



in this edition:

qualcosa è cambiato
quality time together and flourishing
volunteer awards night

and much more.

OUR VISION

To be a leader in the provision of quality, accessible and affordable community care services for the general and CALD (Culturally and Linguistically Diverse) communities.

OUR VISION

To be the focal point in Queensland for the promotion and study of the Italian language and culture.



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By the time you read this, more than half of 2019 has slipped past and we have only a few months left until Christmas, I can understand why older people say they don't know where the time has gone.

In our office though, it seems there are not enough hours in the day to complete the numerous tasks that are so necessary to help people in our community. There are many of our staff who stay back late to ensure that their clients don't miss out on a service, thank you for your care and empathy.

I especially appreciate our nursing services and the many injuries and health care needs that we take care of every day. We now have a fairly large group of staff involved in clinical care. They are constantly on the road and in the homes of people who would otherwise be in aged care. We feature some of our clients here and their stories are sure to be an enjoyable read.

There have been some more recent changes to the Aged Care Charter of Rights and Aged Care Quality Standards and we have highlighted the salient bits in this edition for you to keep up to date on what your rights are.

Remember that Co.As.It. is an approved provider of Home Care Packages. If anyone of your family or friends have been assessed by the ACAT (Aged Care Assessment Team) to access a Home Care Package, they can approach Co.As.It. and we will help plan the best possible care and any equipment required to ensure that the client continues to live at home as independently as possible.

There are many in our community who do not wish to access government subsidised services and would like to come directly to Co.As.It. to set up care services or access social activities on a private level, we can cater to all your needs, just give us a call at any time.

We have been busy the last few months taking many of our seniors on fabulous trips, out in the sunshine, on the river and out and about, you can join us too, just call our office and ask for Franca or Luisa, they will help you start connecting and make new friends.

Our annual Information Forum flyer is in this magazine and places are being filled quickly, don't miss out on this great opportunity to learn what services are available for you at home.

I am particularly interested in hearing about electrical safety at the Forum. Many elderly have been living in their homes for decades but not all of them have installed circuit breakers or safety switches and we are all still loading too many leads on the one powerboard!

Please let us know if we have done something well or if you feel there could be improvements in our services, with our support, we want our clients to enjoy a rich quality of life.

I look forward to seeing many of our readers at the Forum.

Dina Ranieri



co.as.it.
community
services

Community Forum

KNOWLEDGE IS POWER

SENIORS' WEEK 2019



Free event

GAYTHORNE RSL

534 SAMFORD RD, MITCHELTON

(PARKING AT REAR VIA TEL EL KEBIR ST)

LIMITED SEATS. FOR BOOKINGS: 3624 6100

21 August 2019
from 10am to 2pm
(lunch included)

- **HEALTH + WELLBEING:**
stay active for a healthy lifestyle
- **SOCIAL CONNECTIONS:**
beat depression and isolation
- **TECHNOLOGY:**
its use in everyday life
- **AGED CARE SERVICES:**
how to access services
in your community
- **HEALTH CARE DIRECTIVES,
WILLS + TESTAMENTS:**
peace of mind for everyone

COTA
QUEENSLAND

Funded by

Queensland
Government

FUTURE AGED CARE NEEDS

START THAT CONVERSATION SOONER THAN LATER

Most people don't broach the subject about aged care until a crisis hits - the parent has an accident, has been diagnosed with a life threatening illness or lost a partner and is not coping.

We tend to leave these things for another day rather than face the unsavoury subject. The trouble with not having this conversation means that urgent decisions are often made without a sense of what our parents want.

Every year, Co.As.It. holds an Information Forum specifically to make thinking about future aged care needs easier and less confronting.

Bring your parents and educate yourself on what services are available, how to access them in their local area and also consider what would happen if they lost their mobility or their capacity to care for themselves at home, i.e. bathing, cooking, cleaning and even taking their own medication or needing specialist nursing services.

As our government continues to make changes to our aged care services to meet older people's changing needs, consider whether staying at home could be made possible by government home support services.

None of these decisions are easy but being well-informed and knowing about care options is a major step in ensuring older parents continue to have a high quality of life as they get older. Confirm your attendance to the forum today and don't miss the opportunity to start that conversation!



SENIORS BEING PUSHED INTO DIGITAL WORLD, KICKING AND SCREAMING!

We were recently successful in receiving two government grants to acquire tablets for our counsellors, volunteer visitors and dementia support work as well as new laptops to expand our technology classes for older members of our community.

It may be surprising that we are taking on such challenging learning curves for the community? Why indeed? Because today, older people are being thrust into the digital divide whether they want to go or not.

The government says that by 2025 it wants every person to have a single digital ID, but more than 49% of people aged over 65 years are not engaging with technology and are used to the tactile world of snail mail, face-to-face conversations and using cash rather than ATMs or online banking.

