



co.as.it.  
community  
services

# insieme

---

02 | 2022

# 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.



CO.AS.IT. COMMUNITY SERVICES LTD.

473 lutwyche road | lutwyche qld 4030  
po box 59 | albion bc qld 4010  
tel: 07 3624 6100 | fax: 07 3624 6185  
mail@coasit.asn.au | www.coasit.asn.au

insieme  
edition # two- august 2022

articles + editing | nella alba-calabrese  
layout | puntoitalia Pty Ltd [support@puntoitalia.com | www.puntoitalia.com]

Published four-monthly, INSIEME welcomes any contributions from readers and Co.As.It. members. Unless otherwise instructed, submitted articles and photos will not be returned. All rights reserved. INSIEME would like to thank and acknowledge the staff and members for their continued support and contributions to this publication.

#### DISCLAIMER

Co.As.It. merely provides advertising space in the pages of this publication. While Co.As.It. takes all reasonable care in compiling the advertisements in this publication, it makes no warranties in relation to the quality, suitability, safety or legality of any of the terms or services advertised on these pages. All advertisements are accepted in good faith, however Co.As.It. does not warrant the accuracy or truth of any representations contained in these pages. Co.As.It. does not represent or warrant the items or services, advertised and the reader should make its own enquiries prior to relying on them.

# LETTER FROM THE CEO



The many increases in ongoing costs are affecting the way we deliver our services, and in some cases they have forced us to increase our fees.

Welcome to this new edition of Insieme.

We continue to provide essential services to our community and clients in our care. This is becoming more and more a challenge as we face continuous change in the aged care sector.

The many increases in ongoing costs are affecting the way we deliver our services, and in some cases they have forced us to increase our fees.

Although we recognise the importance of increased wages for our care staff who turn up to work every day and embrace their caring role, it is becoming a balancing act trying to keep everyone happy.

In this issue you will find information about our two concerts being held in Brisbane and Gold Coast.

These have been organised to celebrate our Seniors with support from COTA (Council on the Ageing).

It will be a wonderful opportunity to come along with your friends and sing and dance. Please reserve your tickets, come along and enjoy the entertainment.

The many feel good stories included here make me think that during all of the setbacks and challenges that our clients have faced, Co.As.It. has been there for them and managed to help in any possible way.

This is intensely rewarding. This has been especially true for those clients who suffered damage from the recent floods: their tenacity to get on with life is incredible and we commend the life force that relentlessly thrums through their hearts.

*Dina Ranieri*

## BRETT

Brett is a 33 year old man who has been receiving nursing services from our clinical team for approximately 12 months.



When Brett was 2 years old he fell into a duck pond and drowned. He was resuscitated but unfortunately he was without oxygen for so long that he acquired a hypoxic brain injury. As a result, he lives with very complex cognitive and behavioural issues for which he is prescribed medication. Brett's brain injury makes him vulnerable to predators who seek to take advantage of him.

Unfortunately Brett connected with a young lady who was unscrupulously accessing his medication for her own personal use, not only abusing his vulnerability but also putting Brett at risk because he was not receiving the medication he required for his own mental stability.

In preparation for a time when she is no longer able to support him and also safeguard his security, Brett's mother purchased a unit for him and has put extensive support processes in place to allow him to live independently.

We were approached to assist with daily medication accessed via a locked box. This however made it difficult because requiring medication three times a day meant that 3 nurses would have to attend daily. Brett would be also be prevented from managing his own medication, thereby reducing his independence.

After discussion with his mother we decided to trial a TabTimer.

Each week a nurse attends and transfers his tablets from his Webster pack into a locked TabTimer which sounds an alarm each time his tablets are due.

The tab timer is locked, a feature which prevents his friends from stealing them for recreational use.

The alarm ensures that he never forgets and the TabTimer only dispenses medication that is due so there is no risk that Brett will accidentally take the wrong medicines.

This has been working successfully for 12 months and Brett has been able to take on the responsibility for managing his own medicines.

Whenever possible we try to send a male nurse with whom Brett can connect and also have a positive male role model. Occasionally they will have breakfast together across the road from his unit. He is beginning to open up and share his concerns.

The introduction of a male nurse and a supported medication system has had a very positive impact on Brett's life and it has also extended his social contacts.





# ALLIED HEALTH

## SHIRLEY

Shirley is an amazing Brisbane born and raised 92 year old.

Her body may be that age physically but inside, there lives a considerably younger woman who participates in the Stay Active exercise group at Amici House.

One of the reasons why the exercise program is a perfect fit for her is that the gentle exercise movements and new relationships she has formed are an essential part of her life now. She greatly values the benefits of both the exercise and social connections.

As the oldest participant of the group, according to Shirley, age is just a number and not a factor that should stop her from being active and involved in her local community.

Actually, we can't keep up with all of her activities, she loves playing lawn bowls, travelling and socialising.

When our Physiotherapist Diana asked what her secret to longevity and high levels of energy were, Shirley just smiled and said *"Don't focus your attention on age, just keep a positive attitude about aging and keep going!"*

Diana says she has learned a lot from Shirley after meeting her. One of the lovely things about Shirley is that she always sees the best in people.

She has also inspired Diana with other things.

