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A lovely, fun day out at the Japanese Gardens in Auburn with the Shahrouk children accompanied by Aisha and Iesha. They enjoyed visiting the emu, kangaroos, geese and the Japanese coy fish, while snacking on goodies in the gardens and enjoying the beautiful weather.
ARIES ZODIAC SIGN

Element: Fire
Quality: Cardinal
Color: Red
Day: Tuesday
Ruler: Mars

Greatest Overall Compatibility: Libra, Leo

Lucky Numbers: 1, 8, 17

Date range: March 21 - April 19

ARIES TRAITS

Strengths: Courageous, determined, confident, enthusiastic, optimistic, honest, passionate

Weaknesses: Impatient, moody, short-tempered, impulsive, aggressive

Aries likes: Comfortable clothes, taking on leadership roles, physical challenges, individual sports

Aries dislikes: Inactivity, delays, work that does not use one's talents

As the first sign in the zodiac, the presence of Aries always marks the beginning of something energetic and turbulent. They are continuously looking for dynamic, speed and competition, always being the first in everything - from work to social gatherings. Thanks to its ruling planet Mars and the fact it belongs to the element of Fire (just like Leo and Sagittarius), Aries is one of the most active zodiac signs. It is in their nature to take action, sometimes before they think about it well. The Sun in such high dignity gives them excellent organizational skills, so you'll rarely meet an Aries who isn't capable of finishing several things at once, often before lunch break! Their challenges show when they get impatient, aggressive and vent anger pointing it to other people. Strong personalities born under this sign have a task to fight for their goals, embracing togetherness and teamwork through this incarnation. Aries rules the head and leads with the head, often literally walking head first, leaning forwards for speed and focus. Its representatives are naturally brave and rarely afraid of trial and risk. They possess youthful strength and energy, regardless of their age and quickly perform any given tasks.

Aries - the Flying Ram Guided by the story of the Golden Fleece, an Aries is ready to be the hero of the day, fly away and carry many endangered, powerless people on their back. The power of the ram is carried on his back, for he is the gold itself, shiny and attractive to those ready for betrayal. The story of glory that isn't easy to carry is in these two horns, and if this animal doesn't get shorn, allowing change and giving someone a warm sweater, they won't have much to receive from the world. Each Aries has a task to share their position, power, gold, or physical strength with other people willingly, or the energy will be stopped in its natural flow, fear will take over, and the process of giving and receiving will hold balance at zero.
APRIL BIRTHDAYS

Management and staff would like to wish all our Client's and their loved ones A very happy birthday.
ANZAC BISCUITS

INGREDIENTS

- 2 CUPS (180G) ROLLED OATS
- 1 CUP (150G) PLAIN (ALL-PURPOSE) FLOUR
- 1/2 CUP (150G) CASTER (SUPERFINE) SUGAR
- 3/4 CUP (60G) DESICCATED COCONUT
- 1/2 CUP (115G) GOLDEN SYRUP
- 125G UNSALTED BUTTER
- 1 TEASPOON BICARBONATE OF

METHOD

1. Preheat oven to 160°C (325°F). Place the oats, flour, sugar and coconut in a bowl and mix to combine.
2. Place the golden syrup and butter in a saucepan over low heat and cook, stirring, until melted. Combine the bicarbonate of soda with the water and add to the butter mixture. Pour into the oat mixture and mix well.
ANZAC DAY TRIVIA
21 FACTS

