

March to May 2024

Message From the CEO

Hello and welcome

With 2024 now underway, staff at Everglow are filled with optimism and enthusiasm for what 2024 will look like. The months continue to roll by very quickly, and I wanted to give you an update on what has been happening at Everglow.

I am excited to announce that we are now fully operational from both new premises in Ingham and Ayr. The moves happened as scheduled and with minimal disruption thanks to some very good teamwork. Included in this newsletter are the details of the Ingham office grand opening which will be held on the 18th April. The Ayr office grand opening is yet to be scheduled due to the renovation and fit outs required in the activities space, but we hope it won't be too long before we can celebrate in Ayr also.

Everglow is now proudly a Diamond Station Sponsor for Townsville's first FM not for profit community radio station, Triple-T 103.9 FM. We are proud to be giving back to the community through this sponsorship. Make sure you listen in, and you'll not only be treated to some great entertainment, you'll hear about Everglow's services at the top of every hour .

We are continuing to invest in both new IT systems and upgrading of existing systems, and I am excited to announce that our accounting software is getting a make-over. 'MYOB Advanced' is an end-to-end business management system that gathers financial and performance data across the entire organization to achieve improved efficiencies for the financial aspects of the business.

One of Everglow's values is transparency and we are committed to being open and transparent in all our dealings with clients, staff, and their families, and of course, our government funders. As a registered Charity, Everglow's financial information is available on the ACNC website. As part of ongoing sector reform, increased transparency for both Home Care and Residential Care Providers will be a focus with financial information now published on the My Aged Care website further increasing information available to clients and the community.

The draft of the new Aged Care Act is currently open for consultation and I encourage you to go to the Department's website (<https://www.health.gov.au/our-work/aged-care-act/about>) if you are interested in having your say. There's a short article in the newsletter with an overview.



Continued

Message from the CEO

Our next Client Advisory Body meeting is scheduled for the 12th March. The group met for the first time in December to go over the topics they are going to tackle this year and I am excited to hear what they will contribute to our quest to keep improving as the year progresses.

Tropical Cyclone Kirrily crossed the coast of Queensland bringing heavy rainfall and very strong wind gusts. We were expecting a category 3 system but thankfully Kirrily downgraded as it made its way in land. We can't be complacent though as Cyclone season is not quite over. If you haven't got a disaster plan already, this is a great time to start whilst Kirrily is fresh in our mind.

Take care and stay safe.

Huda

Membership Update 2024-2025

Please be advised clients who currently have an Everglow membership for 2023-2024 will automatically roll over on the 1st of July 2024 and an invoice will be generated. If you wish to cancel further memberships please advise our office by the 1st of June 2024.

Everglow Community Care INGHAM GRAND OPENING

76 Davidson Street, Ingham

18th April 2024

10.30am to 12pm

RSVP: by 4th of April 2024

Phone: 4776 2296 / cneville@everglow.org.au

We would love to see you there!



Delivery of services on public holidays

Everglow community care aims to provide quality, safe services and supports to all our clients. On public holidays we will continue to deliver services that are essential for your care and support. These services are:

- **Medication assistance**
- **Personal care – assistance with showering and stockings etc**
- **Meal preparation**

If you receive any of these above listed services and they fall on a public holiday, we will provide them at the public holiday charge rate as per the July 2023 fee schedule. If you do not wish to receive your essential service, you must contact Everglow to cancel the service at least seven days prior to the public holiday.

Routine domestic cleaning, shopping assistance, transport and other non-essential services and supports will NOT be provided on public holidays. If your routine scheduled non-essential service or support falls on a public holiday, it will automatically be cancelled. Please contact your case manager if you wish the service to be rescheduled for another day.

Public Holidays for 2024

Date	Day of the week	Holiday
29 th March	Friday	Good Friday
30 th March	Saturday	Day following Good Friday
31 st March	Sunday	Easter Sunday
1 st April	Monday	Easter Monday
25 th April	Thursday	Anzac Day
6 th May	Monday	Labour Day
26 th June	Wednesday	Ayr Show Day AYR ONLY
1 st July	Monday	Townsville Show Day TOWNSVILLE ONLY
5 th July	Friday	Ingham Show Day INGHAM ONLY
7 th October	Monday	King's Birthday
24 th December	Tuesday	Christmas Eve AFTER 6PM ONLY
25 th December	Wednesday	Christmas Day
26 th December	Thursday	Boxing Day

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

As at 01 July 2023



Celebrating
35
YEARS

FEE SCHEDULE

Client contribution rates are outlined in the table below.

