

Turning the page

AUTUMN 2017

Latest news, services and developments of ACH Group

ACH GROUP

Good Lives for Older People

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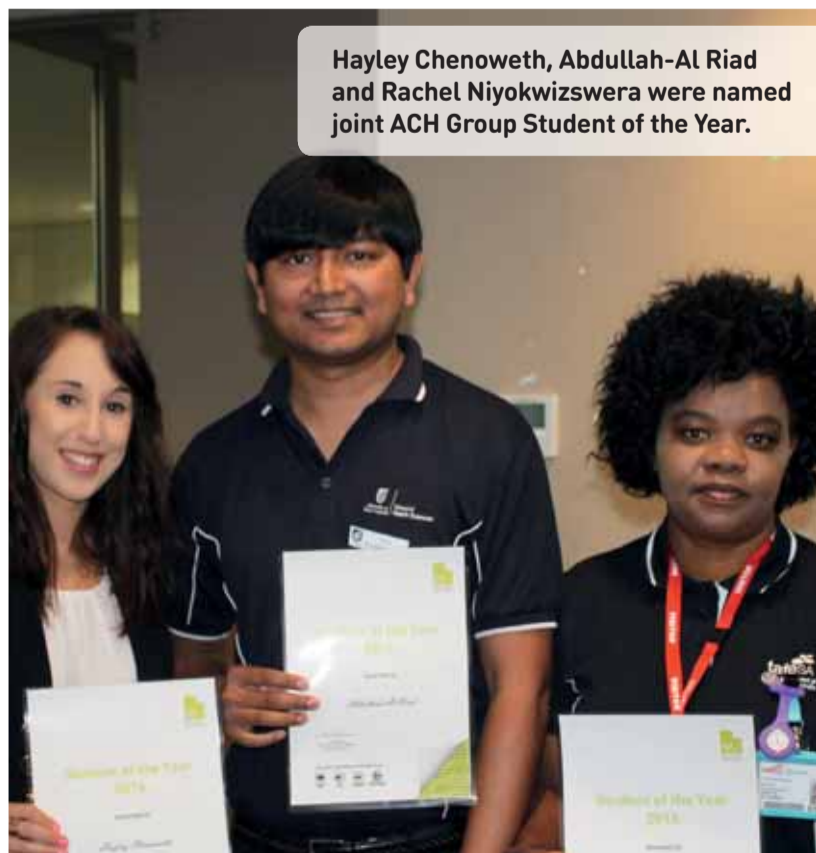
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Star students awarded

ACH Group's inaugural Student of the Year awards recognised three outstanding students who live our culture and values of Love What We Do, Take Action, Put Your Hand Up for Challenges, and Celebrate Uniqueness.

Flinders University social student Hayley Chenoweth, TAFE SA's Rachel Niyokwizwera and UniSA's Abdullah-Al Riad were named joint ACH Group Student of the Year.

In 2016, ACH Group benefited from more than 51,000 hours of student placements. A total of 14 per cent of newly recruited employees previously participated in the placement program. Students who complete their placements come from a variety of disciplines, including nursing, occupational therapy, physiotherapy, support work and care work.



Hayley Chenoweth, Abdullah-Al Riad and Rachel Niyokwizwera were named joint ACH Group Student of the Year.



"I've been lucky to play tennis, it's given me a lot of opportunities to play all around the world."

Kevin Lonergan hits the court at Woodville with his coach John Caldana.

Kevin returns to the circuit at 86

South Australian tennis great Kevin Lonergan is preparing to take on the world's best senior players when he competes in the Oceania Regional Championships at Kooyong, Melbourne, in March.

Despite a shoulder injury, the 86-year-old has been training four times a week to prepare for the international clay court event.

Kevin, who lives in an ACH Group housing unit at Walkerville, retired from tennis 20 years ago but has kept up his fitness at the gym and pool.

He's working with coach John Caldana to brush up on his skills for the Kooyong event, where he will play two sets of doubles in a round robin format.

"I've always enjoyed tennis and I'm looking forward to getting back into it and seeing some old friends," he said. I thought maybe if I work hard I might be able to play in the 85s this year. I might not be as quick but I'm thinking I can get to the net.

"I've been lucky to play tennis, it's given me a lot of opportunities to play all around the world."

The competition will be a family affair for Kevin: his daughter Kerry will travel from the Gold Coast to play in the 55s, while his sister Pauline Wood will play in the 75s.