1. The ANZACs were all volunteers.
2. April 25, Anzac Day, was the day the Australian and New Zealand Army Corps landed on the Gallipoli Peninsula in 1915.
3. 25 April, anzac day, was officially named ANZAC Day in 1916.
4. The first dawn service on an ANZAC Day was in 1923.
5. AIF is an abbreviation for Australian Imperial Force.
6. There is no town called “Gallipoli”. It is the name of an area. Visitors to Gallipoli usually stay at nearby towns - like Ecubeat.
7. ANZAC Day was not a public holiday in New Zealand until 1921.
8. ANZAC Day was not a public holiday in Australia until 1921. However it was not observed uniformly in all the states.
9. The Gallipoli Peninsula is very near the famous ancient city of Troy.
10. The term ANZAC is protected under Australian law.
11. More than 11,000 ANZACs died at Gallipoli and more than 23,500 were wounded.
12. Services are held at dawn because in battle, dawn was the best time to attack the enemy. Soldiers would wake in the dark so at the first signs of light they were alert and awake.
13. The original Anzac biscuit was known as an Anzac wafer or tile and was part of the rations given to the ANZAC soldiers during World War I. They were included instead of bread because they had a much longer shelf life.
14. Anzac biscuits were created by wives of soldier’s who wanted to bake healthy goodies for their men. They lacked egg and milk, so kept for a long time and didn’t spoil during transport.
15. The Poppy as a symbol comes from Canadian John McCrae’s WWI poem. In Flanders Fields. It was used as a symbol by the Canadians for their Rememberance Day, and has been adapted as a reminder of the loss of all veterans in all wars.
16. The wearing of rosemary on ANZAC Day is done as a mark of respect for the men who never returned from Gallipoli, or indeed, later wars. The wearing of it honours the memory of those brave men.
17. The ‘Last Post’ is incorporated into funeral and memorial services as a final farewell and symbolizes that the duty of the dead is over and that they can rest in peace.
18. The men who served on the Gallipoli Peninsula created a legend, adding the word ‘ANZAC’ to our vocabulary and creating the idea of the ANZAC spirit.
19. In Tonga, Samoa, Cook Islands and Niue, ANZAC Day is also commemorated to honour their soldiers who participated to the campaign.
20. NZAC Day is commemorated in France in the towns of Le Quesnoy and Longueval.
21. ANZAC Day is commemorated in the village of Harefield in Middlesex just outside of London because of a quirk in history. In 1914, millionaire Sydney expat Charles Billyard-Leake offered his manor home and 250 acres of parkland for injured Australian troops to recoup. It was imagined 50 soldiers in winter, 150 in summer would be catered for. But by the following year and post Gallipoli, it had become a fully-fledged hospital with 1000 beds just for Australian soldiers. More than 50,000 wounded Diggers passed through the home, which became known as Number 1 Australian Auxiliary Hospital.

LEST WE FORGET!
The Lighthorsemen

is a 1987 Australian feature film about the men of a World War I light horse unit involved in Sinai and Palestine Campaign's 1917 Battle of Beersheeba. The film is based on a true story and most of the characters in the film were based on real people. (Elyne Mitchell wrote the novelization based on the screenplay.)

It follows in the wake of other Australian New Wave war films such as Breaker Morant (1980), Gallipoli (1981), and the 5-part TV series Anzacs (1985). Recurring themes of these films include the Australian identity, such as mateship and larrikinism, the loss of innocence in war, and also the continued coming of age of the Australian nation and its soldiers (the ANZAC spirit).

Easter Parade

is a 1948 American musical film starring Judy Garland, Fred Astaire and Peter Lawford, featuring music by Irving Berlin, including some of Astaire and Garland's best-known songs, such as "Easter Parade", "Steppin' Out with My Baby", and "We're a Couple of Swells".

It was the most financially successful picture for both Garland and Astaire as well as the highest-grossing musical of the year.
Ice Cream Flavors

COTTON CANDY
MAPLE WALNUT
PECAN
BANANA
TIGER TAIL
MOOSE TRACKS
COCONUT
ROCKY ROAD
GREEN TEA
FUDGE
REESSES
CHOCOLATE
VANILLA

Play this puzzle online at: http://thewordsearch.com/puzzle/416/
Staff Education in April
Staff meeting
Privacy & Confidentiality

Client Invoices will be posted to you between the 12th and 15th of each month.

Clients Did You know
BEAUTICIAN SERVICES
We can organise a beautician who provides Beauty treatments. To find out more about treatments and prices call us on 02 8957 2438.
TRANSPORT SERVICES
Need to get to an appointment on time, sometimes theirs nobody to take you. No Problem we can organise one of our lovely staff to assist you and help you get cab charges, so you can afford to get to the places you need to be on time.