The old ways of doing things are not going to work in the next decade. It is a frightening state where older people cannot even access essential services like Centrelink without having to create accounts, login to portals, remember passwords etc. and half of this age group don't know how.

Bypassing technology to talk to a person on the phone has attained new levels of queuing, in the 2017 financial year, more than 50 million calls to Centrelink were met with a busy signal. So what options do seniors have but to hurl themselves onto the digital train in an effort to access services, stay connected and get heard?

This is where we can help, community organisations such as ours are integral to promoting digital access and learning for older community members.



Tech classes are starting again on Wednesday 28 August at Abruzzo Club for Southside clients and on Friday 30 August at the Italian Language Centre for Northside clients.

These classes are FREE!! Over 65s are welcome.

Learn computers, Skype, Facebook, mobile phones, how to avoid scams (and more).

Every Wednesday and Friday from 10am to 12pm

Call Cintia for more info 3624 6100

CIAO PROGRAM

MAINTAIN CONNECTION AND BEAT ISOLATION

Australia is a melting pot of diverse cultures and many migrants have made learning about their heritage and traditions one of the most interesting social features of our community.

A person's sense of identity and their place within society is strongly linked to how others appreciate and tolerate cultural and linguistic differences.

There is hardly a weekend without some cultural celebration that presents an opportunity to share different foods, activities and things to see.

As a person ages however, this link to their culture can become more diffused, especially if they are living in residential care facilities.

It becomes difficult to maintain connections with others of a similar background and often if English is not spoken, these residents feel isolation and alienation.

The CIAO Program rejuvenates the culture of residents in aged care homes around Brisbane by providing activity officers who plan and implement culturally appropriate pastimes with the residents.

Things like traditional music, games, coffee and biscuits are shared within the groups and discussions in their own language promote a sense of belonging and inclusivity.

Over the past few months the CIAO Program Officers have provided a range of activities focussing on Easter traditions, Mother's Day celebrations and National Italian Day, fostering happy reminiscing and promoting emotional wellbeing.



LIVING LIFE TO THE FULLEST!

Sandra (Sandy) Croft had a lot of medical conditions that impacted her everyday life. Like all independent people, Sandy was very resistant to accepting help but the day she could no longer make her bed, she knew it was time to get assistance.

She was originally with another provider but she had to wait all day long for her service and never knew who was going to turn up at her front door.

Through the My Age Care website, Sandy found us and after looking into our background as an organisation, she decided to “try and see how it goes.”

Initially she received support under CHSP and most importantly her service could be scheduled on a particular day and time and she could have the same worker Karin who always makes sure she is ok.

“She was fantastic with the housework but she was always checking if I was ok as a person.”

“When I received my Home Care Package everything became even better. The reality is that I can’t live without you, which is upsetting but you have made my life better.”

Sandy used to attend many hospital and specialist appointments which were far away, costly and at times unsafe for her to attend on her own, staying

in hospital overnight was common as she had no one to pick her up and bring her home.

Now with our support Sandy is assured of getting to and from appointments, *“As sad as it is that my health has gone backwards, you have been able to meet the challenges and make my life a lot easier. It is fantastic knowing you guys are in the background helping me.”*

We are so pleased to see that with hydrotherapy sessions Sandy has regained the ability to walk in her own home with the new walker provided in her package rather than using the wheelchair.

She is currently working with our Occupational Therapist to achieve her goal in continuing to cook for herself.

They are looking at suitable kitchen aids that will facilitate chopping, slicing and other tasks safely and without pain.

And to her Coordinator, Sandy says *“Paola you are fantastic and I mean it. You always go that extra mile to make it work. You respond to my queries so fast. The way you got everything together and working. I am extraordinarily lucky to have you as my Coordinator. I have achieved a lot recently and it’s great that I’ve been able to extend my endurance. Thank you for enabling all these things to happen with the minimum of fuss.”*

DEL AND DARRYL



Since Del was diagnosed with dementia she has required 24hr supervision and care. Del's care has been provided by her husband Darryl.

Darryl states since Norma has been Del's support worker, she has had a very positive impact on both of them and made a huge difference in their lives.

Del and Norma have really bonded and become good friends, they enjoy each other's company very much and have lots of laughs.

After Del has been showered Norma pampers her by applying her make-up and styling her hair. Norma also arranges to have Del's haircut and has her nails

done regularly... all the 'girlie' things Del loves but which Darryl admits he's not good at. The girls then often go on an outing, this could be a trip to the local nursery to look at flowers and gardens, a walk, a shopping trip or just a coffee, sometimes even lunch as the waterfront café.

When Norma is supporting Del Darryl gets some well-deserved 'ME' time to relax and have respite from a sometimes very challenging, caring role.

