

The District News

TDN December 2018



A word from the Chief Executive

It was wonderful to meet so many of you at our Open Day held on 19 October at our Moonah Office.

There wasn't a spare seat in the House and those who attended learned first-hand about our services and met a number of our Senior and Clinical staff.

We have received great feedback from those in attendance, in particular on the presentation by one of our Community Nurse Navigators, Kelly Frerk on Home Care Packages.

The District Nurses Home Care Packages are tailored to meet the needs of each individual client ensuring that you receive the services you need, delivered in the way you want.

Many of our clients are now eligible to receive Home Care Packages. If you would like to know more about our packages please phone us and one of our Home Care Package Team would be very happy to talk to you.

At The District Nurses we are committed to providing quality services that support our clients to remain healthy and independent in their own homes and communities.

Our Customer Service Charter, which has been provided to all clients, gives you information on the service standards that you have a right to expect from us.

We value and encourage feedback, comments and suggestions on the services we provide. Feedback assists us to better meet your needs and to plan for the future.

If you wish to compliment our service – please let us know! It is very rewarding for our staff to receive positive feedback.

More importantly, if there are occasions when you are not fully satisfied with our service, we need you to tell us.

You can phone us on 62080500; email us at enquiries@thedistrictnurses.org.au; write to The District Nurses, PO Box 1025 Glenorchy 7010 or call into our offices.



The District Nurses

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We will investigate all concerns that are raised and we will involve you in helping us to resolve the issue.

If you need help to raise any concerns with us, and you do not have a friend or family member who can provide you with that assistance, we would encourage you to contact Advocacy Tasmania.

Advocacy Tasmania, can listen to your concerns, and support you in practical ways such as helping you write a letter or by providing someone to speak on your behalf.

Advocacy Tasmania can be contacted by phone on 62242240 or by email at advocacy@advocacytasmania.org.au

Over the next month you may receive a telephone call asking you to take part in a short survey on your service experience with The District Nurses. The survey will only take around 5 minutes and your participation will help us know how well we are doing and what we can do to improve.

Finally, on behalf of all the staff at The District Nurses, we wish you a very happy Christmas and New Year.

Kim Macgowan Chief Executive



Nursing and Home Help Services – Public holidays

Are you planning to be away from home over the Christmas and New Year period?

If you are planning to be away from home for your normal regular visit over the Christmas holiday period **December 25th 2018 – 2nd January 2019** please phone our office on **6208 0500** by no later than December 17th 2018.

Friendly reminder for ALL Public Holidays

Home help is not available on public holidays for Commonwealth Home Support Program clients (CHSP), Home & Community Care clients (HACC) and Veterans Home Care clients (VHC).

If your regular visit for this service falls on a public holiday you will not receive your service until your next scheduled visit.

Unless you have an assessed need **personal care** will also not be provided on public holidays. If you wish to discuss your needs, please phone the office.

If you would normally receive **nursing** services on any of these public holidays, your visit may be rescheduled to another day. This will be done in consultation with you over the next few weeks. Please feel free to discuss this with our staff, particularly if you have any concerns about urgent nursing services during the holiday period.

If you have a **Home Care Package** you can still receive a scheduled visit on a public holiday. Your package will be charged at public holiday rates which is double time and a half. Please let your package coordinator know if you would like to change your visit.

Our clinic at 2 Birdwood Avenue Moonah will be closed from Monday 24 December 2018 and will reopen on Wednesday 2 January 2019. If you would normally attend the clinic during this period, we will discuss alternative arrangements with you.

Deb Richman-Lubbersen Director of Clinical Services

Robyn Millar Statewide Community Services Coordinator

Cancellation of Services

Your services can be **put on hold for up to 28 days** if you have to go to hospital or go on holidays.

After 28 days we will contact you to discuss your ongoing services and any reassessment or the discharge process requirements.

Different conditions regarding putting services on hold apply to Home Care Package clients. These are detailed in the Home Care Agreement.

Home Care Packages – Meet Kelly Frerk

Kelly Frerk was Tasmania's first Community Nurse Navigator and covers every corner of the island to help people access The District Nurses Home Care Package services.

Kelly's interest in learning skills around caring for people especially end of life care became important when a close family member became terminally ill.

'I wanted to know everything about their illness and how best to deal with it, not only to get rid of confusion but to empower me,' she said.

Kelly started work with The District Nurses 14 years ago as a Community Support Worker before beginning formal training as an Enrolled Nurse and later as a Registered Nurse.

She became the first Community Nurse Navigator for The District Nurses Home Care Packages in 2017.

"I am passionate about Home Care Packages" said Kelly.

"Packages provide the care and support that the client wants. The funding enables people to make their own choices about what is going to assist them maintain independence in their own homes and communities" Kelly said.

'Seeing people who need our help and the difference we can make to their health and well-being is what keeps me motivated.'