The Oceania Regional Championships is open to senior players 35 years and over from around the world and will be held from March 9 to 13 on Melbourne clay courts.

Kevin has a long history of success in tennis on the world stage, representing South Australia and Australia many times in a career that spanned more than three decades.

From 1952 to 1958 he represented the state against Victoria in the annual interstate matches, and won the Burr Medal for best and fairest three times.

In his early 30s he competed in Wimbledon and qualified for the French Open and 13 European tournaments, winning two titles in France and Switzerland. Kevin travelled to the US, UK and Europe many times, playing in 21 tournaments in Europe in 1990 alone and winning three of the over-55 singles titles in France, Germany and Italy.

In between playing as a professional, Kevin coached at Memorial Drive and several colleges in Adelaide.

From the CEO's desk



Ray Creen, Chief Executive Officer,
ACH Group

It's been a busy few months since my first day of work here in early December. I've been out and about visiting sites, meeting staff, Board members and inspiring customers.

From what I have seen so far, people here really do take the time to listen and are prepared to take action to deliver a good experience and outcome for customers.

We have an exciting and challenging year ahead as we progress plans for a major health development adjacent the Lyell McEwin Hospital in the state's north, as well as the redevelopment of the Repatriation General Hospital site at Daw Park into a world class centre of excellence comprising health, education, accommodation, ageing and Veterans' services.

We are always looking for progressive ways to improve and create new retirement living options. The new year also saw the newest release of retirement living units at James Evans Court in leafy Magill.

These architecturally refurbished homes offer the best of low maintenance yet affordable retirement living, with gardening and maintenance services provided.

For my part, I'm looking forward to drawing on my experience in the health sector both in Australia and the UK to help drive and shape the future of ACH Group as we continue our valuable work in supporting older people to live good lives.

Regards, Ray

Ray Creen, Chief Executive Officer

Mural makes a splash at ViTA

A 'Sea of Knowledge' mosaic wall created by residents, students, volunteers and staff was unveiled at ViTA, Daw Park, in February.

Located in ViTA's alfresco balcony area, the artwork was developed with guidance from community artist Helen Crawford, along with a generous grant from The ACH Group Foundation for Older Australians and donations from Tile Easy and Ardex.

The wall features many special items donated by the ViTA community, including a silver brooch, gemstone and pieces of a chipped mug given to Lifestyle Coordinator Kate Bedwell by students who did their placements on site. "This area is like the spiritual home of ViTA, where we have conferences and workshops as well as group activities like yoga, chi ball and bowls," she says. "It's been lovely to have something to work on together."

Helen says mosaics is an inclusive activity that brings together practical and creative skills. "It's something that both men and women enjoy, because you're handling tools and smashing tiles, but it's fantastic for creativity too; it's like putting a puzzle together," she says. "Everybody can be proud of their little part."

ViTA is a partnership between ACH Group, SA Health and Flinders University, combining best practice approaches to health and aged care with a focus on teaching and research.

Find out more at achgroup.org.au/vita



Artist Helen Crawford (foreground) and volunteer Daphne Bahnisch, whose husband Barry is a resident at ViTA, put the finishing touches on the mural.

Help us shape Customer Engagement

ACH Group believes that in order to make better decisions, we need to listen to the opinions and experiences of a range of customers to influence the development of services and products now, and into the future.

To achieve this, we are embarking on a review of how we involve customers in design and delivery across our services.

Our aim is to understand the opinions and thoughts of ACH Group customers regarding our engagement methods to provide us with a better insight into how customers would like to interact with us.

To register your interest in participating in the review, keep an eye on our website and Facebook page in March, or email or call Lyn – lflaherty@ach.org.au or (08) 8159 3428.

Turning the Page is an ACH Group publication. If you have any questions or would like to subscribe to the publication, please contact the Marketing and Communications Team on telephone **(08) 8159 3600**.

For more information about any of ACH Group's programs please contact 1300 22 44 77.



achgroup.org.au



1300 22 44 77



ACH Group



@ACH_Group

Try something new in 2017

Are you a budding photographer? Keen to brush up on your creative writing skills? Or maybe you've always wanted to try kayaking?

ACH Group is offering a range of brand new experiences for people keen to get out and about, make new friends and try something new in 2017. This year's Social Links calendar covers a wide variety of interests and includes one to one or group activities across Adelaide and the Fleurieu Peninsula.