Darryl is very pleased that Norma is in their lives supporting Del and states *"She is an asset to Co.As.It. because she is great at what she does! Thanks Norma."*

FINALLY LIGHT AT THE END OF THE TUNNEL.

I am indebted to Co.As.It. who introduced me to the Federal Government's My Aged Care Program. This has made a huge difference to my lifestyle. Having previously cared for my husband for two years prior to his passing 3 years ago - our lives changed dramatically. My whole focus was his well-being. Mick received personal care and as a carer I had domestic assistance. Obviously the cleanliness of our home was an important priority.

After his passing and life settling down a bit it was clear I was now beyond my beloved gardening chores. That necessitated employing a gardener at quite a financial cost. My pride in my home and garden has now been restored through the domestic, shopping and gardening services combined with patio and pathway cleaning provided by Co.As.It. through my home care package.

I can now see the light at the end of the tunnel and confidently look forward to spending the rest of my life in our family home which my husband provided through his lifetime work in private enterprise.

Daphne Pirie OA. MBE



DANGER IS MY MIDDLE NAME!



Our HCP client Eleanor Moore is a daredevil with a genuine penchant for living dangerously!

Eleanor has just turned 87 years young and whilst she has her aches and pains she is an inspiration to us all, clearly showing that age is no barrier to doing what thrills you.

This year to celebrate her birthday she went to IFly and has gamely informed her family that she wants to try parachuting. Well, as her successful hang gliding photos can testify, we can expect a photo of her jumping out of a plane soon.

Eleanor is certainly a 'thrill seeker' and we cannot wait for her to organise her next adventure.



FUNDS LIKE “POINTS”

Our client Anna Lapenna visited our office to put a face to all the lovely people from Co.As.It. to whom she talks regularly. On that occasion Anna brought us a lovely box of chocolates!

We always have to laugh when Anna calls us about any unspent funds she has left in her package.

Anna cleverly calls them ‘points’, (similar to flybuys) so when she feels she needs a spring clean or her windows washed, we can work out how many ‘points’ she can use!

QUALITY TIME TOGETHER AND FLOURISHING

The couple in the picture are Elena and Antonio Cau, who have been Co.As.It. clients for many years. Elena had a stroke about 10 years ago resulting in mobility difficulties, blindness and other health concerns.

Her husband Antonio developed cognitive changes and in the end he became so confused that it was no longer possible for him to remain at home.

Antonio had therefore to move into residential care whilst Elena remained at home with our support and the help of her supportive children.

At the time it was a very hard decision, not easily taken and very upsetting for the whole family.

The beauty now is that Elena can visit her husband Antonio at the facility without having the concerns associated with being a full-time carer.

Elena and Antonio now have quality time together and both are flourishing.



OUR PRESENCE AT THE EXPO

What a fantastic morning at the recent 2019 Gold Coast Seniors Health & Lifestyle Expo on Thursday 9th May, 2019.

We successfully spread the good news of Co.As.It. as a dynamic and proven high quality Service Provider for the South Coast Region.

The attendees were a discerning lot with some prospective clients asking: *“What sets Co.As.It. apart from other providers?”*

We had so many great points to tell them about what makes us special!

We were proud to say that Co.As.It. has over 40 years experience in the delivery of aged care and community services, under HCP and CHSP as well as many other government funded programs.



GOING DIGITAL



As government agencies move towards online communication methods, it has become a need and not a want to navigate the digital world because without this knowledge, older people are going to be critically disadvantaged in the decades ahead.

At the South Coast recently, a community gathering and morning tea was held to promote an awareness of the need for digital upskilling and its potential for users.

Following discussions and presentations by Care Manager Mariel Fluttert and the CISS Officer Alex Favali, it soon became evident that there were both an interest and a need to hold digital technology classes down there.

Register now to become a student and see what you have been missing out on!

TRAINING TIME

It isn't always easy to maintain good communication skills when staff are under pressure, or when there are deadlines to meet.

Whilst we are very proud of the way that our staff treat each other it is always refreshing to have some new perspectives on our relationships and how we relate to others.

A communication workshop provided by Co.As.It.'s own counsellor Antonio Nerio covered a number of interpersonal interactions including conflict resolution, communication with colleagues and clients and generally establishing and maintaining mutual respect and understanding.



MANUAL HANDLING TRAINING

With so many new care staff coming on board with our organisation, manual handling techniques and safe work practices are always a significant part of our training for new staff members.

Recently at the South Coast office we ran a 'hands on' session with our Senior Physiotherapist Leonie and other staff members, Omar, Lisa and Tanika. New staff were taken through a variety of processes, from transferring a client to a wheelchair to using a slide sheet for bed mobility and using a hoist for transferring to a commode.

Judging by the smiles on the workers it seems like the training was hugely enjoyable too!



QUEENSLAND DAY



The Multicultural Families Organisation recently held a Queensland Day Festival on June 8 at Broadwater Parklands in Southport.