"We have supported clients to take up hobbies and interests that they had long ago given up and have seen them grow in confidence and enjoyment in life."

Kelly said she and The District Nurses Packages Team learn a lot about a person by going into their own home and are able to give independent advice.

"It is meeting people and helping them get the services and supports that are important to them, that I love most about my job."



Kelly Frerk Community Nurse Navigator

What to do if you get a call or visit from a Home Care Service Provider you don't know

Some of our clients have reported receiving phone calls and visits from Home Care Service providers who they have never heard of or met before.

These calls and visits have followed the client receiving a letter from My Aged Care advising them that they have been assigned a Home Care Package.

These service providers are arriving at our clients' homes and are asking them to sign a Home Care Package agreement with them.

Some of our clients have reported being confused by these visits and feeling pressured to sign up with this unknown provider for fear that if they don't, they will lose their package.

The Australian Competition and Consumer Affairs Commission (ACCC) has become very concerned about the activities of some Home Care Providers and has published a guide to help people understand their rights in relation to Home Care Packages.

In that guide the ACCC says that Home care providers won't normally be sold at your door or over the phone, but it's important to know your rights if you are approached by a home care provider or any seller without invitation. The consumer law protects you when dealing with uninvited door-to-door or telephone sales. Avoid signing anything on the spot. They must leave on request if you ask them to do so.

If you sign an agreement with someone who approached you directly without invitation, under the consumer law, you have 10 business days to change your mind. This is called a 'cooling off period'. When this applies, businesses are not allowed to provide services to you in this time, so you should select a start date with your new provider after this 10 business day period.

The advice from the ACCC when you are approached by a home care provider without invitation is "take your time or just say no"

It is important to remember that you have 56 days from the date of receiving your Home Care Package letter from My Aged Care to enter into a Home Care Agreement with a service provider. You have the time to do your own research and decide the best provider for you.

As a District Nurses client, one of our Home Care Packages Team will contact you when you receive your Home Care Package offer from My Aged Care to discuss our Home Care Packages. You will have plenty of time to ask all the questions you want and to involve your family in your decisions.

In the meantime, if you have any questions please contact the Home Care Packages team on 62080500.

Pets

A reminder that under the Work Health and Safety Act your home is considered a workplace for our staff.

As the behaviour of pets can be unpredictable please ensure that any pet, other than an assistance dog, is removed or restrained while our worker is in your home.



Medications

Do you have old or unused medication at home? Storage of expired and unwanted medicines in the home can be dangerous and unsafe disposal of unwanted medicines can lead to environmental damage.

Your local pharmacy will dispose of your unwanted medicines responsibly. Under TDN policy, staff are **not** permitted to transport or dispose of medications so please either speak to your local pharmacy or ask a family member or friend to arrange it for you.

Deb Richman-Lubbersen Director of Clinical Services



Having an indoor clothes horse will enable you to easily hang and dry your undergarments and other light laundry items.

Find the help you need with
myagedcare
1800 200 422
www.myagedcare.gov.au



Did you know that The District Nurses has a Community Clinic at 2 Birdwood Avenue, Moonah?

If you receive nursing services, it may be more suitable for you to see the nurse in the clinic rather than in your home. To organise a clinic appointment or if you would like some more information please call **Paula Macdonald on 6208 0500.**

Accounts

Did you know you can pay your account through direct debit?








Direct debit is a convenient way to have your account payments withdrawn regularly.

If you have any questions relating to your payment options or if you would like to set up a direct debit, please call the accounts department on **(03) 6208 0500.**

Are you prepared for the heat?

What you can do:

Being prepared for extreme heat is important. This will reduce your risk of being affected by the heat. Here are some simple things to do when the weather gets hot.

	Stay hydrated	Drink plenty of water, even if you don't feel thirsty. Avoid sugar-sweetened drinks, alcohol and caffeine.
	Check on others	Make sure someone checks in on you regularly, especially if you are elderly or have a chronic medical condition.
	Clothing	Wear lightweight, comfortable clothing, especially light colours that reflect the heat.
	Minimise sun	Keep out of the sun as much as possible and avoid outdoor activities in the heat of the day. If you must go outside, wear long-sleeved clothing, sunglasses, a wide-brimmed hat and plenty of broad-spectrum sunscreen (minimum SPF30+).
	Prepare your house	If you have a fan or air-conditioner, make sure it is working (and set to cool). If you do not have a fan or air-conditioner, open doors and windows where safe to do so. Draw blinds and curtains to keep out the heat during the day.
	Pets	Make sure your pets are kept out of the sun and have plenty of cool water to drink. Avoid exercising your dog in the heat of the day.
	Seek medical advise	Remember, heat-related illness can be life threatening. In an emergency, call 000 for help. For non-urgent medical assistance, call healthdirect Australia on 1800 022 222, The District Nurses or your GP.



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