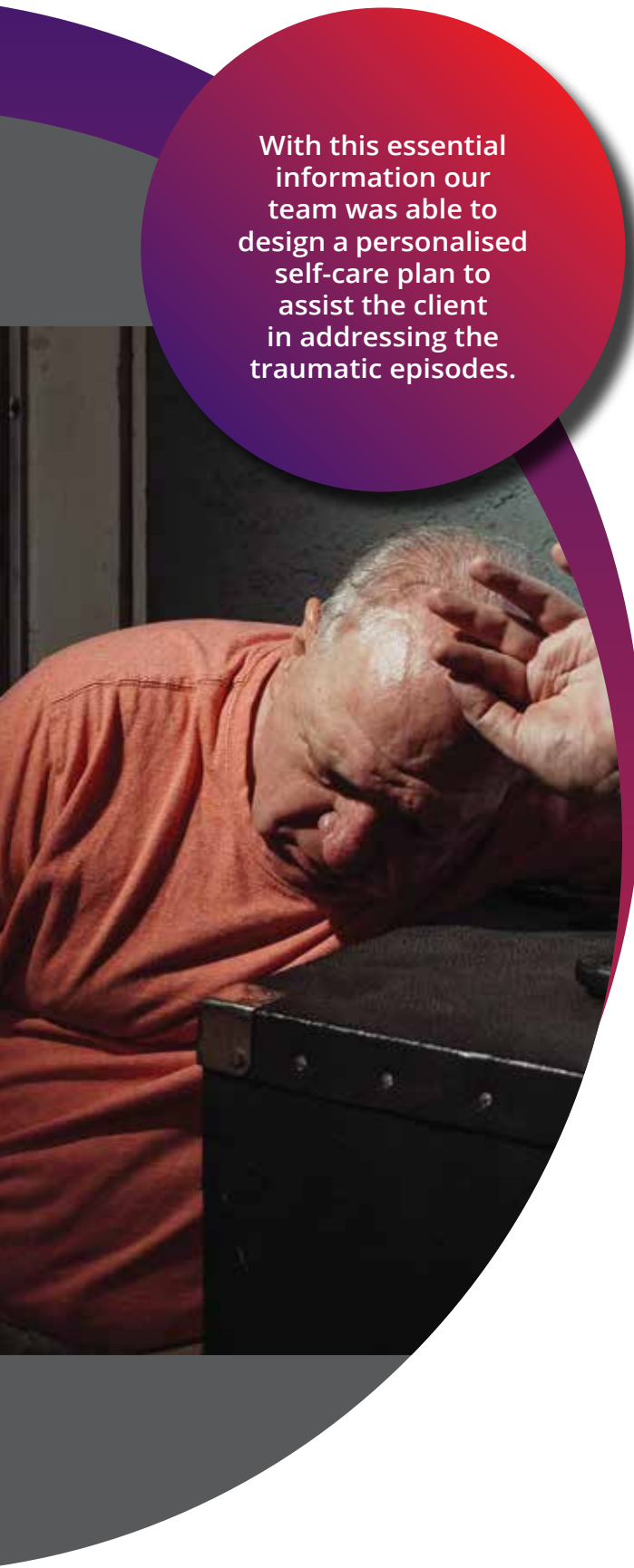
That aging is a privilege. It is a gift. That every day is precious and we should be grateful to live it. Stay young in your heart. Be open to growth, adventure and making new friends.

Finally and very importantly, keep investing in your physical, emotional and mental health.

As the oldest participant of the group, according to Shirley, age is just a number and not a factor that should stop her from being active and involved in her local community.



### ANOTHER SUCCESS STORY TO SHARE



With this essential information our team was able to design a personalised self-care plan to assist the client in addressing the traumatic episodes.

The team comprises 3 counsellors, Chiara, Antonio and Laura, including Rita, a highly qualified registered who specialises in dementia.

This client (who is 70 plus) came to us with a history of psychological and emotional trauma spanning 5 years from a wrongly diagnosed case of dementia in 2017.

There are many diseases that can mimic the symptoms of dementia and it is sometimes as confusing for doctors as it is for the patient.

Dementia-like symptoms can be caused by other conditions, many of which are treatable.

Depression, nutritional deficiencies, side-effects from medications and emotional distress can all produce symptoms that can be mistaken as early signs of dementia, such as communication and memory difficulties and behavioural changes.

When someone has difficulty recognising what time of day it is and where they are and becomes over-anxious or agitated, it is often assumed that they are showing the first signs of dementia. If these symptoms of confusion have developed relatively quickly, they may have been caused by a lack of food or dehydration, or by a urinary or chest infection.

It is important that an early diagnosis is made to establish whether the symptoms are caused by a treatable illness. A change in - or a reaction to - medication or taking alcohol in conjunction with medication, can also produce symptoms of confusion. (One cannot imagine then how this incorrect label would affect a person who is rational and does not have cognitive impairment.)

The team's therapeutic listening approach which incorporated a profound empathetic understanding of verbal and non-verbal messages, empowered the client to share the trauma and experience with our experienced counsellor.

With this essential information our team was able to design a personalised self-care plan to assist the client in addressing the traumatic episodes.

With support from the team we are happy to see the client reintegrating in the local community and that the somatic flashbacks relating to the traumas have decreased in intensity and frequency.






Senior's  
Month  
Celebration

# TWO Concert

**THE GLADES**  
GOLF CLUB  
Glades Drive, Robina Qld 4226 EXIT 79

**. 26 OCTOBER 2022 .**  
11.30am - 2.30pm  
Refreshments - Music - Dancing - Raffle

*Performance by:*  
**Vince Gelonese and  
Musical Director Frank Debellis**

**\$25 Tickets ALL INCLUSIVE**  
\*Limited Space Book Now\*

**07 3624 6100**  
RSVP 12 October 2022






Senior's  
Month  
Celebration

# TWO Concert

**KEDRON-WAVELL SERVICES CLUB**  
**KITTY HAWK ROOM**  
21 Kittyhawk Drive, Kedron Wavell

**. 12 OCTOBER 2022 .**  
11.30am - 2.30pm  
Refreshments - Music - Dancing - Raffle

*Performance by:*  
**Vince Gelonese and  
Musical Director Frank Debellis**

**\$25 Tickets go on sale 14 July 2022**  
\*Limited Space Book Now\*

**07 3624 6100**  
RSVP 28 September 2022




## DAMIEN



Damien has purchased a new board and is slowly getting to know other skaters at the park with whom he likes to have a chin wag.

Damien is a 24 year old NDIS participant who used to be a sponsored skate boarder touring with the American skateboard team.

Sadly at 20 years of age he was diagnosed with a combination of mental health conditions which cost him his confidence and independence. He stopped socialising with his peers and would only go out with his mother or brother.

Since becoming an NDIS participant with Co.As.It. 9 months ago, Damien has gained back a lot of his confidence and continues to build his capacity to regain his independence as well as becoming more engaged in sporting activities.

With our support, every Thursday Damien and his support worker Karen play golf. Damien has been practicing hitting the balls and has done so well that he is now playing 3 times a week coached by a professional player.

Also on Thursdays, they have started to go to his local skate board park and it is beautiful to see Damien regaining his expertise and confidence each week. Damien has purchased a new board and is slowly getting to know other skaters at the park with whom he likes to have a chin wag.

His mum has stated how much Damien enjoys the visits from Karen who is helping him to reset his confidence levels. She says: *"They just click."*

She has also told us how much Damien enjoys the structure of our services, knowing who is coming every week gives him a sense of self-management and encourages him to make plans for outings - activities he has not focused on for some time.