It was a pleasure to see Co.As.It. there with our brightly branded marquee.

VOLUNTEER AWARDS NIGHT



Co.As.it. South Coast recently attended the Volunteer Award Night organised at HOTA (Home Of The Arts). It was amazing to hear about the fantastic work so many volunteers do in the community!

We invited our four wonderful volunteers who have assisted at our social activity groups for many years.

Special thanks to John Santomauro, Ester Ceron, Connie Canale, and Anna Domaneschi. What a great team you are!

WALKING 10 MILES IN A BLIZZARD TO SCHOOL...

Co.As.It.'s Community Visitor Scheme incorporating the "Adopt a Nonno and Nonna" program is significantly boosting the mental health and communication between our elderly and younger people who are looking to form a relationship with a grandfather or grandmother figure.

The younger generation have a lot to offer with their cheerful and energetic approach to life: they are also genuinely interested in hearing stories about how life was lived many years before they were born.

Most importantly, the 'grandparent' enjoys sharing stories about their childhood and youth and how easy life is now compared to when they were growing up.

Those were the time when they had to walk 10 miles in a blizzard to get to school, wash their clothes in the river, steal fruit from local orchards and then sell it at the markets, fight goats, sheep and donkeys for space on the roads, and had to rise at 4am to make bread for the family.

All quite probable indeed, but beyond the comprehension of our new generations. It is these types of conversation that create interesting and engaging relationships.

Community Visitor Elena visits Giuseppa and Santina fortnightly at the aged care facility where they now live.

Giuseppa has limited English but has accumulated over 90 years of wisdom and has ample stories to tell.

So when Elena visits, one can only imagine the experiences she gets to hear about.



NATIONAL VOLUNTEER DAY

At Co.As.It. we embrace opportunities to acknowledge and celebrate the wonderful service our volunteers provide to our organisation.

Most people do not realise the economic value that volunteers add to our gross domestic product.

Dr Liesel O'Dwyer of the University of Adelaide used ABS figures to quantify the value of volunteering. And her numbers are staggering. She estimated the value at \$200 billion per annum.*

This is serious commitment on the part of over 6 million people and certainly worth celebrating as often and as loudly as possible!

One notable annual event is National Volunteers Week held in May, where thousands of organisations and individuals acknowledge and recognise their volunteers by holding ceremonies, events and celebrations.

Co.As.It. is a strong supporter of the event and has consistently been involved in creating functions for volunteers.

The CVS visitors and CIAO Program volunteers in Brisbane and on the Gold Coast were welcomed with great coffee, sweets and savoury temptations during this year's morning tea events.

Keeping things entertaining and light-hearted, the CVS coordinators also held quizzes and trivia games for the guests before presenting each one with a National Volunteer Certificate and a small gift bag to thank them for their continued support and commitment.

**(Mitchell Harry, Sydney Morning Herald - June 9, 2016)*



A LOT OF ACTIVITIES, A LOT OF FUN!

Mothers' Day was a wide celebration across our activity groups in Brisbane in May. However, the celebrations took on a special twist when the Coordinators asked clients to bring along a photo of their mother to the groups.

When they arrived the centres were decorated in shades of pink and the photos were then shared with others as they discussed fun facts about their mothers like how many children they had, grandchildren, great grandchildren, great, great grandchildren etc.

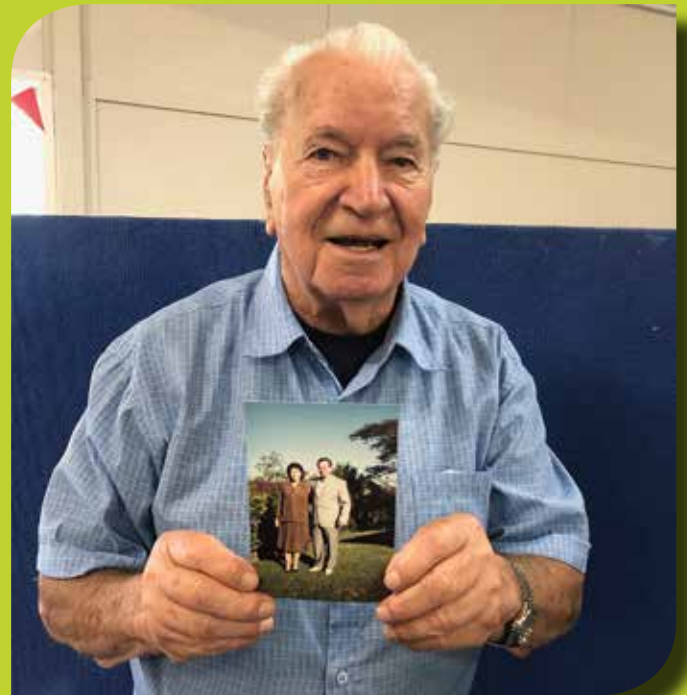
The clients loved sharing these numbers and were delighted to realise that from a group of about 45 clients, we counted over 500 offspring from their mothers!

