation of and lack of ability to relinquish large numbers of objects or living animals. It results in extreme clutter in and around premises, compromising the intended use of premises and threatens the health and safety of people concerned, animals and neighbours. The word 'relinquish' captures the fact that objects or animals are valued by the person and are not easily given away or surrendered. Some objects and animals may be hoarded outside the house, in buildings or spaces, in non-liveable areas like sheds.

What is squalor?

Squalor is an unsanitary living environment that has arisen from extreme/prolonged neglect. It poses substantial health and safety risks to people or animals residing in the affected premises as well as others in the community.

Commonly hoarded items include personal papers, newspapers, clothing, furniture, appliances, household rubbish, animals and hard rubbish.

Diagnosis

Hoarding can be an illness in its own right, known as hoarding disorder.

Hoarding can also be part of another health problem:

- Physical illness – can lead to tiredness and disorganisation
- Dementia – memory problems can interfere with someone's ability to organise themselves and their belongings
- Depression – can make you lose interest in your normal activities, make it hard to concentrate and make it hard to make decisions
- Alcohol and drug misuse – can affect your ability to look after yourself
- Schizophrenia – unusual beliefs and a lack of organisation can lead to hoarding
- Bipolar disorder – can make you shop too much, and will interfere with your organisation
- Learning disability – can lead to problems with thinking and memory
- Autism and related disorders – collecting things can be a source of comfort
- Obsessive Compulsive Disorder (OCD) – you don't feel attached to your hoarded items, but you do fear what will happen if you throw them away. About 1 in 20 people with OCD have a problem with hoarding.

Treatment

Treatment of hoarding disorder can be challenging because many people don't recognize the negative impact of hoarding on their lives or don't believe they need treatment. This is especially true if the possessions or animals offer comfort. If these possessions or animals are taken away, people will often react with frustration and anger and quickly collect more to help fulfil emotional needs. The main treatment for hoarding disorder is Psychotherapy. Medications may be added, particularly if they also have anxiety or depression. In terms of treatment for people affected by hoarding there are a number of options that can be Medicare rebated with a mental health plan from a GP.

Hoarding & Squalor

The Risks

Every 4–6 days MFB firefighters respond to a fire or other types of emergency in a residential property where hoarding and/or squalor is present.

Fire risk

Accumulation of possessions results in an abnormally high fuel load and greater opportunity for ignition.

Blocked exits and narrow internal pathways impede escape for the occupant and access for firefighters.

Non-functional gas or electricity may result in unsafe practices for cooking and heating.

******MFB recommends that in the first instance, individuals or agencies assisting those affected by hoarding should:***

- Install smoke alarms and test them
- Unblock exits
- Widen internal pathways
- Check utilities are connected
- Prioritise removing clutter from around cooking area and stove tops as 39 per cent of fires in hoarding homes result from cooking
- Ensure clutter is removed from around heaters and electrical items and discourage the use of open flame as combined these factors account for 44 per cent of fires in hoarding homes

Sue M., Community Health Nurse



Road Safety for Seniors

Interested Connect Health & Community volunteers recently attended a safety and lifestyle awareness program specially designed for older Victorians. Established in 1997, the Years Ahead program has been running for 21 years, making it one of the longest running programs dedicated to enabling older Victorians to remain safe on the road, in the home and connected within the community.

Topics covered in a recent presentation “Road Safety for Seniors at Connect Health & Community” include:

- Your health and its impacts on driving, including: injury risk, medications you take including alcohol and its effects, vision impairments, your reaction time, understanding your vehicle surrounds, and the VicRoads self-assessment guide
- The importance of vehicle modifications, safety features etc Vehicle and Road Safety tips, including: what to do when tailgated, planning your trip, sharing the road, vehicle safety tips, ways to limit driveway accidents and the road rules
- Information about alternative transport options, including: other ways to get around, public transport safety, seniors and myki, travel to regional Victoria, walking including pedestrian safety and mobility scooters.

The hour long presentation is a timely reminder of our responsibilities on the road and provided some valuable information we all need to consider. We hope to invite a representative from the RACV to provide a similar presentation in 2020 for all those who missed out and will let you know dates and times in the new year.

Di B., Community Connections Coordinator

Expanding into the City of Greater Dandenong

Volunteer drivers are pivotal to the success of the expansion of our community transport service in the City of Greater Dandenong (CoGD). The service has been funded through a CoGD community support grant to recruit volunteer drivers willing to use their own vehicles. The aim is to provide more flexible transport assistance for older residents or people with disabilities who have difficulty accessing mainstream transport to essential medical services. This will only happen if willing and able volunteers are available to drive people to and from their appointments.