From someone who would not go out unless his mother or brother were present Damien has made significant leaps. He now enjoys going shopping and having a cuppa every now and then.

According to his mum, this is a *"100% improvement and is wonderful to see how much Damien continues to improve with the right support."*





## NDIS - UNA IMPORTANZA FONDAMENTALE



Siamo impegnati ad assicurare che il recupero e le pratiche di ripristino della speranza siano supportati per i partecipanti con disabilità psicosociali in tutta la fase di progettazione e implementazione del NDIS.



Lo Schema nazionale di assicurazione per le disabilità (NDIS) è il nuovo modo di fornitura di assistenza alle disabilità per assicurare che le persone possano godersi una vita normale. Il NDIS riconosce che le esigenze e gli obiettivi di ciascuno sono differenti.

### Che cos'è la **disabilità psicosociale**?

La disabilità psicosociale è il termine utilizzato per descrivere le disabilità che potrebbero insorgere da problemi di salute mentale. Sebbene non tutti coloro che hanno un problema di salute mentale vivono una disabilità psicosociale, quelli che lo fanno possono subire effetti gravi e svantaggi sociali.

Le persone con una disabilità notevole che potrebbe molto probabilmente risultare permanente possono essere idonei all'assistenza del NDIS.

### Che cos'è il **recupero**?

Quando le persone discutono del recupero della salute mentale, significa che stanno attivamente cercando di creare una vita che possa dare dei contributi alla società, nonostante i loro problemi di salute mentale.

Questo non significa una vita senza i sintomi di una patologia mentale o degli impedimenti e delle disabilità che questa può comportare. Anche negli individui i cui problemi di salute mentale rispondono bene agli

interventi, possono verificarsi ulteriori episodi. Questo può comportare impedimenti funzionali e disabilità psicosociali che possono essere episodici o persistenti, debilitanti, e di lunga durata.

Il recupero punta ad ottenere uno stato ottimale di benessere personale, sociale ed emotivo, come definito da ciascun individuo, pur continuando a convivere o a riprendersi dai problemi di salute mentale.

Siamo impegnati ad assicurare che il recupero e le pratiche di ripristino della speranza siano supportati per i partecipanti con disabilità psicosociali in tutta la fase di progettazione e implementazione del NDIS.

### **Come mi assisterà il NDIS?**

Il NDIS è il nuovo modo di fornitura di assistenza alle persone con disabilità psicosociali e punta ad avere un impatto positivo sulla vita quotidiana.

Offre opportunità nella comunità e certezza di finanziamento per l'assistenza, dando alle persone maggiore scelta e controllo sul modo in cui l'assistenza viene fornita.

Per ulteriori informazioni Vi invitiamo a contattare i nostri uffici allo 07 3624 6100.



**NDIS PARTICIPANTS 18+**

## NDIS ART CLASS AMICI HOUSE

Our NDIS Art Class meets  
at Amici House every  
Monday between 12.30 and  
2.30pm. Free your  
imagination in a supportive  
space and enjoy a delicious  
lunch. All levels are  
welcome. Join us!

Block of 4 Classes (Including Lunch)  
= \$480

Contact: 07 3624 6100  
Email: [ndis@coasit.asn.au](mailto:ndis@coasit.asn.au)



## YOGA on FRIDAYS at AMICI HOUSE

Multi-Level Chair Yoga 9:15-10:15am  
Absolute beginners

Gentle Mat Yoga 10:30-11:30am  
Basic yoga, BYO mat and bath towel

Multi-Level Mat Yoga 11:45-12:45pm  
Experience with yoga, BYO mat and bath towel



**\$20 for Book of 4 Classes  
Bookings are Essential  
No Walk-Ins  
Call: 07 3624 6100  
[mail@coasit.asn.au](mailto:mail@coasit.asn.au)**



Amici House  
294 Bracken Ridge Road  
Bracken Ridge  
[www.coasit.asn.au/amici-house](http://www.coasit.asn.au/amici-house)



# CIAO PROGRAM

## MUSIC AND DANCE

As we moved into the second quarter of this year, the Ciao program brought a musical event to the delight of dozens of residents at Regis Lutwyche.

In June the opportunity to celebrate Italian Republic Day with seasoned entertainer Livio Taraborrelli was a highlight for many living at the facility.

Livio enthralled everyone with his skills playing the piano accordion and singing numerous Italian songs that led to some energetic foot tapping and dancing.

There was plenty of room for dancing and some residents participated only after some encouragement however many did not need any persuasion and could not wait to get up dancing!

Later in the month we were delighted to help organise a demonstration of traditional Italian folk dancers who danced the "*Pizzica*", a dance originating from the Puglia region in Italy. This fast paced, very expressive dance was performed to live music that thrummed from the musicians who accompanied the dancers.

Vibrant red skirts twirled to the beat of the music, a display that was greatly appreciated by everyone who attended.

Livio enthralled everyone with his skills playing the piano accordion and singing numerous Italian songs that led to some energetic foot tapping and dancing.





# COMMONWEALTH HOME SUPPORT PROGRAM

## DIANA'S ORGANIC MEAL

A support worker now comes for 2 hours bi-weekly specifically to help prepare meals which they cook together, completely from scratch, using ingredients from the garden.



Before her cancer diagnosis, Dianne was an avid chef around her own kitchen and very active in her garden and local walking group. She also loved taking walks with friends, seeing movies and the occasional coffee or dinner date. Due to a digestive condition, Dianne mostly eats fresh fruit and vegetables which she grows herself.

But after having undergone three cycles of chemotherapy to combat the lung cancer she was diagnosed with in January 2020, the active and self-sufficient lifestyle that 81-year-old Dianne enjoyed has gotten progressively more difficult.

Because of her cancer and treatment, Dianne is easily fatigued and gets out of breath quickly. Back pain leaves her unable to stand for long periods. She says *"I cannot stand in the kitchen to prepare a meal due to my back pain and mobility issues and I have been trying to use a chair for support but it is not working."*

While she has supportive friends who help her out with her lawn and the occasional meal or two, she misses the act of cooking her own home grown produce.

This activity was really valuable to Dianne and her quality of life, so her family decided to reach out to Co.As.It. to match her with an in-home support worker who could help her.