"Our aim is to encourage you to connect with your local community, discover new interests and meet with like-minded friendly people," says Katey Elding, ACH Group's Program Manager. "We recognise that not everyone is interested in doing the same thing. We'd love to hear from anyone who has a suggestion about something new they would like to try."

New to the Social Links calendar this year are Personal Life Stories, where stories are captured and recorded, a Swing Fit Brain Health golf class for women aged 50 to 70 years experiencing memory loss and Photography Lovers, a photography group that aims to produce work to exhibit in this year's SALA Festival.

We are partnering with Scoffed Cooking School at St Morris to run a series of 'Virgin Foodies' Cooking Workshops, teaching new cooking techniques and a variety of interesting and nutritious meals.

Upcycling Tours run every month bringing together people to visit speciality and recycling shops to find treasures, or to declutter and donate goods to charity.

Knitters and Crochet that Make a Difference runs for 10 weeks at local cafés with all goods produced donated to a cause of the group's choice.

Other experiences include a creative writing class on the Fleurieu Peninsula, a group for theatre enthusiasts, a Just Blokes group, social darts, bowling and snooker, and a Springboard into Life Experiences group that includes kayaking, walking tours, bike tours and more.

Find out more and register your interest at achgroup.org.au/social-activities/programs



Fun for young and old at Highercombe

ACH Group Highercombe residents have welcomed children as young as 14 months old to their Tuesday routine.

The Intergenerational Playgroup sees about 15 children and eight residents interact each week, showing that decades in age difference don't get in the way of having a good time.

Sarah Johnstone, Highercombe Healthy Ageing Coordinator, said residents' feedback has been very positive. "The Intergenerational Playgroup provides the opportunity for parents, children and residents

to engage in activities together; creates opportunities for children to further develop their skills, and provides residents with vital social interaction," she says.

"Not all the children have grandparents who live close by, so this is a really important part of connecting with the older community," says Karen Hack, the local Family Day Care Educator leading the playgroup. "The children love this as a regular excursion."

If you would like to bring your child to our Intergenerational Playgroup at Highercombe, please contact Sarah on (08) 8397 1693.

Garden group springs to life

A new garden group is flourishing in the Fleurieu Peninsula thanks to the ACH Group Social Links program.

Garden2Garden is a rotating series where garden lovers meet at a different garden each week to learn from and be inspired by one another. The group is the brainchild of volunteer and keen gardener Jane Mattner who thought it would be a nice way to bring people together. "It's a great social activity because we share cuttings and seeds from one another's gardens and from community gardens that we visit," she says.

In February the group visited Marie Weller, at Wirra Cove, who has glassed in her garden to protect it from strong winds, sea spray – and snakes. "I call this my 'survival garden'," Marie says. "We get high winds here and everything grows slowly, even with a drip system."

Set high in the hills with spectacular ocean views, Marie's garden features a range of succulents, native grasses, bougainvilleas and low hedges. Garden2Garden is held each Thursday from 10.30am to 12pm. If you are interested in gardening or gardens, enjoy pottering or planting, have a vegie patch or a few favourite potted plants, this group is for you. ACH Group runs Social Links programs across South Australia. From computing classes to Tai Chi, walking and singing, art to dancing, there are activities to suit everyone.



Jane Mattner and Marie Weller at Marie's coastal property.

To find out more about our Social Links programs please visit achgroup.org.au or phone 1300 22 44 77.

Jan teaches Jed new tricks

As soon as Jan Creek met six-month old shelter dog Jed, she knew he would be easy to train. Jan, 84, spent many years as an obedience trainer and dog breeder and was founder and patron of The Rottweiler Club of SA.

She hasn't owned a dog for four years and was thrilled when her Support Worker Lynne Galaboff started bringing Jed to visit.

Once a week she and Jan took Jed to a local park to teach the pup to sit, stay and heel. Lynne says she saw an instant change in Jan. "I thought she would just talk to the dog and enjoy spending time with him, but as soon as I handed her Jed's lead, she took control and started to walk him," she says. "Her mobility improved and she enjoyed getting out into the fresh air and sunshine."

In the 1980s Jan was a regular fixture at the Royal Adelaide Show, offering rides in a custom built sulky attached to one of her Rottweilers.

She bred dogs under the name 'Kleinhan' and sold pups around Australia and the world – she even sold one to Adelaide radio personality Bob Francis.

"I love dogs because they always love you in return," she says. "I think they are wonderful company."

Lynne's creativity and taking action was inspired through ACH Group's Dementia Leadership Program.

