

NATIONAL 18-24 MAY 2020 VOLUNTEER WEEK

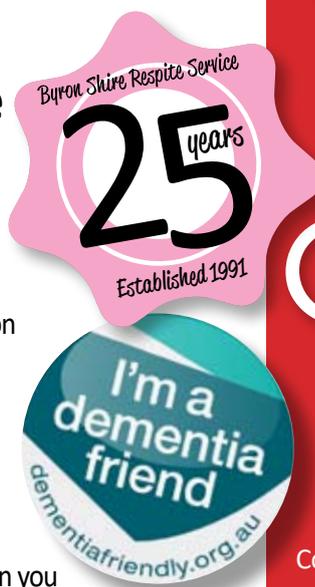
CHANGING COMMUNITIES.
CHANGING LIVES.

National Volunteer Week is the annual celebration to acknowledge the generous contribution of our nation's volunteers.

Volunteering plays a huge role in building resilience and helping communities overcome challenges. Not-for-profit organisations such as Byron Shire Respite Service and Meals on Wheels are grateful for the wonderful work our volunteers perform and to the organisations and volunteers who are supporting our communities during these times.

The volunteering needs of organisations are rapidly changing as the COVID-19 situation unfolds. Some volunteering opportunities may be on hold or adapted and if you are a volunteer, you are encouraged to reach out to the organisation you volunteer with to understand if there have been changes.

There are also organisations in need of more help. GoVolunteer is an initiative of Volunteering Australia and they are engaging with these organisations to help connect them with volunteers.



Would you like to volunteer but don't know where to start?

GoVolunteer is an initiative of Volunteering Australia. Their aim is to match people who are interested in volunteering with appropriate volunteering opportunities. The website uses a national database of volunteering opportunities. These are listed by Volunteer Involving Organisations, Volunteering Support Services or Volunteer Resource Centres and State Volunteer Centres (State/Territory Peak Bodies).
For information or assistance with posting or applying for volunteer roles, please contact the GoVolunteer Helpdesk at govolunteer@govolunteer.com.au, call 08 9482 4308 or visit the GoVolunteer website by visiting www.govolunteer.com.au

They understand that peoples' personal health and safety is paramount – and their decision to start volunteering should be done in consideration to personal circumstances.

If you are interested in volunteering, you may also consider the online volunteer opportunities that can be done from home.

We are all in this together, and through volunteering we can continue to support our communities.

Being a volunteer has lots of benefits. According to Health Direct, it can bring meaning and purpose to your life, while increasing your self-esteem and wellbeing. Volunteering can also relieve stress, and alleviate symptoms of depression. As well as having a positive impact on your community, volunteering can improve your relationships.

Volunteering can:

- give you a sense of achievement and purpose
- help you feel part of a community
- help you feel better about yourself by improving your self-esteem and confidence
- help you share your skills, learn new skills and create a better work-life balance
- help combat stress, loneliness and social isolation, and depression
- help you meet new people, which can help you feel more connected and valued.

Visit www.healthdirect.gov.au/benefits-of-volunteering and www.govolunteer.com.au to find out more.



The Byron carer

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www.byronrespite.com.au

Byron Shire Respite Service is located at the Brunswick Valley Community Centre, South Beach Rd, Brunswick Heads.

Our incorporated non-government community based organisation is managed by a local committee and covers the shires of Byron, Ballina and Lismore.

NDIS Registered Provider

Respite care is delivered through our Flexible Respite, Day Respite and Social Support projects, with a person centred enablement approach across the respite continuum.

Telephone Nicole on:
02) 6685 1619
or Janine on: 02) 6685 1629

Website: www.byronrespite.com.au
Email: service@byronrespite.com.au



Byron Shire Respite Service acknowledge and pay respect to the Arakwal people of the Bundjalung nation, the traditional owners of the land on which we live and care – and pay respect to the Elders past, present and emerging.

Visiting a loved one in residential aged care

The outbreak of any virus in an aged care home can cause significant problems.

COVID-19 is a particular health risk for older people. The Australian Government has applied new restrictions to protect them.

Do not visit aged care facilities if you have:

- returned from overseas in the last 14 days
- been in contact with a confirmed case of COVID-19 in the last 14 days
- have a fever or symptoms of a respiratory infection such as a cough, sore throat or shortness of breath

From 1 May you must have had your influenza vaccination to visit an aged care facility. Aged care homes are also requesting that people over the age of 65 have their pneumococcal vaccination

Aged care facilities are making sure visits are kept short:

- allowing no more than two visitors, including doctors, at a time
- making sure visits occur in a resident's room, outdoors, or in a specific area they designate - there should be no visiting in communal areas
- ensuring there are no large group visits or gatherings, including social activities or entertainment
- If you cannot visit your family and friends in a residential aged care facility, it's important to keep in touch. Make phone or video calls, send postcards, photos or artwork or film short videos to share.