PLEASE LET US KNOW IF YOU HAVE ANYTHING WE CAN USE FOR OUR NEWSLETTER.
MAYBE A FUNNY STORY YOU HAVE COME ACROSS?
A NICE POEM
INFORMATION
EDUCATION
RECIPE IDEAS
MOMENTS IN HISTORY
CULTURAL EVENTS

April Fools Day—1st
Easter 21st
ANZAC Day 25th
Eat well to age well—As you get older, it's important to continue choosing healthy foods and enjoying eating as a social activity that you can look forward to. However as we get older our lifestyles and appetite can change and this can affect the types and amounts of foods we eat. A decreasing appetite or reduced ability to buy and prepare healthy foods can mean that many older people don’t get enough essential vitamins, mineral and fibre, and this can contribute to general unwellness or exacerbate some chronic illness. It is important to use every meal and snack as an opportunity for maximum nutrition and find ways to improve your diet to fit with your personal tastes, ability and lifestyle, even if this means asking for help from friends, family or other community services.

Ask your doctor, health centre or hospital, or local council for available support services in your community, or visit www.seniors.gov.au

The following suggestions can also help you to maintain healthy eating habits as you get older.

Use less salt - Everyone requires a certain amount of salt, but too much can increase the risk of high blood pressure and heart disease. Salt occurs naturally in many foods such as meat, eggs, milk and vegetables, but much of the salt in the Australian diet comes from the salt added to foods by manufacturers or when adding salt yourself. Older adults should restrict their intake of high salt foods such as cured meats (including ham, corned beef, bacon and luncheon meats), snack foods (such as potato chips and savoury pastries) and sauces (such as soy sauce). Choose reduced salt varieties of foods when shopping, and flavour foods with herbs and spices instead of adding salt.

Drink more water - Water supports provides many vital functions in body, including hydration, digestion and blood volume, however as you age you may not feel thirsty as often, even when your body needs fluid. Aim to drink at least six times a day, and more in warmer weather or if you’re exercising. Tea, coffee, mineral water, soda water and reduced fat milk can all count towards your fluid intake during the day, but water is always best!

Limit your intake of foods containing saturated fats and trans fats—Pies, pastries, fried and battered foods, and 'discretionary items' such as chips and chocolate are generally high in saturated fat, and may also contain dangerous trans fats. They should only be eaten very occasionally.

If you’re in the habit of having desserts, aim to make it partly nutritious and avoid high sugar and saturated fat foods, or those containing trans fats. Try fresh fruits with reduced fat yoghurt for sweetness and flavour, and choose wholegrain and/or oat-based options for crumbles or cakes.

Be careful with alcohol - Alcohol does not provide any essential nutrients but it is full of kilojoules which can add up. Current Australian guidelines state that: - healthy men and women should consume no more than two standard drinks on any given day to reduce the risk of alcohol related disease and no more than four standard drinks on any occasion, to reduce the risk of alcohol related injury on that occasion.
Current Australian guidelines state that: - healthy men and women should consume no more than two standard drinks on any given day to reduce the risk of alcohol related disease and no more than four standard drinks on any occasion, to reduce the risk of alcohol related injury on that occasion.

Vitamins and minerals - Vitamin and minerals can play a role for diagnosed deficiencies, which are not uncommon in older people as they may eat less, or have digestion issues due to illness or medication. But for otherwise healthy people, vitamins and minerals cannot compensate for a poor diet, and can also be expensive. Enjoy a variety of foods from the core foods groups to get as many nutrients from foods as possible, or see an Accredited Practising Dietitian or your GP to discuss your specific nutritional needs. Special considerations for older adults

Bone health— Osteoporosis is characterised by a decrease in bone density which increases the risk of fractures. It commonly affects older people, especially women after menopause. Fractures of the hip, leg and wrist are common amongst the elderly. Once calcium is lost from the bones it is difficult to replace, but there are ways to protect yourself against the progression of the disease, including getting enough calcium, fluoride and vitamin D, as well as exercise. Milk and milk products such as yoghurt and cheese are high in calcium, and fish with soft, edible bones, such as canned salmon or sardines, are also good sources of calcium.

