

# Community Matters

EDITION 08

WWW.CALVARYCARE.ORG.AU | 1300 797 522



## Welcome



As we head into the colder months, it is a timely reminder to continue to stay active, keep warm and eat nutritious food that will boost your immunity.

In this edition read about *I am Living*, a national public awareness campaign that encourages Australians to have open and honest

conversations and engage in timely planning for palliative and end-of-life care, dying, death, loss and grief.

We are also asking for your expression of interest to be part of our Consumer Engagement Focus Group, which will help us understand our clients better and how we can best serve you.

**We always enjoy receiving stories from our community and invite you to share your thoughts.**

**Get involved in Calvary Click by submitting your photos and stories, or drop us a line at [ccc.communications@calvarycare.org.au](mailto:ccc.communications@calvarycare.org.au)**

## Expressions of interest - have your say

At Calvary Community Care we are committed to engaging with our clients, their families and friends.

We invite you to express your interest in participating in a Consumer Engagement Focus Group. The objective of this focus group will be to discuss and provide input on specific topics relating to Calvary Community Care services and how we uphold the rights of our clients through policy and process.

We would like to offer you the opportunity to have your say in a

way that will guide the planning, delivery and evaluation of the care and services we provide.

This helps us to understand and better meet the needs of the people we care for, create the best possible experience for each individual, and ensures we deliver safe, collaborative and responsive services.

Aspects such as how and how often the focus group will meet will be determined once we know how many people are interested in joining the group.

*Please note this does not replace the option to provide feedback (suggestions, compliments or concerns) at any time. Refer to your Service Agreement which explains the various ways in which you can do this.*

**Register your interest by Friday 29 August 2022**

 [privacy@calvarycare.org.au](mailto:privacy@calvarycare.org.au)

 1300 668 670



Jennifer (front) in her garden and Heather (back).

## Dignity every step of the way

Jennifer grew up on a farm in Huon Valley, Tasmania. She studied and worked into her young adult years and decided to travel and live around Australia. After many years away, it was time for her to come back to Tasmania. Jennifer suffered a range of health issues and finally admitted it was time to seek help.

Having spent most of her life in Tasmania, Jennifer admits she was aware of the Calvary hospitals, however did not know about Calvary's in-home care services. "I had heard about Calvary's service and commitment to care. As soon as I had the Home Care Package approved, they were my provider of choice," said Jennifer.

"I spent most of my working life in community services and social work supporting young adults, the elderly, those who have suffered family violence, mental health conditions and drug and alcohol issues. I got far more than I ever gave.

"I have seen how the system can often fail the vulnerable. I have always treated others how I would like to be treated; that is, with compassion and respect.

"Calvary always puts my needs above all else, and I am completely involved in decisions about my care," she said.

Calvary's integrated model of care ensures clients are celebrated and supported to live a high quality and dignified life in a safe and caring environment.

Asking for help doesn't mean losing your independence; it is quite the opposite. It means you can live in your own home for longer, and continue to do the things you love. In fact, a little support can lead to a happier and easier life.

Many clients are eligible for a Home Care Package. Calvary's trained staff come to your home and deliver care and services that are suited to your needs.

"At Calvary, our values of hospitality, healing, stewardship and respect are paramount to our selection and training of all our staff," said Case Manager, Heather Di Saia.

**“ We work closely with our clients to provide options to empower and enrich their lives. ”**

With assistance from Heather and Calvary's Support Workers, Jennifer has revitalised her mind and body and is embracing each and every day.

For Jennifer, the support she receives to improve her health and wellbeing is invaluable.

"I've had other providers cancel on me in the last minute. Calvary always show up and I can talk to someone when I need to. The support is there and they don't fob you off. I have received unwavering care, smiles with every interaction, and I am always treated with dignity. I would recommend Calvary to anyone," she said.

Jennifer has regained her confidence and joined two social community groups. Once a week she plays Cribbage and Pétanque. She has made friends and enjoys this time to have fun and engage with others.

Also an avid gardener, Jennifer spends time in her garden attending to the many plants she has grown herself.

She admits that sometimes life can be hard, but is fortunate to have her support networks to keep her on track.

Heather has seen significant changes in Jennifer's physical and emotional health. "Jenny has definitely excelled from when we were first introduced," acknowledging what is a team effort.

"She is living her best life."



**Contact 1300 797 522**  
if you require additional services or would like to know more about how Calvary can assist you.