Clients commented that they loved the opportunity to share stories of their mothers and Coordinators took photos of each client with their mother's photo. Clients will all be given a printed copy of this photo as a keepsake to share with their families.

The High Teas held at the Centres were also fabulous and our staff dressed as waiters and hospitality staff offering the clients a free lucky door prize on arrival. Everyone was able to select a little prize such as ornament, soap, etc. which delighted them.

Co.As.It. acknowledges the dedication of the Coordinators at the South Coast and in Brisbane for the energy and vitality they bring to these groups.

There is always an entertaining and engaging thing planned and themed and it is a pleasure to see the enjoyment on so many faces - our staff too!





BOW TIES AT THE SOCIAL ACTIVITY CENTRES



Judging from the way our community care staff scrub up as waiters, when we recruit new staff for our activity centres, it seems we should also be on the lookout for hospitality experience!

After having held a number of 'High Teas' for the groups, workers Alfonso and Guido seem to have that role down pat!

Donning some snappy threads including bow ties to bring a little touch of glamour, our guests were treated with 'hoity toity' service and expertise during the last high-brow event at Casa Aurelia, much to the delight of the guests!

Well done gentlemen! Tea anyone?



BROADBEACH, SHOPPING AND CASINO

Our outing groups frequently stop at the Saamaria Deli on the way to the Coast where the hosts ensure there is a scrumptious morning tea, time for a chit chat and a leg stretch.

It is a delightful place to visit as they always go above and beyond to make the experience 'special' (special) for the clients.

It was the start to a lovely day. As the full bus load arrived at the Kurrawa Surf Club, they were greeted by helpful staff and seated in a reserved area by the full length glass windows to enjoy the magnificent ocean view.

A special menu of braised beef cheeks and Alaskan fish was served before everyone once again indulged in some fattening, yet fabulous, desserts and coffee.

After lunch, clients were offered a drop off (or rather a roll off) at Pacific Fair for shopping or at the Casino for a little flutter on the machines.

The choice of activity was met with great enthusiasm as clients went off to explore or dabble at a shot of good luck.



OTHER GREAT OUTINGS COMING UP SOON:

19 & 22 August Ginger Factory - Lunch at Buderim Tavern

16 & 19 September Kuta Cafe Mt Coot-tha and Greenbank RSL

26 September Toowoomba Flower Show

14 & 17 October Aquaduck City and River tour and lunch at Southport Yacht Club

FOR MORE INFORMATION OR BOOKINGS CALL LUISA 3624 6100

CALOUNDRA BOAT CRUISE AND LUNCH AT PELICAN WATERS!

What a great trip this was as both Brisbane North and South clients mingled and rediscovered common friends from their villages in Italy. A brief stop at the Caboolture Road House saw everyone stretching their limbs as they enjoyed cake and coffee before arriving at Pelican Waters Tavern to be met by Cruise Captain, Ken.

Cruising up and down the Caloundra River there were many pelicans and exclusive homes on the water front on show. It appeared however that clients were more interested in pursuing the national Italian sport of good-naturedly slinging insults between the Northern Italians and the Southerners with members from each region stirring each other regarding their dialects and customs.

Lunch at the Pelican Waters Tavern made everyone board the bus for home 2 kgs heavier despite many clients working up a sweat playing the pokies or cards with our Coordinator Lucia.



THE FUN THAT NEVER ENDS..



During the months of May and June the social group activity clients were able to go on extra outings and to the delight of many- these were on a Saturday!

Clients from Brisbane North and Brisbane South groups had so many options to choose from that we had to limit the places on offer as they were exhausted!

There were many attendances at events and places which included: Italian National Day Mass at New Farm, Ariala Buffet lunch, going to Morgans for fresh seafood, Eden's Garden Centre for plantings and gardening advice, Carina Leagues Club, Dolphin's Club, Sunnybank Sports Club and the Rum Distillery.

These weekend adventures are popular and we look forward to running a few more in the coming months.



FROM BRISBANE WITH LOVE.. FOR FORTUNATO

Once we collected all of the clients from various pick-up points in Brisbane North and South, we travelled down to the CSI Club at Southport to be greeted our Group Supervisor Carmen, who kindly arranged our own dining area for a very tasty Bistro lunch, dessert and coffee!

Having travelled to Southport to see seasoned entertainer Fortunato, everyone was keen to hear him perform and we were lucky to have him serenade us through lunch. Given the enjoyment at the tables, even only having partially digested our meal, most of us got up to dance, mingle and enjoy the live performance.

It was even more fun when Fortunato came to greet us and join us for photos during his break.

