

Read all about it!

Senior Moments



A Message from the CEO

As the warmer months roll in, we're thrilled to share the latest edition of Senior Moments! This issue is packed with helpful information and updates to support you. You'll find advice on staying cool and safe during the summer heat, insights into managing pets during care visits, and tips to protect your mental and physical health.

We've also included details about upcoming social events and activities, which are wonderful opportunities to stay connected. Don't miss our client feedback updates, where we share the improvements we're making.

This summer also brings a significant change for us. I say farewell as CEO and welcome John Baillie to lead Adssi into an exciting new chapter. I am immensely grateful for all the support I have had here and look forward to John continuing our commitment to exceptional care and support.

At Adssi, we're committed to helping you live your best life with care at home. Supporting you brings us pride, and your trust inspires us to continually enhance our services. Whether it's through providing essential care, facilitating social connections, or ensuring your home remains a safe and comfortable space, we're here to help.

Thank you for choosing Adssi In-home Support. We wish you a safe, happy, and memorable festive season with good health and cherished moments.

Jenni Allan

CEO
ADSSI Limited (Adssi In-home Support)



Live your best life with care at home

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Now that we have your attention...

We want to remind you about an important safety measure when receiving home care services: **pets**. Please secure your pets during care visits to ensure the well-being of our dedicated support workers.

This can be done by:

- Keeping pets in a separate room
- Using a leash or crate
- Placing them in a secure outdoor area

While we understand the special bond you share with your pets, this safeguard helps prevent unexpected reactions when our staff enter your home. It's part of our commitment to maintaining a safe working environment for everyone involved in your care.

Remember, your home care experience should be comfortable for you and our support workers.

If you have any concerns, please don't hesitate to discuss them with your care coordinator.

Essential Care First: Our Current Service Priorities

We're currently short on staff, so we're focusing on providing the most essential services first.

We know this might be inconvenient, and we're sorry if it disrupts your usual care. This is only temporary, and we're working hard to get back to normal as soon as we can.

Thank you for being patient and understanding. If you have any questions about how this might affect your care, please talk to your care coordinator.

We appreciate your trust and support and can't wait to return to offering all our services soon.

Tips for Stress-Free Festive Shopping

The festive season is here, and shopping centres are bustling! To make the most of your time, here are some helpful tips:

Try an Unescorted Shop: Provide your support worker with a list (using cash), and they can shop for your items while you relax at home.

Click 'n' Collect: Order your items online (family, friends or your support worker can assist), and you and your support worker can pick them up.

Don't Forget Your Disability Permit: If you're heading to the shops with your support worker, always bring your disability parking permit if you have one.

Plan ahead and enjoy a smoother shopping experience this festive season!

Your Insights, Our Actions

Earlier this year, we asked some clients to tell us what they like about Adssi, what they don't like, and how we can improve. We want to ensure everyone has a good experience with us. Here are some things people said and what we're doing to fix or improve them.

| What you said | What we are doing |
|---|--|
| Timing service updates better | We are improving communication to give you updates quickly and easily. |
| Make it easier to give feedback | We are sharing all the different ways to give feedback. Look on page four. |
| Increase staff and time allocation for services | We're adding Support Workers to our team to enhance your care and support. |

3-Ingredient Mini Christmas Cakes



0:05 Prep // 0:35 Cook // 10 Servings

- 1 kg mixed dried fruit
- 3 cups cranberry juice
- 3 cups self-raising flour

[bestrecipes.com.au](https://www.bestrecipes.com.au)

Method

1. Combine mixed dried fruit and cranberry juice in a bowl. Stir well and allow to soak for 24 hours. Stir every 6-8 hours.
2. Preheat oven to 125C.
3. Stir flour into the fruit mix and combine well. If the fruit has absorbed all the liquid, add up to another cup of juice here.
4. Spoon mixture into patty pans and bake for 25-35 minutes or until a skewer inserted in the middle of the cake comes out clean.

Public Holiday Arrangements



Our office is closed on public holidays, with only essential services taking place.

Upcoming public holidays:

**Wednesday, 25
December 2024
(Christmas Day)**

**Thursday, 26
December 2024
(Boxing Day)**

**Wednesday, 1
January 2025
(New Year's Day)**

**Monday, 27
January 2025
(Australia Day
Public Holiday)**

In an emergency, please call 000 or press the button on your personal alarm.

New Aged Care Funding Program

The government is introducing the "Support at Home" program, designed to improve aged care for Australians. It will replace some existing programs, making it easier to access services and giving you more choice about the care you receive.