- No school groups of any size are allowed to visit residential aged care facilities.
- No children aged under 16 years are permitted to visit residential aged care facilities except in special circumstances.
- Some aged care homes have taken further steps and are banning visitors but have committed to providing video-conferencing opportunities.

You should contact residential facilities to establish what conditions they have put in place for visitors before you visit.

If you or your loved one are receiving services and concerned about the response to coronavirus of your service provider, speak to them in the first instance. If you are not satisfied with their response, please contact the Aged Care Quality and Safety Commission on 1800 951 822.

The Carer Gateway has an Emergency Care Plan Document that can help ensure that the person you care for is looked after if you are unable to care.

The Emergency Plan includes:

- Name and contact details for you and person you care for
- Next of kin information for you and the person you care for
- Name and contact details of a back-up carer
- Name and details of GP, specialists and allied health professionals (pharmacy, physio, care team, dentist)
- List of medical conditions, including allergies and implants (such as cochlear implants or pacemakers)
- List of medications and information on where they are stored
- List any communication or mobility issues (e.g. deaf, non-verbal, frail, assistive technology and equipment)
- List of daily care plan (e.g. medication times, showering, feeding, toileting, activities such as favourite TV show or game)
- Important info about home of person – e.g. where house keys are, heating, pets, fuse box, location of medication.
- If you and the person you care for have a My Health Record make sure it is up-to-date, including the addition of any Advance Care Plan and Power of Attorney.

You can download your own copy of the 8 page Emergency Care Plan from Carer Gateway at: <https://www.carergateway.gov.au/sites/default/files/documents/2019-04/emergency-care-plan.pdf>

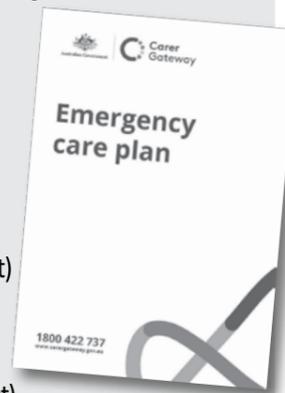
You may decide you'd like to arrange a review treatment plan with your GP or specialist – if you feel unsafe or unsure about sitting in the doctor's surgery, ask if you can have a phone appointment.

The Australian Government has announced that telehealth consultations for people who are:

- isolating at home
- aged over 70
- identify as Aboriginal and Torres Strait Islander and are aged over 50
- have chronic health conditions or who are immune-compromised
- are pregnant or are parents with new babies

You will be bulk billed if your doctor is willing to engage through telehealth and accepts bulk billing.

This means you can continue treatment from doctors, nurses and mental health practitioners from home.



Family, friends or neighbours of carers

Be mindful of the symptoms of coronavirus (COVID-19) such as fever, a cough, sore throat, tiredness and shortness of breath. If you display any of these symptoms, contact your doctor for advice or call the Coronavirus Health Information Line for advice on 1800 020 080. If you have any signs or symptoms of illness, DO NOT visit carers or their loved-ones, but ask how you can help.

If you know someone who is self-isolating you may be able to help with tasks such as grocery shopping, collecting medications or dropping off books or jigsaw puzzles. Dementia Australia suggest we bring activities that can be done indoors, such as colouring-in, magazines, folding, sock matching and movies. If you have children, bring in drawings or artworks.

Keep in touch. If you can't visit the person, then stay in contact by phone, post, email, FaceTime or Skype. Let the person know that you're thinking of them and encourage others to do so as well.



If you aren't familiar with the Carer Gateway, there are specific resources to help you with stress and anxiety.

- Carers can join chat forums on the Carers Australia website at: <https://forum.carergateway.gov.au/s/>
- or the Young Carers Network website at: <https://www.youngcarersnsw.org.au/community/chat/>
- If you need someone to talk to you can ring the Carer Gateway on 1800 422 737; they can refer you to carer specific supports.
- If your mental health is suffering, you can ring Lifeline on 13 11 14 or Kids Help Line on 1800 55 1800. Young adults between the ages of 12-25 can visit Headspace for youth targeted mental health resources.
- Limit screen time. It's easy to feel worried and that you have to stay connected to the news, but social media and the internet do not always give reliable information.
- The best source of information is from the Australian Government and your state or territory government, as well as reputable media sources such as the ABC or SBS. A good place for primary school children to learn about Coronavirus in a safe, age appropriate space is Behind The News at: <https://www.abc.net.au/btn/>

Need support?