Great meal, lots of dancing, good company and great entertainment ensured we all had a great trip home - snoozing!



WEEKEND AWAY AT MONTVILLE



There was some serious excitement when six clients and two of our staff took off for a weekend at Montville recently. It should have been called 'A Culinary Tour'!

With a first stop at Kenilworth Dairy to experience a food festival, everyone was able to taste some fabulous regional cheeses before enjoying pizza for lunch.

After checking in at the motel, a leisurely stroll through the handmade arts and crafts stores generated more of an appetite and afternoon tea was taken with a panoramic view of the beautiful surroundings.

After all that food, a short rest was in order, but not too long because dinner themed as 'Christmas in July' was yet again an opportunity to enjoy... you guessed it - more food!!

Everyone took it easy on breakfast in the morning but that was only to see what could be enjoyed at the Ginger Factory, before heading off to Buderim Tavern for more delicious fare and greater views.

Apparently everyone came home somewhat heavier but very delighted with the weekend away- we hear they are dieting conscientiously so they can enjoy the next trip.



OUT AND ABOUT AT THE SOUTH COAST



The past few months have seen a bevy of outings and social activities at the South Coast groups.

At all of the groups, Easter featured an appearance from the Easter bunny who incited egg spoon races and other unseemly antics with the clients - all of whom who were only too happy to aid and support his ideas.

Thank goodness that Mothers' Day in May seemed to be a little more sedate as clients posed and relaxed with a lovely commemorative frame before enjoying some tasty refreshments at the Centre.

For the adventurous ones there were four outings across the different groups in May too. One of the most enjoyable outings was to the CSI Club at Southport where favourite entertainer Fortunato was unexpectedly the lunchtime entertainer.

The clients who attended this outing were very happy to see their favourite singer as well as dance the afternoon away to familiar songs.

For the less energetic, the poker machines were very popular - despite no-one winning any grand prize money.



In June, another five outings with the different groups scattered the clients to all sides of the Coast while they enjoyed everything from bracing fresh air to mild and sunny weather on a river cruise.

And to add further to the festivities in June, the Centre was decked out in the green, red and white of the Italian flag commemorating the struggle for independence and the country's election to become a Republic in 1946.



CAMBIAMENTI SUI DIRITTI DEGLI ANZIANI

La Carta dei diritti degli anziani bisognosi di assistenza descrive i vostri diritti in veste di consumatori dei servizi di assistenza geriatrica finanziati dal governo australiano.

Con decorrenza 1° luglio 2019, una nuova Carta dei diritti degli anziani bisognosi di assistenza offrirà gli stessi diritti a tutti i consumatori, a prescindere dal tipo di assistenza e di servizi finanziati dal governo australiano che essi ricevono.

I provider di assistenza geriatrica finanziata dal governo australiano hanno anche altri obblighi sanciti dalla legge.

Questi includono obblighi aventi per oggetto le rette da loro praticate e l'obbligo che l'assistenza e i servizi erogati rispondano agli Aged Care Quality Standards. Gli Aged Care Quality Standards sono entrati in vigore il 1° luglio 2019.

Tali norme si incentrano sui risultati che interessano i consumatori e descrivono i criteri su cui si basa il concetto di qualità. Gli otto standard, ciascuno avente per oggetto un aspetto dell'assistenza geriatrica o dei relativi servizi, sono:

I vostri diritti in veste di persona anziana bisognosa di assistenza coesistono con altri diritti. Le persone che ricevono assistenza geriatrica hanno gli stessi diritti, sanciti dalla legge, di tutti gli altri abitanti dell'Australia. Quando iniziate a ricevere assistenza geriatrica, continuerete a godere degli stessi diritti di ogni altro membro della comunità.

Ad esempio, avete il diritto alla privacy, diritti in materia di tutela del consumatore e il diritto di essere esenti da discriminazione ai sensi delle leggi in materia. I diritti descritti nella Charter (Carta) prevedono un supplemento di altri diritti.

In veste di consumatori di assistenza geriatrica, il soggetto che vi presta tale assistenza, cioè il provider, ha l'obbligo, sancito dalla legge, di aiutarvi a capire i vostri diritti ai sensi della Carta.

Tutti i provider di assistenza geriatrica finanziata dal governo australiano devono adempiere alle norme della Carta.

Questo vale per gli erogatori di assistenza presso una struttura residenziale, di assistenza a domicilio, di assistenza flessibile e di servizi prestati nell'ambito del Commonwealth Home Support Program (programma di assistenza a domicilio del governo australiano) e del programma di assistenza geriatrica flessibile per le persone di estrazione aborigena o originarie delle isole dello Stretto di Torres.

Una copia della Carta deve esservi consegnata quando iniziate a ricevere assistenza geriatrica oppure ancora prima. Il provider è tenuto a firmare la Carta e a dare anche a voi l'opzione di firmarla.