A support worker now comes for 2 hours bi-weekly specifically to help prepare meals which they cook together, completely from scratch, using ingredients from the garden. Dianne and her husband try to do as much as they can when the support worker is there – it's a very happy little production line in the kitchen and they are both back to eating organic healthy produce!

Thankfully with the expertise of our Coordinator and the willingness and enthusiasm of her support worker, Dianne has regained some sense of self-sufficiency in her life. She is even more appreciative that her Coordinator suggested a more manageable smaller knife, so she now wields a nifty little knife that she handles with ease.



# QUEENSLAND COMMUNITY SUPPORT SCHEME

## TERESA



Theresa was referred to Co.As.It. in July 2021 by the Queensland Community Support Scheme Access Point to receive support services. Due to her mental and physical health concerns she needed some assistance to maintain and regain her independence especially with daily tasks of living.

Since accessing her QCSS services, Theresa has been so grateful for the support she receives from community care worker, Valerie.

*"Valerie supports me with my personal care tasks and assists me at home with my laundry, vacuuming and*

*preparing healthy meals. She is one in a million. Having someone to help me in managing my household reduces my anxiety and takes the pressure off when I feel overwhelmed by these daily tasks. I am so grateful to Valerie and my Coordinator Melissa for all their support.*

*Receiving this support and assistance from Co.As.It. has been the best thing that has happened to me and I would never want to change providers."*

Thank you Theresa - we think our support staff is very special, too!

# COMMUNITY AND INDIVIDUAL SUPPORT SERVICES

## FLOOD RELIEF

It is heartbreaking for families who suffer every time a heavy deluge drops from the skies these days. There were so many people affected by the recent floods that the Department of Communities, Housing and Digital Economy organised flood relief vouchers to be distributed through Co.As.It.'s CISS program for clients who needed urgent help.

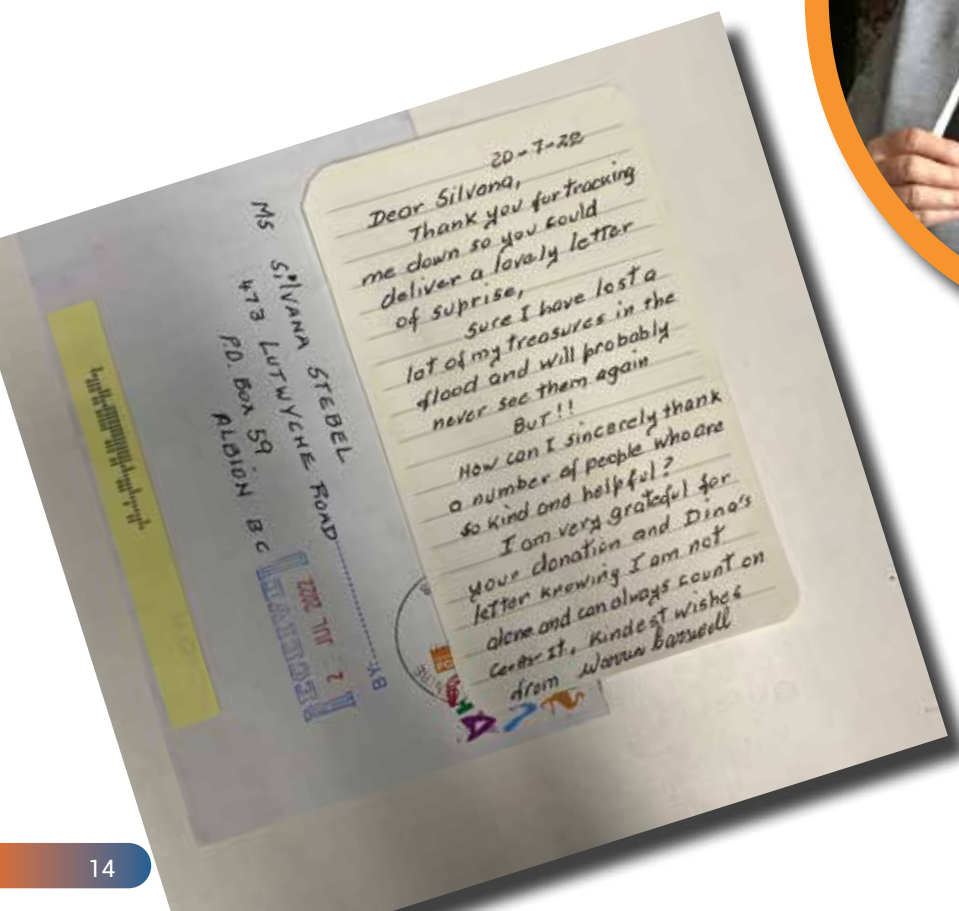
The vouchers were distributed by our Coordinators, who all said that the unexpected gift was gratefully accepted by our clients. Let us share with you the challenges faced by those we aided.

**Elizabeth N:** She had water in her home from a leaking roof; mould was growing on her ceiling and on the ramp at her front door which made it really slippery and dangerous to navigate. Elizabeth was very surprised

and pleased to have received a voucher that will help with repair expenses.

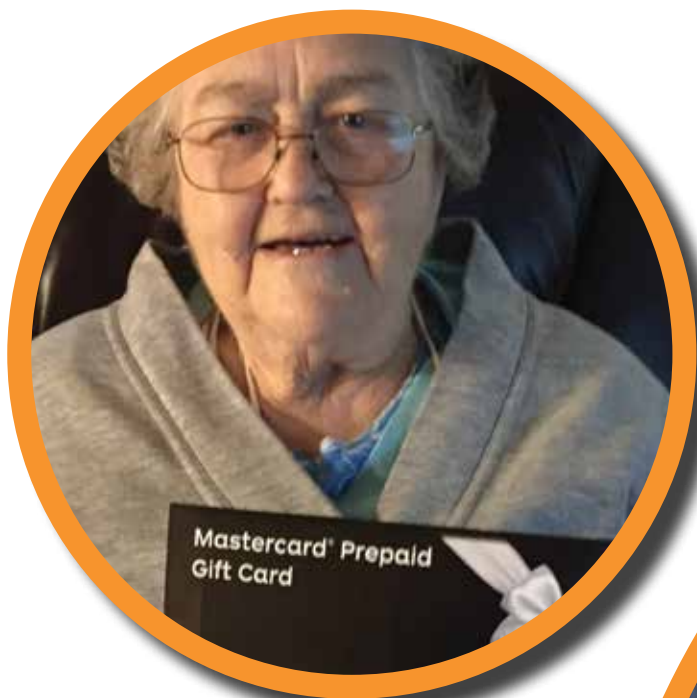
**Clive B:** Clive was taken aback when he was handed the voucher. To say he was shocked would be more accurate but he was very grateful. He had been without electricity and had to throw out all of the food in his fridge which was quite a financial loss. The voucher was a godsend and he had such a huge smile on his face that it was a delight to be able to present him with aid.