Many volunteers like Mary found that after retirement she needed something worthwhile to occupy her time and give her a purpose. “Volunteering has been a great way to stay busy and make a real difference in the community.”

The need for volunteers is immediate. People can volunteer as little or as often as they are comfortable with. For Mary, any time given is worth it. “Even one day a fortnight or month can impact on someone’s life.” If you have a full Australian Drivers license, over 7 years driving experience and a suitable vehicle, we would love to hear from you. Screening and induction costs are covered and drivers are reimbursed for all pickup-to-return locations. For more information contact Di on 9575 5386 or email d.buchan@connecthealth.org.au

LGBTI Ageing and Aged Care Training

As a Connect Health & Community volunteer, I attended the LGBTI Ageing & Aged Care Training session at Central Bayside on June 6. To my mind it was a program centuries overdue. The two convenors, representatives from VAL’S LGBTI Ageing & Aged Care, a Victorian State wide program working to improve healthy ageing pathways, care and visibility of older LGBTI people stressed “ Changing legislation doesn’t lead to immediate cultural awareness and/or understanding”. A significant number of Connect Health’s volunteers share my “vintage” and therefore have first hand knowledge of the shameful historic cruelty and injustice foisted upon LGBTI folk. Often this treatment has resulted in;



- * Concealment of sexual orientation, gender identity, or intersex variation.
- * Many LGBTI older people may expect a lesser standard of care or absolute refusal of care.
- * Lack of advocacy.

Statistics estimate 11% of the Australian population identify as LGBTI.

1.7% of our population have an Intersex Variation. As a matter of interest this is the same percentage as red hair..... therefore not uncommon.

Connect Health is doing it’s part to engineer change and we, as volunteers working at the “cold face” with Connect Health’s consumers have the perfect opportunity to show leadership and demonstrate a truly inclusive service that results in everyone feeling safe, free to “open up” and being empowered.

We can do this by:

- * Talking in non-gendered ways eg. using the pronoun person, being gender unspecific eg. “everyone, “ instead of, “Ladies and Gentlemen“.
- * Celebrating diversity. It is unacceptable for anyone to experience discrimination or harassment.

Hopefully all Connect’s volunteers will enjoy attending a similarly informative workshop.

My strongly held belief is “Education stifles ignorance and prejudice“.

The Session’s wonderful convenors left participants with the very pertinent quote, “People have genitals - People are NOT genital”.

Eve C, Volunteer

Volunteer Opportunity

Most people find talking about elder abuse quite difficult but it's an important conversation we need to have. *Conversation Seeds* is a program to help people have these conversations in their community groups, with their friends and neighbours or anywhere there's an opportunity.

This valuable training program provides information on elder abuse, how to have conversations and how to point people in the direction of help if they need it. To reach as many people as possible, we are currently recruiting to train people who will go on to train others to deliver the *Conversation Seeds* program. That's where you, or someone you know come in.

We're asking you to promote this opportunity to people who:

- Are confident and experienced in talking in group situations, particularly with older people
- Have strong community or network connections
- Can commit to attend 2 x 2.5 hour training sessions in early September
- Can commit to delivering 2 x *Conversation Seeds* training sessions over the coming 12 months

To register interest and take part in the screening for this exciting opportunity, please contact Michelle Lord from Southern Melbourne Primary Care Partnership on 8587 0107 or mlord@smpcp.org.au

Reminder — Alternative Parking for Volunteers

Moorabbin Hospital - Monash Health (823-865 Centre Rd, Bentleigh East) located next to Connect Health & Community East Bentleigh site have offered Connect Health & Community volunteers parking vouchers which allow our volunteers to park for free in their carpark. Entry to Moorabbin Hospital - Monash Health is via Centre Rd. If volunteers are mobile and able to walk 20 metres, please consider taking advantage of the free parking. Moorabbin Hospital - Monash Health parking vouchers can be obtained through the Community Connections Coordinator.

Did you know?

My Aged Care (MAC)

My Aged Care is the Australian Government's starting point on your aged care journey. Find and access the government-funded services you need. If you need some help, the My Aged Care team can answer most of your questions over the phone. Ph: 1800 200 422 or website: <https://www.myagedcare.gov.au/>

National Disability Insurance Scheme (NDIS)

The NDIS will provide about 460,000 Australians aged under 65, who have permanent and significant disability with funding for supports and services. For many people, it will be the first time they receive the disability support they need. The NDIS can provide all people with disability, with information and connections to services in their communities such as doctors, sporting clubs, support groups, libraries and schools, as well as information about what support is provided by each state and territory government.