Questo è in aggiunta al vostro contratto in materia di assistenza geriatrica.

Non siete obbligati a firmare la Carta: potete iniziare o continuare a ricevere assistenza e servizi anche se non la firmate.

Il provider è tenuto a consegnarvi l'originale o una copia della Carta una volta che è stata firmata.

Se siete preoccupati che i vostri diritti non siano rispettati, potete chiedere supporto.

Se nutrite delle apprensioni in merito all'assistenza che voi o qualcun altro riceve, è importante che ne parliate. In primo luogo dovrete parlarne al vostro provider.

Non c'è niente di male a lamentarsi. Così come un complimento può dare il giusto riconoscimento alle cose che funzionano a dovere, i vostri reclami possono contribuire a migliorare l'assistenza e i servizi.

Avete il diritto di esprimere le vostre remore facilmente e senza il timore di eventuali ripercussioni sul modo in cui venite trattati.

Ulteriori informazioni sulla nuova Carta dei diritti relativi all'assistenza agli anziani e sugli standard di qualità di tale assistenza sono disponibili nel sito web www.agedcare.health.gov.au, rivolgendosi al Co.As.It. al 3624 6100 o visitando il nostro sito ufficiale www.coasit.asn.au.



CHANGES TO AGED CARE RIGHTS AND STANDARDS

The Charter of Aged Care Rights describes your rights as a consumer of Australian Government funded aged care services. From 1 July 2019, a new Charter of Aged Care Rights will provide the same rights to all consumers, regardless of the type of Australian Government -funded aged care and services they receive.

Australian Government funded aged care providers also have other legal responsibilities. These include responsibilities around the fees they charge you and that the care and services they deliver meet the Aged Care Quality Standards. The Aged Care Quality Standards take effect from 1 July 2019. They focus on outcomes for consumers and describe what quality care looks like.

People receiving aged care have the same legal rights as all Australians. When you start receiving aged care, you retain the same rights as everyone else in the community. For example, you have rights to privacy, consumer rights and the right to be free from discrimination under relevant laws. As an aged care consumer, your provider is legally required to help you to understand your rights under the Charter.

All providers of Australian Government funded aged care must comply with the Charter. This includes providers of residential care, home care, flexible care, and services provided under the

Commonwealth Home Support Programme and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

A copy of the Charter must be given to you before or when you start receiving aged care. Your provider is required to sign the Charter and to also give you the option of signing it. This is in addition to your aged care agreement. By signing the Charter, you acknowledge you have received it been assisted to understand it and understand your rights.

You do not have to sign the Charter: you can begin or continue to receive care and services even if you do not sign it. Your provider is required to give you either an original or a copy of the Charter that has been signed. If you have concerns about the care you or someone else is receiving, it is important that you talk about it. You should talk to your aged care provider first.

It is okay to complain. Just as positive feedback can reinforce things that work well, your complaints help improve care and services. You have the right to raise concerns easily and without fear of how you will be treated.

For more information on the Charter of Aged Care Rights and on the Quality Standards please refer to www.agedcare.health.gov.au or Co.As.It. 3624 6100 or our website www.coasit.asn.au.

PROFESSIONAL DEVELOPMENT IN BRISBANE

ILC had the opportunity to demonstrate this support by accepting an invitation from Brisbane Catholic Education to present an Italian workshop at the O'Shea centre last month.

The workshop was presented by Marzia Mauro and Rosella Dermedgoglou who had just returned from attending an intensive two-week professional development course in the region of Le Marche, more specifically a course designed for teaching Italian to speakers of other languages.

Many of the teaching strategies were brought back and introduced to teachers of Italian who attended the workshop hosted by Brisbane Catholic Education.

"It was a day immersed in the Italian language," said a Brisbane teacher, *"and the strategies for*

improving listening and speaking skills have boosted my motivation to invigorate my Italian classroom."

Marzia and Rosella have many years teaching experience between them and the professional development event delivered engaging strategies on how to jump-start listening skills, boost understanding and foster the confidence to speak.

The professional development event was repeated at the Italian Language Centre and feedback from both days indicated a high level of satisfaction on behalf of participants.

ILC has been invited by Townsville Catholic Education to repeat the professional development event in Townsville in August.