**Nicholas C:** Nicholas was so happy when he was given the voucher and although we explained that it was just a little financial assistance to get him back on his feet he could not stop thanking us and said how much he appreciated the support. He asked that we activate the card for him immediately as he was so excited to have it ready for use.





# COMMUNITY AND INDIVIDUAL SUPPORT SERVICES



**Warren C:** The client was amazed and teary when we handed him the voucher which would help pay for water damage. All of his lower areas were flooded and the client had access only to his bedroom, bathroom and kitchen. Lots of work is still to be done but his family who lives interstate have assisted him with the clean-up. He had been heating water in a jug to wash himself and has only recently had his hot water installed. Adding to Warren's stress were two episodes of thieves breaking in to his already damaged home trying to steal from him.

**Sheila G:** Sheila was pleased and surprised after receiving a voucher from Co.As.It to assist towards water damage to her home. She thanked her Coordinator saying, "It is appreciated and came at a time I needed to cover some extras." Sheila's home had extensive damage inside and she is still going through an insurance claim - a lengthy process which has been "quite exhausting and overwhelming" she stated.

**Noeline T:** Noeline's home flooded downstairs. As she was in the hospital at the time her family managed to remove some pieces of furniture but she still has some areas that need to be repaired. Noeline was very surprised and appreciative for the voucher she received.

**Jose D:** Jose and his family have been living in their Windsor home for the past 50 years. The last flood severely affected the house flooding the entire lower level where his daughter and granddaughter were living. They all had to be evacuated with emergency services and are still waiting for their insurer to organise repairs. Jose has been quite stressed with the damage and disruption in his life's routine and was very appreciative of the voucher he received from Co.As.It.

*[flood photo: The Guardian]*





Australian Government



myagedcare

## Desde ayuda en casa hasta hogares de cuidado para el adulto mayor, **Cómo empezar con myagedcare**

Nunca es muy temprano para hablar de obtener alguna ayuda adicional. Conocer los servicios que hay disponibles antes de necesitarlos, le ayudará a estar preparado para tomar decisiones sobre su futuro.

### ¿Qué servicios hay disponibles?

#### Cuidado en casa

myagedcare puede ayudarle a acceder servicios en su propia casa que le permitan mejorar su bienestar y ayudarle a mantenerse independiente. Recibir ayuda con actividades rutinarias en el momento preciso, puede ayudarle a administrar mejor su casa. Usted puede tener acceso a servicios tales como:

- cuidado personal como ayuda a vestirse
- transporte
- modificaciones a su hogar como barras o rampas
- enfermería, fisioterapia y otros cuidados
- comidas
- trabajos domésticos como limpieza o jardinería
- equipos tales como caminadores
- actividades sociales.

#### Ayuda a corto plazo

myagedcare también le puede ayudar a obtener servicios de cuidado por corto tiempo en situaciones tales como:

- recuperación de un accidente o enfermedad, incluso después de haber estado en el hospital
- cuando haya tenido un contratiempo y quiera recuperar su independencia
- cuando usted o su cuidador necesitan un descanso (cuidado de relevo).

#### Cuidado en un hogar de adultos mayores

Si usted piensa que necesita ayuda continua con las tareas diarias o con atención a su salud, un hogar para el cuidado de ancianos le permite vivir en un ambiente donde hay ayuda disponible 24 horas al día.

#### ¿Tiene usted derecho a los servicios?

Una llamada a myagedcare puede ayudarle a entender:

- qué servicios pueden haber disponibles
- cuánto cuestan
- cómo puede acceder a ellos.

myagedcare puede organizar una evaluación privada del cuidado que necesite.

#### ¿Quién paga los servicios?

El Gobierno de Australia contribuye al costo de los servicios de atención a personas de edad avanzada. Se espera que usted contribuya al costo si puede hacerlo. La cantidad que usted paga puede depender de:

- su situación financiera
- el número y tipos de servicios que recibe
- el proveedor de servicios.





## Cómo acceder los servicios

### 1 Llame a myagedcare en 1800 200 422\*

- Se le harán preguntas por teléfono para ayudar a identificar sus necesidades y planes de atención - esto toma por lo menos diez minutos.
- Necesitará su tarjeta de *Medicare*.
- Si llama a nombre de otra persona, esta le deberá dar su consentimiento.

### 2 Tener una evaluación en persona

- **myagedcare** puede enviar un asesor capacitado a su hogar.
- Con su consentimiento evaluarán si cumple los requisitos para acceder los servicios y sus necesidades de atención y trabajarán con usted para desarrollar un plan de apoyo que cubra sus necesidades, metas y preferencias.
- Alguien más puede estar con usted durante esta visita.

### 3 Infórmese sobre los costos

- **myagedcare** y los proveedores de servicios pueden darle información sobre los costos. Se le informará si necesita una evaluación financiera.

### 4 Elija los servicios

- El buscador de servicios en la pagina web de **myagedcare** puede ayudarle a localizar y comparar algunos servicios en su área.
- Su asesor y **myagedcare** también le pueden ayudar a encontrar un proveedor de servicios en su localidad que satisfaga sus necesidades.

xxx

## myagedcare

**myagedcare** es el punto de entrada para acceder servicios de cuidado para adultos mayores e información acerca de:

- los diferentes tipos de servicios de cuidado disponibles para adultos mayores
- su derecho a acceder los servicios
- recomendación de proveedores de servicios que puedan satisfacer sus necesidades
- su contribución al costo por el cuidado como adulto mayor



## Para más información

[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

ó llame a **1800 200 422\***

Lunes a viernes – 8 am a 8 pm

Sábado – 10 am a 2 pm

Cerrado los domingos y festivos

Servicio nacional de retransmisión de llamada  
**1800 555 677\*** y pedir **1800 200 422\***

**Servicio de Traducción e Interpretación**  
llame al **131 450** y solicite **1800 200 422\***

**Si usted es veterano o viuda de guerra** también puede tener derecho a los servicios o programas del Departamento de Veteranos. Pregunte a **myagedcare** para obtener más información.