Ph: 1800 800 110, Email enquiries@ndis.gov.au, website: <https://www.ndis.gov.au/understanding/what-ndis>

Victoria's Community Transport Inequity

VICTORIA's most vulnerable are MISSING OUT ON FEDERAL FUNDING

*Transport is a vital lifeline to aged and disability services, medical appointments and social outings. Ageing-in-place, and social isolation strategies will FAIL without available transport.
Our most vulnerable are suffering.*

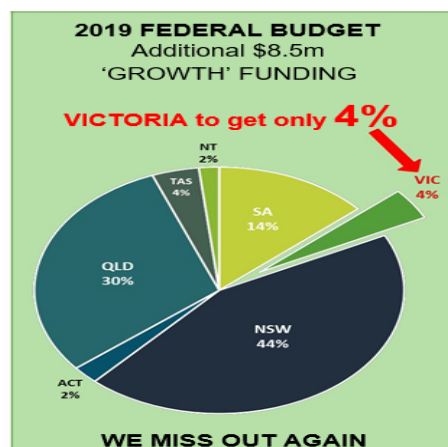
Federal CHSP Transport Program VICTORIANS ARE MISSING OUT



Approximate ongoing per Capita Funding

NT	\$12
TAS	\$12
SA	\$10
ACT	\$9
QLD	\$9
NSW	\$8
VIC	\$1

Based on figures provided by C'wlth Government



DEMAND EQUITY FOR VIC's NFP SERVICE PROVIDERS VIC PROVIDER STORIES

VIC METRO PROVIDER

Population coverage 2,000,000 people
Geographic coverage 3,000 km²

CHSP Funding
\$0.60
per capita

VIC RURAL PROVIDER

Population coverage 300,000 people
Geographic coverage 40,000 km²

CHSP Funding
\$1.50
per capita

VIC METRO/RURAL PROVIDER

Population coverage 425,000 people
Geographic coverage 8,000 km²

CHSP Funding
\$1.90
per capita

VIC METRO PROVIDER

Population coverage 195,000 people
Geographic coverage 168 km²

CHSP Funding
\$1.60
per capita

STAFF IMPACTS

We routinely decline near 1000 service requests per month, and this too is increasing dramatically.... extraordinarily frustrating for everyone – our clients suffer and staff are always heartbroken - they're constantly dealing with client's disappointment and helplessness

UNDER FUNDED

We are extremely distressed at the inequity of funding for community transport services in Victoria. Why are our elderly not worthy of the same level of services as over 65's in other states?

PROVIDER IMPACTS

In a fixed, low-funding environment, the stress on our operations is such that we will turn off the MAC referral system. We cannot cope with demand. There is no one else to take up this demand.

UNDER FUNDED

...our funding base needs to grow **8-fold** to achieve parity with other States.....

IMPACT ON VICTORIANS

Victoria's frail-aged citizens are confronted by a very raw deal – they are missing out on fair and equitable access to CHSP transport services, to enable them to stay healthy and connected to community whilst they continue to live at home. The extent of funding disparity between Victoria and other States is astonishing and impossible to accept.

UNFUNDED DEMAND

We receive 350 new referrals for services each month, but no means of meeting demand; waiting list for services comprises over 3,000 people, and escalating rapidly

Victoria's Community Transport Inequity

DEMAND EQUITY FOR VICTORIA'S MOST VULNERABLE PERSONAL STORIES

"There's only one car in our town. It's never available when I need it. I cannot go out earlier because I can't bear weight for too long while waiting to go home. Most times I just stay at home." Gladys, North East Victoria

"It's great when it works. I love the volunteer drivers, they make me feel very safe and valued. But what am I supposed to do when they say they can get me there, but not home? I get upset at them. I know I shouldn't. It gets me down." Mary, Western Suburbs

"I had to reschedule my last medical appointment three times because I had no way to get there. They're great people and they say sorry, but I get worried that one day it will hurt my health badly." Francesco, Western Suburbs

Don't let Victoria's most vulnerable suffer

Accessible and assisted transport makes lives worth living – it is a vital connection to services, support, doctors, community and family.

Evidence shows that connected lives are better lives, AND result in a lower overall cost to the community.

Victoria's disastrously low funding levels are a historical anomaly. They are wreaking havoc with our elderly. It must be corrected now.