The Australian Dietary Guidelines recommend that women over 51 should consume four serves of dairy per day, while men aged 50–70 should consume two and a half, and men over 70 should have three and a half serves of dairy per day. Diets that don’t include dairy products are almost certain to contain much less calcium than the recommended amount, so we recommended you see an Accredited Practising Dietitian to identify foods, drinks or supplements to meet your nutritional requirements. Vitamin D is also essential in helping to build and maintain healthy bones. The best source of vitamin D is the sun, but you only need to spend a short period of time in the sunshine each day, to help your body get the vitamin D that it needs. This can vary from 10 to 30 minutes a day depending on your skin type, your location in Australia and the time of year. Visit http://www.sunsmart.com.au/vitamin_d/how_much_sun_is_enough to find out how much sun is right for you, or consult with your GP or health professional. People who have been advised to avoid the sun (such as those with previous skin cancers) or those who are unable to get outside, can get some vitamin D from foods such as egg yolk, butter, table margarine, whole milk, yoghurt, cheese, malted milk, lamb's fry, liver, tuna, sardines and pilchards or a supplement. Talk to your GP or an Accredited Practicing Dietitian to discuss your personal needs and options. Finally, weight-bearing exercise such as walking or light weights also supports bone health. Talk to your GP or a health professional to identify local exercise opportunities that are right for you.
Nutrition and Hydration cont:

**Arthritis** - Eating a variety of healthy foods is the best dietary recommendation for those with arthritis, and to help maintain a healthy weight. Being overweight can aggravate pain in weight-bearing joints such as hips, knees and ankles. Fish oils may have some benefit for rheumatoid arthritis, so eat fish at least twice a week, or see your GP or an Accredited Practising Dietitian to discuss how your diet could help manage or alleviate discomfort from arthritis.

**Constipation** - To prevent constipation it is important to include foods in your diet that are high in fibre. Wholegrain cereals, wholemeal bread, fruit, dried fruit, dried peas, beans and lentils are excellent sources of fibre. Fibre and water work well together so make sure you consume enough fluids throughout the day to help prevent and alleviate constipation.

**Healthy teeth and gums** - Maintaining healthy teeth and gums is essential to help you enjoy eating, and to eat well. Missing teeth, sore gums and dentures that don’t fit properly can all make it difficult to chew food, which might mean that you change what and how much you eat. Have your teeth checked regularly and ensure your dentures are adjusted correctly so that you can continue to enjoy a variety of foods and drinks without restriction. And remember to visit your dentist whenever you are having difficulty with your teeth, gums or dentures.

**Shopping for food**—Shopping can become more difficult for older people that live alone, or those with mobility issues or a lack of transport. So it is a good idea to have your cupboard well-stocked with foods that can keep for a long time without going stale. This makes it easier to easily prepare a nutritious meal. This may include:

- canned fruit and canned and UHT fruit juice
- canned vegetables (reduced salt where possible)
- baked beans and bean mixes
- rice, spaghetti, macaroni, flour, rolled oats and breakfast cereals
- canned, powdered and reduced fat UHT milk and custard
- canned meat and fish
- canned soups
- sauces (such as reduced fat soy sauce) and pastes (such as reduced fat and salt peanut butter)
- vegetable oil such as olive oil or canola oil.

Having a healthy diet and making sure that you keep active will help you to maintain your health as you age. Remember to eat well, keep moving, and call on friends and family whenever you need help along the way.
Work Health and Safety

Improvements to the areas of WH&S in our business and your homes ensures that all staff and consumers working at Comfort Home Care have Safety in the forefront of their service delivery.

Complaints Process

As you would all now be aware we have at our visits to you explained the Complaints and Feedback processes. Each of you have received in your home files complaints and feedback forms. If at any time you do not feel comfortable to speak with us the contact details of the Complaints Commissioner Aged Care is available to assist you. Should you require assistance with this process please do not hesitate to contact the office for assistance. If you or a family member have immediate concerns please contact the 

Aged Care Complaints Commissioner on 01800 951 822
or you can lodge a complaint online.