- **Australian Government Department of Health** For more information about novel coronavirus (2019-nCov), call the Coronavirus Health Information Line on 1800 020 080 or www.health.gov.au
- **Carer Gateway** telephone: 1800 422 737 for information about planned and emergency respite and other carer supports. www.carergateway.gov.au
- **My Aged Care** telephone: 1800 200 422 for information about the Australian Government's aged care system and services. www.myagedcare.gov.au

If you require emergency respite, please call the Carer Gateway: 1800 422 737

- **Telephone Nicole at Byron Shire Respite Service Inc. to discuss your role as a carer.** telephone: 02) 6685 1619
- **National Dementia Helpline** telephone: 1800 100 500
- **Carers Counselling Service** telephone: 02) 6628 6416
- **Carers NSW** telephone: 1800 242 636
- **Sandra Kimball Counselling** telephone: 0458 175 962
- **National Continence Helpline** telephone: 1800 330 066
- **NSW Elder Abuse Helpline** telephone: 1800 628 221

Aids:

- **Byron Ballina Home Maintenance and Modification Service 1/65 Centennial Circuit, Byron Bay** telephone: 02) 6685 7312
- **Bright Sky Cards for Continence Aids Payment Scheme (CAPS)** telephone: 1300 886 601

Need Transport?

- **Byron Shire Respite Service** can assist with transport to medical appointments. Telephone Janine: 02) 6685 1629
- **Byron Shire Limousines** telephone: 02) 6685 5008 Travel for medical appointments free with travel voucher or for Veteran and Widow Gold Card holders
- **Brunswick Limousines** telephone David on: 0412 855 747
- **Tweed Byron Ballina Community Transport** telephone: 1300 875 895

Tweed Byron Ballina Community Transport provide transport to medical appointments, weekly & fortnightly shopping outings & monthly social outings. The service is funded to support older people living at home independently or have a permanent disability or Indigenous Australians aged over 50 years. Phone Kathryn in the Byron office on: 1300 875 895 for transport to medical appointments or Amanda for any shopping bus or social bus enquiries.

Keeping yourself and the person you care for well

- cover your coughs and sneezes with your elbow or a tissue
- dispose of tissues properly
- wash your hands often with soap and water, including before and after eating and after going to the toilet.
- wash your hands for 20 seconds (sing "Happy Birthday" twice)
- use alcohol-based hand sanitisers regularly clean and disinfect surfaces
- if you are sick, avoiding contact with others and stay more than 1.5 metres away from people
- clean and sanitise frequently used objects such as mobiles, keys and wallets.

Community Care

Community and aged care workers are safe to visit you in your home. Workers have made many preparations such as attending COVID-19 education sessions, practice great hygiene and social distancing.

If you have previously cancelled services due to fear of catching COVID-19 and would like resume your service, we would love to hear from you. We understand that you may prefer not to leave the home, but may require respite support, shopping or a chat. Telephone Nicole on 02) 6685 1619 or Janine on 02) 6685 1629.

Carers Australia online services

Carers Australia have collected a range of resources and information to assist carers in their caring role during the COVID-19 pandemic.

Visit: www.carersaustralia.com.au to find out more.



Asking for help and staying connected

It's always good to ask for help if you need it. Carers Australia suggest carers talk to neighbours, family and friends about help with groceries or just simply ask them to keep in touch via the phone or email.

Chat services like WhatsApp and Facebook Messenger can also help you feel more connected. If you are unfamiliar with these Apps or computers or texting, the Australian Government's eSafety Commissioner has easy to use tutorials.

Be Connected is an Australia wide initiative empowering all Australians to thrive in a digital world. It has online learning resources as well as in-person support so you can develop your digital skills and confidence.

Visit: <https://beconnected.esafety.gov.au> and scroll down to their Topic Library to start learning today!

BYRON SHIRE RESPITE SERVICE

Byron Shire Respite Service Inc. is supported by the Australian Government Department of Health. Visit www.health.gov.au

Our Vision Statement:

With a focus on caring wellness and reablement provide person centred support to people with diverse needs to enhance their quality of life and maintain a familiar lifestyle in the community and in their own homes.



Although funding for the Commonwealth Home Support Programme (CHSP) has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



Robyn enjoys catching up with a friend for a chat, looking at family photos, gentle exercise in the garden and being creative.