CALL-TO-ACTION

DEMAND EQUITY NOW

Contact your local State and Federal members, and candidates, and ask them what they are doing to make sure Victoria's most vulnerable get their fair share of Federal support.



Victorian
Community
Transport
Association

www.vcta.org.au
vcta@gettingthere.net.au

Sign the petition: <http://chnng.it/kRcYZ7JnPN> with your business and or personal email

Stay well this winter and help stop the spread of flu

You never forget the flu, it can hit quickly and last for weeks. The flu isn't like the common cold, it's highly contagious and can cause severe illness and life-threatening complications.

That's why we are encouraging everyone to stay well this winter and help stop the spread of flu. It's as easy as following three steps: cough or sneeze into your elbow, wash your hands regularly and if you're sick, stay home.

If you do get the flu, the best things you can do are rest, stay at home and drink plenty of fluids. If you do need to see a GP, make sure you call ahead first. For more information visit www.betterhealth.vic.gov.au/flu

Protect your community

Some people can't get the flu shot. This includes people with compromised immune systems. This means that if they get the flu, the consequences are much more serious. Having more immunised people around them reduces their risk of getting sick.



**REMINDERS
for Flu
SEASON**

1. Stay home when you are sick and return to school after 24 hours without a fever.
2. Clean your hands often with soap or sanitizer.
3. Avoid close contact to people who are sick.
4. Cover your mouth and nose when coughing or sneezing.
5. Avoid touching your eyes, nose, or mouth.

Training Opportunities

South Eastern Volunteers

Harassment – Know where the Line is. Date: Tuesday, 23 July, Time: 10:00 am – 12:00 pm

Venue: Wheelers Hill Library (meeting room next to library), Cnr. Jells Road & Ferntree Gully Road, Wheelers Hill

Brief: Harassment, in any form is anti-social and against the law. This workshop will cover the different types of harassment, how to identify it, avoid it and how to manage it. To register Eventbrite Link: <https://www.eventbrite.com.au/e/harassment-know-where-the-line-is-tickets-60453996531> or Ph: 9562 0414

Resources

Carers Gateway

Carer Gateway is a new national service funded by the Australian Government. Carer Gateway includes a website and phone service for carers to access practical information and support.

Call 1800 422 737 Monday to Friday between 8am and 6pm to speak with our helpful, Australian-based team.

You can also ask someone to call you back at a convenient time. <https://www.carergateway.gov.au/>

The Dementia Australia Library

The Dementia Australia library provides access to a vast range of dementia-related information for people living with dementia, family, carers, friends and people working in dementia care and allied health. The library can help people find the information they need. Sometimes a simple inquiry can lead to knowledge and a path that can change the course of a person's dementia journey in unexpected ways. The resources in the Dementia Australia library include books, journals, ebooks, audiobooks and videos. Topics include dementia care practice, memoir, fiction, resources for children, clinical information about different types of dementia and practical information for care-giving. The Dementia Australia library is a national service and can deliver print or digital content anywhere in Australia. Please visit dementia.org.au/library, call 1800 100 500 or email library@dementia.org.au

Dates to make note of in 2019:

Staff Workshops - Volunteers welcome to attend

1/3 & 2/3 Rooms, 2A Gardeners Road, Bentleigh E.

- Wednesday 17 July, 2.00pm – 4.30pm
- Tuesday 17 September, 8.30am – 11.00am
- Thursday 21 November, 2.00pm – 4.30pm

Christmas Function Wednesday 27 November 2019
12:00pm – 2:00pm

Public Holidays 2019

27 Sept Fri AFL Grand Final Friday
5 Nov Tue Melbourne Cup Day
25 Dec Wed Christmas Day
26 Dec Thu Boxing Day

Connect Health's

Vision: Healthy People, Healthy Communities

Purpose: Assisting you in meeting your health and wellbeing goals

Values: Respect, Responsiveness, Accountability & Collaboration

Volunteer and Community Connections Team

Volunteer Services:

Kia: Wednesday – Friday

Phone: 9575 5312

Email: community@connecthealth.org.au

Community Transport – Individual

Bill: Monday, Wednesday & Friday

Di: Tuesday – Thursday

Errol: Monday – Friday

Wendy: Wednesday

Phone: 9575 5386

Email: communitytransport@connecthealth.org.au

Website: www.connecthealth.org.au

Facebook: <https://www.facebook.com/connecthealth.org.au/>

Instagram: https://www.instagram.com/connect_health/