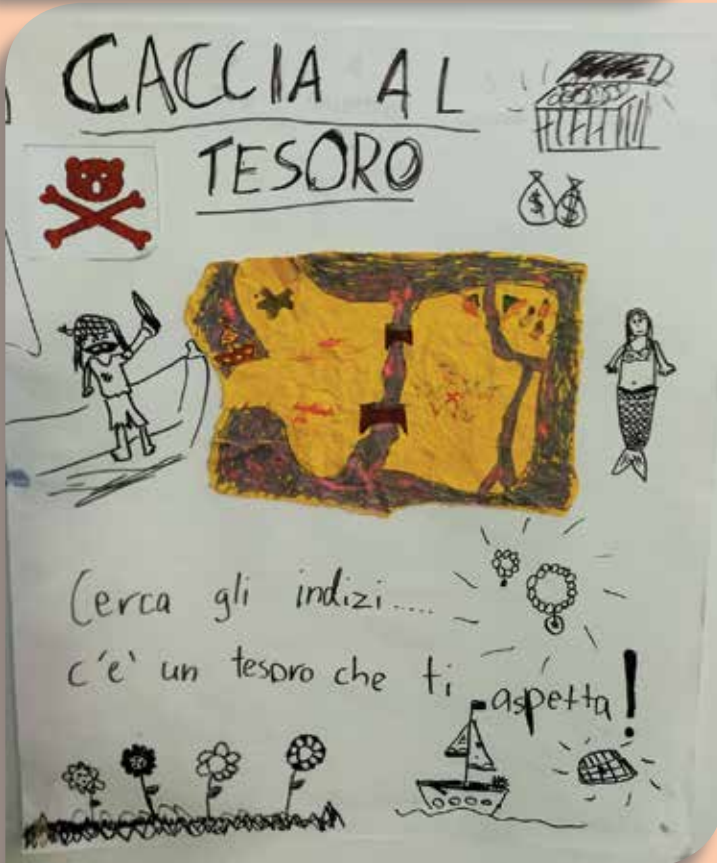


The ILC (Italian Language Centre) a division of Co.As.It Community Services Ltd not only organises invaluable professional development sessions for teachers but also offers Italian language classes from beginners to advanced as well as Italian for special purposes for the corporate sector.

For more information:

www.italianlanguagecentre.org | enquiries@italianlanguagecentre.org | phone 3624 6100 | facebook: ILC Brisbane

A TREASURE HUNT TO END TERM 1



Term 2 Girotondo Italian Playgroup came to an end during the last Monday and Thursday sessions of June 2019.

To celebrate a Term of great fun doing Italian activities, teacher Laura Zanichelli led the children on a treasure hunt (caccia al tesoro) which ended in the park with a delicious morning tea.

Term 3 Girotondo Italian Playgroup commenced on Monday 22nd and Thursday 25 July 2019.

Girotondo Playgroup runs throughout the year and offers an engaging introduction to Italian for children from 3 to 5 years old.

For more information:

www.italianlanguagecentre.org | enquiries@italianlanguagecentre.org | phone 3624 6100 | facebook: ILC Brisbane

LET'S ALL RELAX AND TAKE A BREAK

A merry group of 60 ILC students and their teachers celebrated the end of semester 1 with a get together on Wednesday 26 June 2019.

Co.As.It. - ILC CEO Dina Ranieri attended the event and students were delighted when she was called upon to present deserving recipients with the prize of an Italian-themed drawstring bag filled with Italian goodies. Light entertainment was provided by the students themselves who showed off their excellent language skills by singing and chanting in Italian.

Semester 2 started on Monday 15 July 2019.



SECOND BOOK CLUB ITALIANO - GREAT SUCCESS

Enthusiastic ILC students of Italian carried on improving their mastery of 'la bella lingua' by joining the second Book Club Italiano which kicked off on 18 May 2019. This time, the novel chosen by teacher Giovanna Amatruda was 'A ciascuno il suo' by renowned author Leonardo Sciascia.

This 1966 detective novel is set in Sicily during an era of political corruption. The main protagonist, an introverted academic, attempts to solve a double homicide and his naïve interference in town politics leads to unforeseen disastrous results.

The novel deals with themes such as identity and exclusion.

Led by experienced ILC teacher Giovanna Amatruda, Book club Italiano members have judged the book club meetings 'a great success'.

A new series with a difference has begun in Semester 2 and all students and teachers of Italian are welcome.





Servizi comunitari per anziani e giovani bisognosi di sostegno.

**Avete bisogno di aiuto nei lavori domestici?
Avete bisogno di aiuto per cucinare?
Volete incontrare nuovi amici?
Assistete qualcuno a domicilio e
avete bisogno di aiuto?**

Il Co.As.It. Community Services fornisce assistenza alle persone anziane dal 1987 e il nostro personale esperto e qualificato è capace di prestare un servizio culturalmente e linguisticamente adeguato.

La maggioranza del nostro personale è bilingue e capace di assistervi nel vostro ambiente familiare in casa vostra.

I nostri gruppi sociali offrono un pasto casalingo e la possibilità di incontrarsi con gli amici e chiacchierare dei tempi andati.

Attività di arti manuali, canzoni e balli, tombola e gite fanno parte del nostro programma giornaliero.



Contattate il nostro centro al

3624 6100

per ulteriori informazioni



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