Las llamadas a números \*1800 son gratis desde líneas fijas. La mayoría de los proveedores de telefonía móvil Australianos, ahora tienen llamadas gratuitas a números 1800. Consulte con su proveedor de telefonía móvil.



# IMPORTANTI CAMBIAMENTI PER GLI OPERATORI DOMESTICI

Che effetto avranno su di me I recenti cambiamenti al contratto di lavoro per gli operatori domestici (home care workers)?

Se state già ricevendo una assistenza domiciliare grazie ai pacchetti di assistenza domestica, avrete senz'altro ricevuto una nostra lettera per informarVi che abbiamo apportato dei cambiamenti al Vostro piano in linea con le nuove condizioni di lavoro per gli operatori domestici.

Abbiamo bisogno di un Vostro consenso scritto prima che ogni cambiamento possa entrare in vigore.

### Che cosa è cambiato per gli operatori domestici?

Il contratto di lavoro per alcuni operatori sociali è coperto dallo SCHADS Award (Categoria lavorativa per i servizi sociali, comunitari, domestici e per le disabilità) al quale, a partire dal 1° luglio 2022, sono state apportate delle modifiche.

In pratica, questi sono i cambiamenti più importanti:

- I lavoratori a contratto "casual" o "part-time" dovranno essere pagati per un periodo minimo di due ore per ogni servizio (il periodo minimo precedente era di 1 ora)
- Gli impiegati riceveranno una indennità per un turno spezzato, ossia un turno di almeno due periodi di lavoro con in mezzo una pausa non pagata in uno spazio di 12 ore

Questo significa che i fornitori di servizi – come ad esempio il Co.As.It. – dovranno apportare dei cambiamenti al modo in cui verranno erogati i servizi di assistenza in modo da essere in linea con le nuove modifiche della categoria.

Se state ricevendo dei servizi che sono parte di un pacchetto di assistenza domestica, il personale che Vi offre questi servizi potrebbe rientrare sotto la categoria SCHADS di cui sopra.

### Il mio pacchetto sarà soggetto a cambiamenti?

La cosa più importante da ricordare è che i cambiamenti apportati alle condizioni di lavoro del personale non modificano le regole del programma.

Avremo sempre bisogno del Vostro consenso prima di poter apportare modifiche al Vostro accordo di erogazione servizi, al Vostro piano e al Vostro budget di spesa.

L'erogatore di servizi potrà proporre cambiamenti al Vostro piano, cambiamenti che possono comprendere:

- Cambiamenti all'orario e al personale utilizzato fino a quel momento
- Fusione di servizi che già state ricevendo in un unico "pacchetto"
- Fornitura di ulteriori servizi in linea con le Vostre esigenze e con i Vostri obiettivi
- Aumento del costo dei servizi offerti

In ogni caso, qualsiasi cambiamento proposto dovrà essere ragionevole, giusto, e soprattutto in linea con i Vostri obiettivi ed esigenze

Da notare che gli operatori domestici non dovranno per forza completare il loro periodo di lavoro minimo di due ore con lo stesso cliente. Potranno infatti fornire la loro assistenza a più clienti durante le due ore minime di lavoro.

Per ulteriori informazioni circa i cambiamenti apportati al programma, Vi invitiamo a contattare My Aged Care (1800 200 422 o [www.myagedcare.gov.au](http://www.myagedcare.gov.au))



# HOME CARE PACKAGES | BRISBANE

## BRIAN

I have had support now for 12 months and I look forward to Monday and Thursday services when my support worker arrives for our walk and talk.



Brian received approval for his Home Care Package last year. During his working life he was always involved in sport and owned his own squash court businesses where he trained children to play squash.

When Brian retired he said that he 'fell in a hole and got very depressed'.

Brian told us that "My understanding of Home Care Packages was that people helped you in your home showering and cleaning etc. but I was searching for a provider that could help motivate and keep me physically active.

At my first visit from Co.As.It. my Coordinator asked me what I wanted to do. I mentioned I needed to be motivated to get up in the morning and go for a walk

with my dog. I was very surprised that this could be done and I could have a support worker to visit me twice a week to do this!

I have had support now for 12 months and I look forward to Monday and Thursday services when my support worker arrives for our walk and talk.

Through my package I am also receiving prepared meals which are nutritious and I am losing weight so I'm feeling good about myself! I'm even thinking about taking up the Latin Dance and Technology classes my Coordinator told me about.

The services that I have had have been 10 out of 10. I can't fault it so I am also trying to get others in my complex to change over to Co.As.It."

### JUAN PEDROS

**Lillian needed to submit a new rental application for a smaller and more affordable residence, however she found it difficult to complete the form.**

Since being assigned a HCP L4 package in May 2022, Juan Pedro's carer and ex-wife Lillian feels she has had a huge weight taken off her shoulders. Juan Pedro has dementia and depends on Lillian completely. Lillian has limited understanding of technology (mobile phone, computers) and also struggles with English.

Through the package we have been able to support them with taxi vouchers to attend appointments, go out for social support and access respite to give Lillian a break from caring.

They had a house mate who suddenly found alternative accommodation and left them with having to pay the total cost of the rent. To make it worse, the real estate

agency advised them they were increasing the rent at the end of the month.

Lillian needed to submit a new rental application for a smaller and more affordable residence, however she found it difficult to complete the form.

As her two children live in Melbourne and not having any family close by, Lillian was feeling very stressed about completing the rental application.

The HCP Coordinator was able to visit and help Lillian to complete the form to hand to the real estate.

This relieved much of Lillian's anxiety about paperwork and she was very grateful to have had the support and service from Co.As.It staff.

Let's hope they find a lovely new place to live soon.





# HOME CARE PACKAGES | SOUTH COAST

## ELIZABETH

Elizabeth became a client of Co.As.It. about 18 months ago and has a Home Care Package level 4.

She is a fiercely independent lady who lives on her own and has no family for support. Elizabeth has multiple health concerns and manages to remain in her own home with the care and support she receives from our team of dedicated community care workers and nurses.