These changes will be introduced gradually to avoid disruption, so your current services will continue for now. We're closely monitoring updates and will let you know about anything that affects your care.

Learn more at www.health.gov.au/aged-care-reforms or call 1800 200 422.

What to Do If You've Been Approved for a Home Care Package

Congratulations! You've been approved for a Home Care Package. This is great news, and we're here to help you understand what happens next:

Don't worry, your care won't stop

Your current services will keep going while you wait for your new package.

We're here to help

We know all about Home Care Packages and can guide you through the process.

You can stay with us

You don't have to change providers. We can keep taking care of you with your new package.

More services are coming your way

A Home Care Package means you might get more help at home.

We'll make it easy

We'll help you set up your new package without any fuss.

Your care, your choice

You decide what help you need. We'll work with you to create a care plan that's just right for you.

No need to stress

We'll handle all the tricky stuff, so you don't have to worry about a thing.

We've been taking good care of you all this time and would love to keep doing so. With us, you'll have a smooth move to your Home Care Package. If you have any questions, give us a call. We're always here to help!

Introducing ADSSI Limited's New CEO

We're excited to share that John Baillie has been appointed as the new Chief Executive Officer of ADSSI Limited, starting January 6, 2025.



With a strong background in aged care and disability leadership, John is well-positioned to guide the organisation into its next chapter.

Jenni Allan, our current CEO, will support the transition until her departure at the end of January 2025.

We thank Jenni for her dedication and welcome John as we continue our mission to support independent living at home.

Your Feedback Matters to Us

We want to hear from you! Your feedback helps us improve and provide better care and support. Whether it's a compliment, suggestion, or concern, we're here to listen.

Here's how you can share your thoughts:

- **Call us:** 1300 578 478
- **Email us:** info@adssi.com.au
- **Submit feedback online:** adssi.com.au
- **Contact the Aged Care Quality and Safety Commission:** 1800 951 822 or agedcarequality.gov.au/contact-us

Clinical Corner

Staying well in the heat



Hot weather can be tough, especially for older people. Staying cool and hydrated is the key to avoiding heat-related illnesses like heatstroke. Here are some simple tips to keep you well in the heat:

Drink Water: Sip water regularly, even when not thirsty. Avoid alcohol, caffeine, and sugary drinks, as they can dehydrate you.

Keep Cool: Stay indoors during the hottest part of the day (10 am to 4 pm). Use fans or air conditioning, and wear lightweight, loose-fitting clothes.

Watch for Signs of Heatstroke: Feeling dizzy, nauseous, or tired could be an overheating sign. Seek help if needed.

Check-In: Ask a family member, friend, or carer to check on you during extreme heat.

For more advice, visit [healthdirect.gov.au](https://www.healthdirect.gov.au).

Protecting your skin



Protecting your skin from the sun is essential. Older skin is more delicate and vulnerable to damage from harmful UV rays, increasing the risk of sunburn, skin cancer, and premature aging.

To protect yourself from the sun, apply broad-spectrum sunscreen with SPF 50 or higher every two hours. Wear lightweight, long-sleeved clothing, a wide-brimmed hat, and sunglasses. Seek shade during peak sunlight hours (10am - 4pm), and stay hydrated by drinking plenty of water.

It's never too late to develop good sun care habits.

For more tips, visit [sunsmart.com.au](https://www.sunsmart.com.au)

Looking After Your Mental Health This Festive Season

The festive season can be a wonderful time but can also bring challenges, especially when balancing family expectations and personal well-being. It's essential to prioritise mental health during this busy period.

For some of us, the season might evoke memories of loved ones who are no longer around or feelings of isolation. Meanwhile, families often feel stretched thin trying to manage commitments.

Set Realistic Expectations: It's okay to simplify celebrations or opt for smaller gatherings. Quality time matters more than elaborate plans.

Communicate Openly: Share your needs and boundaries with family. This can help avoid misunderstandings and stress.

Practice Self-Care: Take breaks, enjoy hobbies, and seek support if you're feeling overwhelmed.



It's okay to ask for help, whether from family or professional services. Support is always available to help you focus on what truly matters – enjoying the season and connecting with those you care about.

Life's Too Short To Stay At Home

Stay Connected, Stay Active: The Benefits of Individual Social Support

Feeling connected and supported can make a world of difference in your day-to-day life. Individual social support services are designed to help you do just that—live your best life on your terms. Whether you're attending a community event, running errands, or simply enjoying a coffee and chat, this service is all about enhancing your independence and enriching your life.