# I am Living

The I Am Living campaign was launched in May 2022 during National Palliative Care Week and provides credible information about quality end-of-life care and shares the lived experience of 11 people who have found life, hope and healing as they approach the end of their lives.

The initiative conveys that each and every person matters to the last moment of their life.

## Call to action

I Am Living's call to action is prompted by the key question **What are you waiting for?**

The manifesto (right) encourages people to have the important conversations and engage in timely planning so that they can live life to the full until they take their last breath. Once the planning is done and communicated, people can live well in the knowledge that their wishes and preferences are known and will be respected by the significant people in their lives and clinicians alike.

## What are you waiting for?

Say I'm sorry.  
Say I forgive you.  
Say I love you, over and over again.  
Leave the past in the past.  
Have hope for the future.  
Make the most of today, every day you have left.  
Celebrate the life you're living.  
Reminisce about the day you first met.  
Talk about the end while you still have time.  
Make your final days as meaningful as the first.

[iamliving.org.au](http://iamliving.org.au)

# Advance care planning

**What is important to you when it comes to preparing your end-of-life care? Thinking about these things can help make important decisions easier for you and your loved ones.**

As an organisation we are committed to providing the best care to our clients. It is important for us to have access to this information so if a client requires emergency treatment or experiences severe decline in health that requires medical assistance, the client's wishes are known and can be followed.

## What is advance care planning?

Advance care planning is the process of planning for your future health care. It relates to health care you would or would not like to receive if you were to become seriously ill or injured and are unable to communicate your preferences or make decisions.

It provides you with an opportunity to think about your values, beliefs and preferences relating to health care while you are still able to make decisions.

## Why is advance care planning important?

The Aged Care Standards require providers to plan the care of clients in order to meet their needs and goals and to reflect their personal preferences.

It is expected that advance care planning including the completion of advance care directives and end-of-life planning occurs in line with client preferences.

If these conversations happen too late or are not documented clearly, it can cause distress for the client and their family members and may mean that the client does not receive the end-of-life care they desire.

## Who needs an advance care plan?

Everyone should consider advance care planning, regardless of their age or health. It can be particularly important if you have:

- an advanced chronic illness
- a life-limiting illness
- a risk of dementia or a related illness.

Like making a will, advance care planning may simply be a part of planning for the future.

## What are advance care directives?

If you want to, you can then formalise your advance care plan through an advance care directive, sometimes called a living will.



You need to be of sound mind with no cognitive decline to complete an advance care directive.

Forms and requirements for writing advance care directives vary between states and territories.

We are supportive of your individual choices. Our team can discuss advance care planning/directives with you.

## National Advance Planning Support Services



[advancecareplanning.org.au](http://advancecareplanning.org.au)



1300 208 582 or speak with your healthcare professional.



# Did you know you may have unspent funds in your Home Care Package?

The services you receive from Calvary are funded under the Australian government's Home Care Package program. The allocation you received was made as a result of an assessment of your care needs.

Some clients may have a significant quantity of unspent funds in their Home Care Package. The exact amount remaining is displayed on your monthly statement.

At Calvary, it is important to us that you receive the care you need.

You may not be utilising the funds you have been allocated and therefore have unmet needs.

We understand that everyone has different priorities such as family, friends, events, and special occasions and we can help make everyday living easier by supporting you where you need us most.

We can assist with house cleaning, washing, changing bed linen, weeding, transport or shopping, just to name a few.

**To make sure you choose the best mix of services and goods for your personal circumstances, please contact your Calvary Case Manager directly or call your local service centre.**

 **1300 66 00 22**



## Calvary Click

We are looking for high-quality images that reflect the active lifestyles of our clients - whether it's in and around your home, with furry or scaly pets, an exciting outing, an indoor celebration, your baking skills, your plant collection or growing garden, or your daily walk to the beach - we want you to capture the moment.

The stories told by our clients, residents, patients, staff and volunteers help Calvary raise

[bit.ly/calvaryclick](https://bit.ly/calvaryclick)

**Take a picture, tell us a story!**

public awareness of issues important to others.

The images, recordings and contributions to stories may be used for education and training, professional presentations, public relations, advertising, on social media including YouTube and Facebook, and websites.



For further details on how to take the best photo and story submissions, visit [bit.ly/calvaryclick](https://bit.ly/calvaryclick) to submit your photos.



or scan this QR code to open up the page



Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation.

Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life.

With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres.



Hospitality



Healing



Stewardship



Respect

Continuing the Mission of the Sisters of the Little Company of Mary

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