To find out more about our dementia services and initiatives, please visit achgroup.org.au/good-health/dealing-with-dementia



ACH Group Care Worker Lynne Galaboff helped Jan Creek connect with shelter dog Jed.

Chris steps up for Brain Health

Investing in Brain Health – it's smart thinking. Chris Karidis is the inaugural winner of The ACH Group Foundation for Older Australians Brain Health Scholarship, recognising her leadership, passion and support for people living with dementia to lead a good life.

Every week Chris is out and about in the fresh air with ACH Group's walking group at Glenelg and golf group at West Beach, supporting customers to join in and explore new active and social experiences. As well as the groups, Chris supports people at home and in cottage based respite.

With the support of the scholarship, Chris plans to visit services and learn from leaders across the country. "I enjoy working in this area and the most rewarding part for me is when I can get out in the fresh air and spend time with people supporting them to enjoy something new."

Visit achgroup.org.au or call 1300 22 44 77.

Did you know?

ACH Group offers a range of social groups and support for people living with dementia, their families and carers. These include:

- A monthly support group for family members of people with younger onset dementia
- Golf, lawn bowls, photography and walking groups, as well as one to one support for people with younger onset dementia
- Regular respite for carers in the community or a residential care setting
- Information, advocacy and support for people with dementia and family members including a Dementia Specialist Advisory Service, which can support people through the progression of dementia
- The Dementia Champions Program for staff who are passionate about supporting good lives for people living with dementia.

Bernice helps drive website redesign

When Bernice Turbill was asked for her input into a website redesign project, she was only too happy to help.

The 94-year-old has been a keen user of digital technology for the last 15 years, ever since she inherited her son's second-hand computer.

She now has her own computer and iPad, which she uses to keep in touch with family, order online books and search for information. She keeps up to date with technology with help from ACH Group Support Worker Matt Griffin, who is also an IT specialist, when he visits once a week.



Bernice was a member of a pre-launch test group appointed to trial ACH Group's new website which went live in December. The group of 10 included six who were aged 65 years and older, two health referrers, a student and a new employee, aged 19 years.

They were part of a workshop, where they were each given a laptop or tablet and asked to review and test the website, then answer a series of questions about the experience. They participated in a group discussion and their feedback was captured, consolidated and used to amend the website where required.

Among her suggestions, Bernice felt the text could be darker, she identified repetitive information and suggested that the banner speed be slowed. "I enjoyed the workshop and having the opportunity to contribute," she says. "A lot of people who are my age think they are too old to use computers but they just need a bit of encouragement to get started."

ACH Group Website Design Team Leader Michelle Kelly says the web developers felt it was important to involve a diverse range of people in developing the new website.

"We wanted the website to be easy to navigate and to include relevant information," she says. "We felt that it was a great opportunity to seek input from our customers to help shape our overall user experience."

Information technology is especially important for Bernice, who has a vision impairment and can no longer drive, garden or read printed books. It allows her to keep in touch with family interstate.

"Without a computer I wouldn't be able to read books any more, I would have to rely on audio books," she says. "Matt showed me how to enlarge the fonts on e-books which I order from the library. I play games like Solitaire, I look things up to help me with the Saturday quiz, and send emails to my family. It's a wonderful way of communicating."

**Have you visited our new website yet?
See the changes at achgroup.org.au**

Students volunteer to make a difference

University students Andrew Leo and Veronica Tang have signed on as volunteers at ViTA after finishing their study placement.

As part of their Master of Social Work at Flinders University, Andrew and Veronica opted to carry out their 500 hours placement at ViTA.

They both enjoyed their time so much that they have chosen to return as regular volunteers. Andrew helped build a mosaic wall at the centre and runs carpet bowls sessions twice a week; Veronica runs a hand and nail care class and a flower arranging program.

Veronica moved to South Australia from China to study and says her experience at ViTA helped build her confidence and settle in. "I feel like I have found a home here. I feel I am valued and useful and it is nice to be able to do something to make others happy."

Andrew says during his study placement he started running the bowls sessions and became close to many of the residents and staff. "I enjoy it, and the residents I work with are really nice and appreciative of what goes on here," he says. "This is a fantastic place and it is good to be a part of it."

ACH Group relies on volunteers across all areas of the organisation, which spans South Australia and Victoria. "Our volunteers really make a difference to the wellbeing of our staff and residents," says ViTA Lifestyle Coordinator Kate Bedwell.