Elizabeth rarely leaves her house, she has a wealth of knowledge and likes to listen to audio books and music and is a fan of English humour sitcoms.

Our support staff are able to provide shopping, meal preparation, cleaning and laundry, personal hygiene, and social support.

She loves to phone the office on a regular basis just to have a chat with her Coordinator as well as the staff in program support.

She was delighted to receive a \$200 gift voucher that Co.As.It. was able to distribute to people, such as Elizabeth, affected by the recent flooding event.



# COMMUNITY VISITORS SCHEME

## MOTHER AND SON GIVE BACK TO THE COMMUNITY

During their introduction at Regis Aged Care, mother and son joined over 12 Italian, Maltese and Spanish residents in a game of Bingo.



Co.As.It. welcomed its first mother and son duo to their Community Visitors Program. Teacher Anne and her pilot son Daniel both wanted to give back to the community. Motivated by each other, they decided to join the "Adopt A Nonna" initiative visiting a *"nonno"* or *"nonna"* in a residential facility.

During their introduction at Regis Aged Care, mother and son joined over 12 Italian, Maltese and Spanish residents in a game of Bingo.

These residents took their bingo seriously so the room was nearly silent as the numbers were called. Daniel mingled amongst the residents until finally settling between two residents who helped him learn the game.

Anne took on the job of writing the called numbers on the board to ensure the residents didn't miss a potential hit! Anne was thrilled and so overwhelmed at seeing the joy this game brought them.

Everyone enjoyed coffee and biscuits while keeping their ears open to hear the numbers being drawn. Antonio (the resident trickster) intending to startle Daniel offered him a plastic biscuit with a pop-out toy cockroach. The room was filled with hearty laughter at Daniel's reaction, a prank that Daniel took with good grace!

Daniel was also happy to visit someone at home, so Coordinator Sarina worked to match his interest and experience to one of the clients. Happily Paul, a former airline engineer, was waiting for a volunteer visitor and since their introduction in June, the two men have been enjoying each other's company talking shop and all things aviation.



We are always looking for new volunteers to join us in making an older person's life more fulfilling.

If you are interested in donating your time or require more information on our CVS program, contact the office on 3624 6100 or send us an email ([mail@coasit.asn.au](mailto:mail@coasit.asn.au))



# AGED CARE BRISBANE | SOCIAL ACTIVITY GROUPS

## FESTA DELLA REPUBBLICA

Our social activity groups were immersed in all things Italian as they celebrated Italian National Day - an event that lasted the whole week at our centres.

This year marked the 76th anniversary of the formation of the Republic of Italy, traditionally commemorated on June 2nd of every year - an event fervently celebrated by Italians worldwide.

Amidst the flurry of Italy's traditional colours of green, white and red throughout Casa Serena and Casa Aurelia, the clients and staff followed suit by also coming decked out in the well-known trio of colours.

There were slashes of bright hues as clients danced to Italian music, sang well known Italian songs like "*Romagna Mia*", and "*Que será será*" (in English) and generally had a very good time indeed!

All of this merriment was made richer by delicious spreads of Italian antipasto, different pasta dishes and one of Italy's favourite beverages. No, not coffee: wine!

Winemaking demonstrations took centre-stage, enthusiastic grape stomping and the aroma of fresh grapes crushed underfoot made many clients recall their villages and the tradition of making wine at home - not always successfully apparently, as there was always some good strong vinegar to be shared around when the wine didn't work!

While some revisited memories of home, others explored cultural traditions that were new to them, everyone was able to take away something memorable from the cultural experience and overindulgence in Italian food and we love the opportunity to share our many cultures with our clients.





## DIVERTIMENTO SENZA FINE



### La mama di Barry prepara regali per la Festa della Mamma

I clienti hanno potuto scegliere fra una vasta gamma di attaccapanni colorati, tutti ricamati a mano. Tutti contenti alla fine, con un ricordo di una meravigliosa giornata.



**Cleveland:** i bambini dell'asilo a visitare le mamme



Classe artistica ad Amici House



**The Sunshine groups:** ci si diverte sempre!

# AGED CARE BRISBANE | SOCIAL ACTIVITY GROUPS



**Giornata del cappello buffo**

**Casa Aurelia: un po' di allenamento?**



**Amici House:**

Per la Festa della Mamma, un quartetto è arrivato da Cleveland - ed il loro cantante è andato a scuola con Barry, il nostro coordinatore!

**Stay Active: esercizi per tutti!**



**Casa Serena:**

Chi vuole un bichiere per la Festa della Mamma?





### DANCING AND SINGING WITH THE CHOIR



Clients have certainly enjoyed being part of the choir at the South Coast groups on Friday of every second month. Staff and clients love the opportunity for a sing along and a dance-along as the choir lifts the spirit with their melodic voices and beautiful music.

*"When the choir is here the atmosphere is magical. Clients eagerly wait for morning tea before we hand out the printed lyrics so the clients can join the choir with the well-loved songs they all know"* says our group Coordinator.

For those clients who are not engaged in holding hands in the large dance circle or weaving around the tables in a long conga line, the sound of maracas, rattles, tambourines and others percussion instruments fills the room!

It is a bi-monthly event that is greatly anticipated.



# AGED CARE SOUTH COAST | SOCIAL ACTIVITY GROUPS

## JENGA COMES A TUMBLING!



The aim of the Jenga game is to remove a block from the tower and place it to the top, this gets more difficult as the game goes on until a player causes the tower to crash.

Jenga is a perfect game for team building, improving hand to eye coordination, manual dexterity and cognitive thinking.

Our Monday group beat the record in creating the tallest tower before it tumbled noisily to the ground- helped to crash down by the Coordinator who was trying to 'help' a client remove a block! This caused some catcalling and raucous laughter, but the game was a lot of fun.

The whole group was playing and even a new couple who came to the group for the first time was intensely involved in it.

The clients were so excited despite being cautious about toppling the structure, but they all encouraged and supported each other with good humour and a little competitiveness!



### LET'S SEE.. WHERE HAVE WE BEEN?



**Emerald Lakes and a pub lunch  
for the South Coast**



**Parliament House**  
A tour of Parliament House  
and then a delicious,  
traditional morning tea at  
Brisbane's Shingle Inn.