Clients tell us that these outings aren't just about the activity—they're about feeling more confident, maintaining friendships, and staying active in the community. They report improved mood, a stronger sense of belonging, and a boost in overall well-being.

So whether it's reconnecting with hobbies, building new connections, or getting a helping hand to tackle everyday tasks, individual social support empowers you to live more fully, with extra help when needed.

Call our office on 1300 578 478 for more information.

Upcoming Group Events

Cabaret Show & Lunch

Date: Wednesday, 29 January 2025

Time: 10:30 am to 12:30 pm

Location: The Entrance Leagues Club, 3 Bay Village Road, Bateau Bay

Cost: From \$13 (for transport; lunch at your own expense)

Enjoy a lively two-hour cabaret performance, great company, and an optional bistro lunch or coffee after the show!

Take a Break with Camp Breakaway!

Need a change of scenery and a little adventure? Join us for **Camp Breakaway**—a two-night, three-day getaway designed just for our Cottage Respite clients! Starting **21 January 2025**, these monthly retreats are about relaxation, fun, and making memories.

You'll enjoy an all-inclusive stay with activities, great company, and the chance to recharge in a supportive environment. With space for up to 16 clients each month, it's a fantastic way to step away from the routine and enjoy a break that's all about YOU.

Rooms are shared with a partner or a person of the same gender, so bring a friend—or make a new one!

Spots fill fast, so don't miss out. Book your Camp Breakaway experience today by calling Naomi at 1300 578 478 or emailing us at activities@adssi.com.au.



Day Breaks at Blue Haven

Date: Thursday, 30 January 2025

Time: 10:30 am to 2:00 pm

Location: Main Hall, Blue Haven Community Centre

Cost: From \$13 (for transport)

Relax, share a bakery-fresh lunch, play games, and enjoy a friendly social atmosphere with others!

The Adssi Linen Service



Would you like someone to provide clean towels, sheets, pillowcases and bed pads, pick it up, wash it, and return it to you nice and as fresh as a daisy?



If so, consider Adssi's coast-wide linen service.

Adssi clients can access this service. Linen is collected, washed, and delivered up to twice a week throughout the Central Coast.

What it covers:

- Towels
- Sheets
- Pillowcases
- Bed pads

What it doesn't cover:

- Items for non-clients

Call 1300 578 478 or speak to your Care Manager



The Adssi App's Social Feed

Keep up to date with what is happening at Adssi by checking out the Social Feed in the **Adssi App**. We regularly post links to our latest blogs, promote social activities, and more.

If you have any questions about the Adssi App, speak to your care manager or support worker.



The Adssi App
Your care is now in your hands.



Scan the QR code and download the Adssi app today!



www.adssi.com.au/app

- ✓ Meet new people
- ✓ Learn new skills

VOLUNTEER

with Adssi In-home Support

Office Administration

Phone Call Reachout

Mini Bus Driver

Social Support Assistance



1300 578 478

✓ Help a community




Ideas? Compliments? Feedback?

Scan the QR code and let us know. We'd love to hear from you.



Festive Word Search



- GIFT
- BELLS
- RIBBON
- GINGERBREAD
- SLEIGH
- REINDEER
- FIREPLACE
- SNOWMAN
- HOLLY
- WREATH
- CHIMNEY
- ORNAMENT

Did you know? Regularly doing crossword puzzles may delay the onset of accelerated memory decline by 2.54 years in people at the very early stages of dementia.

Reference:
theguardian.com/wellness/2024/jan/22/are-crossword-puzzles-good-for-brain

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Important contact details

- My Aged Care 1800 200 422 myagedcare.gov.au
- Carer Gateway 1800 422 737 carergateway.gov.au
- The Older Persons Advocacy Network 1800 700 600 opan.org.au
- Seniors Rights Service 1800 424 079 seniorsrightsservice.org.au
- NSW Ageing & Disability Abuse Helpline 1800 628 221
- 1800 ELDERHelp (Elder Abuse) 1800 353 374
- Beyond Blue 1300 224 636 beyondblue.org.au
- Lifeline 13 11 14 lifeline.org.au
- Mental Health Line 1800 011 511 health.nsw.gov.au/mentalhealth

ADSSI Limited T/A Adssi In-home Support [®]

3A Pioneer Ave, Tuggerah NSW 2259

E info@adssi.com.au **W** adssi.com.au **P** 1300 578 478



We are situated on Darkinjung, Wonnarua, Awabakal and Gringai lands and acknowledge the Traditional Custodians of these lands. We pay our respects to the Elders, past, present and future, and recognise their continuing connection and contribution to this land.

We affirm the right to equity, respect and fairness for all people.