ACH Group has more than 400 volunteers who work across a broad range of roles, including support for specialist programs in dementia, respite and disability, help with programs including choirs, health and activities, social support, transport, home support, friendly visits, administration support, teaching, fundraising and events.

To find out how you can get involved please visit achgroup.org.au/support-us/volunteers/



Veronica Tang and Andrew Leo with resident Bert Ulseth.

It pays to Plan Ahead

Good friends and ACH Group's new Planning Ahead Advisor stepped in at just the right time for Kathleen and Stanley Simpson.

When Stanley's health deteriorated suddenly at 89, his wife Kathleen, 87, realised that she needed to ensure that their affairs were in order, and turned to her good friends Ann and Keith Richards for help.

Kathleen had heard about ACH Group's Planning Ahead Advisor service on 5AA's Interactive Lounge radio program and asked Ann to make contact with the service.

"Because Stan had just entered care, it needed to be done as soon as possible," Ann says. "We rang ACH Group and Teresa came straight away".

"She spoke with Kathleen, then visited Stan in the home, and she listened to what we were saying, she was calm and professional, told us everything we needed to do, and we just loved her."

Launched earlier this year, the service brings together a team of health professionals to help people navigate the steps required to ensure they have their Advance Care Directives and Enduring Power of Attorney in place.

"Advance Care Directives and Enduring Power of Attorney are the directives we need to put in place for the future, so that while we are still alive, but incapacitated, those caring for us understand what is important to us and can make decisions for us and act for us in ways that are consistent with our values."



ACH Group's Teresa Moran introduced Kathleen Simpson and Ann Richards to ACH Group's new Planning Ahead Service.

Teresa Moran, Planning Ahead Advisor, says "Planning Ahead services give the older person and their families peace of mind, and they are best to do ahead of time. It's a gift to your family so they know what matters to you."

The Planning Ahead Advisor explains the steps involved in completing paperwork, provides forms, helps make appointments with experts for more information, provides transport, facilitates family discussions, arranges for a JP to witness the forms and for certified copies of the forms to be made and distributed. Visits can be held in the person's home or at another location.

For more information about the Planning Ahead Advisory Service, call 1300 22 44 77.



Shirley Carter is a member of our Life Exercises group.

Shirley and Jim find fame with ACH Group

What's it like being the stars of a radio and television advertising campaign? We put this question to Jim Bond and Shirley Carter, who both agreed to tell their 'real life' stories on radio and television and cinema screens to promote ACH Group's Good Lives message.

"When I first heard myself on TV it was a bit unnerving," says Jim, who is well known in the community for his work as a Scout leader. "You don't really recognise your own voice when you hear it – you know it's you, but it doesn't sound right."

Jim says many of his family and friends had contacted him, particularly after the television advertisement.

"People were ringing me and I was saying to them, 'You must be watching the cricket then,' because that's often when the ads are on."

Shirley, a popular member of ACH Group's Life Exercises group, says her sister and friends phoned as soon as they heard the ads on television or radio. "I was so pleased to be able to share my story. Lots of people recognised my voice," she says. "Quite a few of them are asking for my autograph, so it's been fun."

"I was so nervous when I was recorded because I've never done anything like that before, but it turned out pretty well, I think."

We will continue campaigning our Good Lives message – so keep an eye out for budding TV and radio stars sharing their stories.

Francesco back on the airwaves



Francesco (middle) was happy to be back on the radio with Radio Italiana producers and presenters.

Until he was introduced to ACH Group, Francesco Barresi, 81, never imagined that taking up the offer of a Home Care Package would see him return to the airwaves of Radio Italiano 531.

For a decade, Francesco caught the bus to Wright Street in the city to be part of a weekly talkback segment.

A singer and poet in his younger years in Sicily, Francesco loved to play requests and share stories with his listeners, many of them Italian migrants themselves.

In January with support from ACH Group, he revisited friends and toured the station's new headquarters at Hindmarsh. He was also given the chance to speak again on air.

"When I walked in, they said to me 'It's the poet, Francesco!'" he says. "They invited me to sit and chat with them. It was good to be back."

Francesco and his wife Grace live at their home of 37 years with support from ACH Group, including house cleaning and gardening, as well as weekly exercise therapy.

Francesco ventures over to the nearby Coopers Stadium to watch his beloved Reds train, with the support of ACH Group staff while Grace goes shopping and takes some time out.

Grace says she and Francesco, who sailed to Australia in 1966 with an 18-month old daughter and baby boy on the way, are very happy living in their own home.