Feedback and Complaints by Consumer’s, Advocates And To All

Comfort Home Care aim to provide the highest quality of care to our consumer’s. To assist us to continually improve our service, we welcome feedback and suggestions for improvement from consumers, advocates and all. Suggestions are considered by the staff at the Comfort Home Care Staff Meeting’s where they are discussed.

We investigate all complaints and aim to resolve issues quickly and effectively. Comments and complaints can be informal or formal, and anonymous if that is your desire. Most issues can be dealt with informally. If you have an issue, please ask to speak to the person in charge of complaints. The issue may easily be dealt with in a simple conversation. Jindalee has a Praise and Complaints and Feedback Form that is available, providing a more formal method of offering a comment or concern. There is an option of remaining anonymous however it is difficult to give feedback if we do not know who is raising the concern. Once a Feedback and Complaint Form has been completed, it can be handed to the care staff, and handed in to the Comfort Home Care Office. The Complaints Officer delegates review all the forms. They investigate the cause of the concern, with a focus on whether Comfort Home Care Policy and Procedures are contributing factors and takes appropriate action to rectify any issues.

Feedback is then available to the complainant (if not anonymous).
COMPLAINTS & FEEDBACK FORM
We welcome your feedback.
Our service is committed to providing high quality care and services and meeting your needs. We value your feedback – including complaints. Please let us know what we do well and where we can improve our services.

This is a □ compliment □ complaint □ Feedback

I am a □ Client □ family member □ representative
□ other _______________________________________________________

Date: ______________________________   Time: ______________________________

Complaint/ Feedback/ Compliment

____________________________________________________________________

____________________________________________________________________

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____________________________________________________________________
<table>
<thead>
<tr>
<th>POLICY NAME:</th>
<th>FEES &amp; CHARGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>POLICY NUMBER:</td>
<td>HCP 024-Ver 01</td>
</tr>
<tr>
<td>AREA:</td>
<td>Community Programs</td>
</tr>
<tr>
<td>CATEGORY:</td>
<td>Home Care Packages</td>
</tr>
<tr>
<td>APPLIES TO:</td>
<td>Community Care Coordinators and any other staff responsible for assessing or negotiating Service User fees.</td>
</tr>
<tr>
<td>DEFINITIONS:</td>
<td>N/A</td>
</tr>
<tr>
<td>POLICY STATEMENT:</td>
<td>It is the policy of Comfort Home Cares that Service Users should be encouraged to contribute to the cost of their care or support. In the spirit of this, all Comfort Home Care will negotiate a fair and reasonable Service User fee in accordance with program fee guidelines. However, no Service User deemed eligible for a Comfort Home Care community care service will be denied access to a service due to the inability to pay a service fee.</td>
</tr>
<tr>
<td>PURPOSE:</td>
<td>Comfort Home Care will have an unbiased and transparent policy regarding the negotiation, review and adjustment of all Service User fees and charges.</td>
</tr>
</tbody>
</table>

**FEES & CHARGES POLICY PRINCIPLES:**

- Fees for Comfort Home Care community care programs are to be guided by the:
  - Home Care Packaged Care Guidelines - 2014
- Service Users assessed as having the capacity to pay fees will be asked to do so and fees will be negotiated based on a Service User:
  - Level of income,
  - Amounts of services they use
  - Any changes in circumstances.
- Service Users with similar levels of income, capacity to pay, and service usage patterns should be charged equivalent fees for equivalent services.
- The inability to pay will not be used as a basis for refusing a service to people who are assessed as requiring a service.
- Comfort Home Care will not charge fees that exceed the actual cost of service provision.
- The method of fee determination will be clearly documented and publicly available in the Service User Information Folder.
- Assessment of a person's capacity to pay fees will be as simple and unobtrusive as possible, with any information obtained treated confidentially.
- Service User invoices are to be clear and in a format that is understandable and to be given to the client every month.
- Community care services will review Fees at least on an annual basis.
- Service Users have the right to request to have their fees reviewed periodically or when there are changes to my financial circumstances.
PROCEDURES:
Provision of (Fee) Information

- Explain to the Service User that Comfort Home Care fees policy is guided by government regulation and Service Agreements, with different services having different fees.
- Advise the Service User of the standard fees or fee ranges for the specific services they have been assessed for.
- (Guided by the individual program guidelines) explain to the Service User what the fees cover and if applicable, any fees the Service User may have to pay if they are seeking additional services.
- Advise the Service User how the fees may be adjusted, and when they are adjusted (i.e. with pension rises).