## AGED CARE | SOCIAL OUTINGS



### Canundra and the Llama Farm

Gucci, our regular bus driver, is a favourite attendee at the social outings. He is full of energy and the passengers just love his sense of humour.

In fact he gets an applause after each trip from his devoted followers!

Everyone loves seeing and meeting the llamas that are very friendly and curious about the "hoomans" especially if they have some feed hidden in their hands.



### Redcliffe and Bribie Island Surf Club

Redcliffe was an eye opener for some of the older attendees who had not seen the major refurbishment done to the beachside and region. So many fond memories were shared of their young families growing and up spending Sundays on the beach with family and friends. Most remembered big dishes of lasagne, big round arancini and crumbed chicken, sunburn and sand in the car for days.





## SATURDAY MORNING - ALL ABOUT THE ARTS

**ILC**  
ITALIAN  
LANGUAGE  
CENTRE

The short courses held on Saturday mornings are a wonderful opportunity to deepen the love of the Italian language and culture through songs, books and movies.

Returning students and new ones alike have enjoyed discovering the beauty of Italy through the arts.

The first edition of ILC's Movie Clip Club featuring "*Pane e Tulipani*" was a great success, allowing students to improve their language fluency, increase vocabulary and explore Venice in a unique way.

To find out more about upcoming courses like Movie-Clip Club, Canzoni a Tema and Book Club Italiano all you need to do is visit the ILC website [www.italianlanguagecentre.org](http://www.italianlanguagecentre.org)



# ITALIAN LANGUAGE TEACHING

## EUMUNDI STATE SCHOOL - A HIDDEN GEM WHERE ITALIAN IS LEARNT THROUGH MUSIC



In May ILC Language Program Liaison Officers Sonia Baldissera and Giovanna Amatruda visited Eumundi State School, one of the schools supported by ILC through funding from the Italian Ministry of Foreign Affairs, MAECI (Ministero degli Affari Esteri e della Cooperazione Internazionale).

Sonia and Giovanna were delighted to observe the engaging environment created by Italian teacher Ben Bleachmore for his year 5 and 6 students. In his classes he successfully combines tradition and innovation.

A unique aspect of his approach is the use of original songs, specifically written to deliver curriculum content, followed by consolidation activities created and

uploaded on Education Perfect, one of the most popular online platforms for language learning.

The Italian program at Eumundi State School is proof that lessons are more effective when a variety of engaging activities are in place.

Sonia and Giovanna shared this experience in the workshop they presented at the MLTAQ Biennial Conference held at Griffith University on 26 June.

The teachers in attendance showed great interest in this approach with many expressing the intention of implementing some aspects in their Italian classrooms.

Teachers of Italian in Brisbane and Sunshine Coast schools may access support for the teaching and learning of Italian at any time by contacting Giovanna and Sonia at: [enquiries@italianlanguagecentre.org](mailto:enquiries@italianlanguagecentre.org) (07) 3624 6172 or [www.italianlanguagecentre.org](http://www.italianlanguagecentre.org)

# ITALIAN LANGUAGE TEACHING

## MLTAQ CONFERENCE

The ILC team also participated in the MLTAQ (Modern Language Teachers Association Qld) Biennial State Conference, held on 26 and 27 June at the Griffith University Nathan Campus.

The conference theme *"Innovative Practitioners, Innovative Practice"* made for interesting and thought provoking keynote presentations and workshops.

Rosella Dermedgoglou, Giovanna Amatruda and Sonia Baldissera were delighted to meet up with teachers of Italian Queensland wide at the ILC workshop presentation which was very well received.

Needless to say, ILC has more events planned in partnership with MAECI for the second half of the year.





# ITALIAN LANGUAGE TEACHING

## MOVIE AND PIZZA NIGHT 2022

ILC rounded out another successful semester with a spread of delicious Italian food and desserts and a screening of the political comedy "*Diverso da Chi?*"

Prosecco bottles being popped marked the beginning of a night full of laughs in which students, staff, and friends gathered around tables covered with pizzas, arancini, cannoli, and other desserts.

Students with perfect attendance were awarded with a bottle of Prosecco to take home - but only if they were able to guess their names from Italian riddles.

For example, Giovanni Il Distante Don instead of John Fardon, and Maria La Leonessa for Mary Lyons.

The movie "*Diverso da Chi?*", which translates to "Different From Whom?" is a light-hearted comedy that pokes fun at Italian politics and highlights the challenges of being a gay politician in Northeast Italy.

Filled with silly moments and beautiful Italian scenery, the room was filled with laughter and an audience who could not look away... except to grab another cannolo or a glass of wine!



# ITALIAN LANGUAGE TEACHING

## PROFICIENCY UPSKILLING FOR TEACHERS OF ITALIAN



ILC continues to support teachers of Italian in partnership with MAECI (Ministero degli Affari Esteri e della Cooperazione Internazionale) which provides funding for the promotion of Italian teaching and learning throughout Queensland.

Professional Development and Language Upskilling events were attended by enthusiastic teachers, eager to learn new teaching strategies as well as share tips with colleagues.

To encourage attendance, the program was offered on different dates and venues and attracted very positive feedback.

Between the 7th and 21st May, three PD sessions were held for teachers in the Brisbane, Gold Coast and Sunshine Coast regions.

The sessions included a variety of topics, such as:

- Using a short Disney-Pixar movie to rediscover the art of letter writing
- Strategies to teach prepositions and the *"passato prossimo"*

Participating teachers were also given the opportunity to engage in a unit of work focused on the daily routine and the use of reflexive verbs, as well as a vivacious session of *"Canzoni a Tema"*.

One of the teachers attending said *"The planet song is fantastic! Just what I needed to spice up the unit I am working on. I'll use it in my next class!"*

Another teacher commented: *"I never realised prepositions could be taught in such a simple way!"*



# ITALIAN LANGUAGE TEACHING

## IT'S THE END OF TERM 1

Children attending ILC's Girotondo Italian Playgroup sessions have completed a wonderful Term of fun activities.

The final session was particularly creative with each child creating their very own "pagliaccio"!

Students of the After School Italian classes spent their final Semester 1 class being transported to the beautiful Riviera Ligure, where the movie "Luca" is set.

Engaging activities based on the movie gave students the opportunity to revise some of the Italian words they have been learning throughout Semester 1.

Students were awarded with a certificate for their wonderful efforts.





# 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 e ai giovani 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



Australian Government  
Department of Health