"I would love to be able to look after Frank here at home for as long as possible," she says. "The help and support of my aged care team has made this possible for me."

To find out more about ACH Group's home support services, visit achgroup.org.au/help-at-home or phone 1300 22 44 77.

Home Care changes

On February 27, the Australian Government introduced changes to the aged care system in Australia to make it easier and fairer for older people to access.

To achieve this, Home Care packages will now be allocated directly to the customer, giving them the ability to choose their own service provider and, importantly, continue to make their own choices in how they are supported.

We've compiled a list of frequently asked questions to help you understand the changes.

Who is affected?

Home Care customers, which are those customers who access a 'package' of government-subsidised services that support them to continue to live at home.

What is changing?

Before February 27, a Home Care package was allocated to a provider such as ACH Group, and eligible customers accessed the package through the provider. There are four Home Care levels (levels one to four) which cater to different levels of support.

Under the changes, packages will be allocated to the customer instead of the provider, and they are free to choose a provider who can deliver services to support them to live at home.

How will the changes affect you?

Home Care customers who are satisfied with their service delivery should not experience any change. If their support needs change and a different level of support is required, they will join the new national queue, a prioritisation process to ensure that people with the greatest need are able to access services first.

Where can I find out more information?

Our friendly staff are ready to answer any questions you may have about the changes.

**Please call us on 1300 22 44 77
or you can find more information at
agedcare.health.gov.au and
achgroup.org.au**



The ACH Group Foundation For Older Australians



Resident Lloyd Wenham works on a new doll bed with volunteer Bill Hosszu.

Doll beds a team effort

A group of residents from ACH Group residential facility Perry Park and ViTA are combining their skills in woodworking and sewing for a good cause. Their first products to hit the market are wall clocks and doll beds.

The beds are carved by hand, sanded and lacquered, then decorated with lacework, rails and curtains, tiny mattresses, quilts and pillows all made by the Perry Park Craft Group. Orders are strong with big plans to extend into making rocking horses.

The project follows a major upgrade of the Port Noarlunga site's Men's Shed thanks to a grant from Onkaparinga Council and the ACH Group Foundation for Older Australians.

The upgrade includes new benches, equipment and machinery, tables and seats and an overhead pergola with fan.

Men's Shed volunteers Bill Hosszu and Dave Newlyn have worked tirelessly to build and install new equipment.

"This is a great place, it's just gold," says Bill, who started volunteering at Perry Park in May last year. "The blokes are so happy to be here and it's a wonderful way to spend time together. They certainly do get a lot of work done."

Resident Jim Lintern enjoys being part of the group. "I'd be out here every day if I could," he says. "It's great to be able to do something with your hands and I enjoy the company."

To find out more about ACH Group's Residential Living options visit achgroup.org.au/residential-living or phone 1300 22 44 77.

Choir taps into teen wisdom at Fringe debut

If you could go back in time, what would you tell your teenage self? This is the question members of the ACH Group Sing for Joy choir asked – and answered – at their first ever live Fringe performance in March.

Aged up to 92 years, with an average age of 70, most of the 80-strong choir members were more than twice the age of the average Fringe performer.

They drew on their collective wisdom when they sang their own song, 'Don't forget I wasn't always this age' inspired by the Lukas Graham hit 'Once I was seven years old'.

As well as covering songs by Carole King and Leonard Cohen, the choir sang hits from recent years including Cold Play's 'Fix You', Rachel Platten's 'Fight Song' and a mash-up of the Doris Day and Justice Crew version of 'Que Sera'.

"You can always expect the unexpected with our choir performances," choir leader Angela Sharp says. "We're out to have fun, enjoy being together and show that age is just a number when it comes to sharing music."

Sing for Joy community choirs are based at Seaford, Glenelg, Payneham and Wynn Vale. The choirs are funded by The ACH Group Foundation for Older Australians and aim to help older people reconnect through singing and music.



Sing for Joy choir members appeared live on Channel 44 to spruik their Fringe show.

Office for the Ageing Assistant Director Jeanette Walters welcomed the inclusion of a group of older South Australians as Fringe performers. "It was so exciting to see that the Sing for Joy choir was part of this year's Fringe," she says. "What a great opportunity for the generations to come together and share the fun of music as artists and audiences."

Sing for Joy is supported by The ACH Group Foundation for Older Australians.

Would you like to join in? Contact us on 1300 22 44 77.