Negotiating a Service Fee

- Explore with the Service User their capacity to pay the standard/usual fee.
- If the Service User indicates that they cannot pay the standard fee, advise them that there is allowance for lesser fees if they are experiencing higher than usual living costs.
- If less than the standard fee is sought, determine and document the reasons for a requested variation using the Fee Assessment and Review Form. At a minimum the following should considered:
  - Whether their source of income is basic pension with no other source of income.
  - Whether family financial support is unavailable.
  - Whether there has been a change in circumstances that has had an impact on disposable income - e.g. income has dropped due to residential placement or death of a spouse.
  - Whether the Service User experiences unavoidable extra expenses such as high pharmaceutical or medical costs, or has to pay higher rental or rates/strata costs.
  - Whether the Service User is a user of high level or multiple services that charge additional fees that put pressure on their capacity to pay the usual/standard Comfort Home Care service fee.
- Negotiate a fee with the Service User that they believe they can pay. Note: Any fee reduction of greater than 25% from the standard/usual fee must be approved by Manager Community Programs.
- Advise the Service User they may ring their Coordinator at any time if they have any questions regarding the service fees.
- Advise the Service User when the fees are due, and how they can be paid (i.e. direct debit) and provide them with a Comfort Home Care Direct Debit Authorisation form.
- Annotate the agreed fee on the appropriate section of the Service User Agreement.
- Advise the Administration Office of the fees negotiated, commencement date and other required details.

Adjustments of Fees and Charges

- When Comfort Home Care Increase Service Users fees in accordance with agreement provisions (i.e. with pension rises), the service will:
  - Consider a Service User’s total circumstances where they indicate difficulty in being able to pay the fee.
  - Advise Service Users in writing with at least 2 weeks’ notice before changes come into effect.
Compliance (Community Care Common Standards - Expected Outcomes):

- Expected Outcome 2.1: Service Access
- Expected Outcome 3.1: Information Provision
- Expected Outcome 3.2: Privacy and Confidentiality
- Expected Outcome 3.3: Complaints and Service User Feedback
- Expected Outcome 3.4: Advocacy

KEY PERFORMANCE INDICATORS:

- Audit of Client Service Agreements
- Service User Complaints/Feedback
- Annual Service User Satisfaction Survey (Rights & Responsibilities)

RELEVANT FORMS/DOCUMENTS/LINKS:

- Fee Assessment and Review Form
- Comfort Home Care Direct Debit Authorisation form
- Comfort Home Care Client Agreement
- Comfort Home Care Policy & Procedure Client Agreements
- Comfort Home Care Policy & Procedure Access to Services
- Comfort Home Care Policy & Procedure Client Rights and Responsibilities
- Comfort Home Care Policy & Procedure Provision of Information
- Comfort Home Care Policy & Procedure Complaints and Feedback

LINKS

- The Aged Care Act 1997 (and accompanying Principles)
- Carer's Recognition Act 2010
- Home Care Packaged Care Guidelines (2014)
- Charter of Rights and Responsibilities for Community Care (2016)
New Charter of Aged Care Rights

I have the right to:

1. Safe and high quality care and services

2. Be treated with dignity and respect

3. Have my identity, culture and diversity valued and supported.

4. Live without abuse and neglect

5. Be informed about my care and services in a way I understand

6. Access all information about myself, including information about my rights, care and services.

7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk.

8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions.

9. My independence

10. Be listened to and understood

11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf

12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly

13. Personal privacy and to have my personal information protected.

14. Exercise my rights without it adversely affecting the way I am treated.