Service	Basis	Weekday	Saturday	Sunday	Public Holidays
Allied Health	Per Visit	\$31.50	NA	NA	NA
Personal Care	Per Hour	\$13.65	\$22.05	\$33.60	\$33.60
Domestic Assistance	Per Hour	\$13.65	\$22.05	\$33.60	\$33.60
Home Maintenance	Per Quote	As Per Quote	As Per Quote	As Per Quote	As Per Quote
Social Support Group	Per Activity	As Per Activity	As Per Activity	As Per Activity	As Per Activity
Social Support Individual	Per Hour	\$13.65	\$22.05	\$33.60	\$33.60
Centre-based Respite	Per Activity	\$10.50	NA	NA	NA
Flexible Respite	Per Hour	\$13.65	\$22.05	\$33.60	\$33.60
Transport & Social Support	Per Hour	\$17.85	\$31.50	\$46.20	\$46.20

Notes:

- This Service Rates Schedule should be read with your Services Agreement.
- Rates are exclusive of GST.
- Notification of any cancellation must be received at least 24 hours prior to the commencement of the service otherwise full fee incurred.

For more information about our services



4725 1822



everglow.org.au

HOME CARE PACKAGE (HCP)

As at 01 July 2023



Celebrating
35
YEARS

FEE SCHEDULE

Scheduled rates are outlined in the table below.

Service	Basis	Weekday	Saturday	Sunday	Public Holidays
Allied Health & Therapy Services	Per Hour	\$164.64	NA	NA	NA
Registered Nurse	Per Hour	\$129.92	\$176.96	\$258.72	\$258.72
Enrolled Nurse	Per Hour	\$100.80	\$141.12	\$200.48	\$200.48
Dementia Advisory Service	Per Hour	\$100.00	NA	NA	NA
Domestic Assistance	Per Hour	\$70.56	\$99.68	\$142.24	\$142.24
Personal Care	Per Hour	\$70.56	\$99.68	\$142.24	\$142.24
Home Maintenance	Per Quote	As Per Quote	As Per Quote	As Per Quote	As Per Quote
Social Support Group	Per Activity	\$70.56	NA	NA	NA
Social Support Individual	Per Hour	\$70.56	\$99.68	\$142.24	\$142.24
Centre-based Respite	Per Activity	\$70.56	NA	NA	NA
Flexible Respite	Per Hour	\$70.56	\$99.68	\$142.24	\$142.24
Transport Mileage	Per KM	\$1.34	\$1.34	\$1.34	\$1.34

Notes:

- This Service Rates Schedule should be read with your Services Agreement.
- Rates are exclusive of GST.
- Notification of any cancellation must be received at least 24 hours prior to the commencement of the service otherwise full fee incurred.
- A Cab charge - Fast Card replacement fee is \$25.

For more information about our services



4725 1822



everglow.org.au

New Aged Care Act for 2024

One of the most significant recommendations from the Royal Commission into Aged Care Quality and Safety was the development of a new Aged Care Act. The draft Act is now available for public review and will be introduced in 2024.

The new Act is designed to be a 'rights-based Act', which means that it focuses on the rights of older people, with an emphasis on values, choice, well-being, autonomy, and decision-making. The draft Act outlines the new process for accessing aged care services and defines what older people can expect from the aged care system, providers, representatives, and others involved in their care. The new Act will also impose penalties on those who don't uphold consumer rights or if they fail to follow the principles of 'supported decision-making'

Details about what to expect regarding consumer fees, government payments and subsidies have not yet been released, but the draft Act provides a framework for the entire aged care system and describes how the Government, aged care providers and consumer representatives can be held to account if things go wrong.

Several independent and government bodies will be given stronger powers to make sure the system is well-regulated and consistently delivers safe, high quality, person-centred care to older people. We know that legal documents can be difficult to understand, so a plain English summary is available to help explain this complex draft legislation in more simple terms.

The Department is inviting older people and their supporters to provide feedback and input on the content of the new Aged Care Act through various consultation methods. This new Aged Care Act will have a big impact on everyone involved, **so we encourage you to have your say about what's important to you.**

Call 1800 318 209 to provide feedback over the phone, or visit the Engagement Hub via the link below for more information on the consultation,

<https://agedcareengagement.health.gov.au/engagement/consultation-on-draft-new-aged-care-act/>



AGED CARE ADVOCACY

As a recipient of aged care services, you have the right to free, independent support from an Aged Care Advocate. Your aged and disability advocate through the older persons Advocacy Network (OPAN) can:

- Inform you of your rights and responsibilities
- Support you to express your views and wishes and work through issues related to your care,
- Assist you to explore your care options and access new or additional services, and
- Make referrals for you, where appropriate.

If you would like assistance or further information, OPAN can be contacted on 1800 700 600



Supporting older people to exercise their rights in aged care

To be connected to your local advocate

Call 1800 700 600

8am-8pm Mon-Fri | 10am-4pm Sat

Advocacy Support Education

The banner features a purple background with white text. On the right side, there are three circular icons: the first shows a person with a shield, labeled 'Advocacy'; the second shows two people, labeled 'Support'; the third shows a person at a whiteboard, labeled 'Education'.

Everglow Accounting System Upgrade

We are excited to announce that Everglow is upgrading its accounting software on 1st of July 2024!

MYOB Advanced is an all-in-one platform that will allow us to better process accounting data and produce improved financial reports.

The invoices and statements you will receive after July 1 will look slightly different, but the essential information on those documents will be the same, if not better.

As an Everglow client, you are not directly affected by this change.

You do not need to do anything, we simply wanted to keep in touch and let you know that we are implementing a new accounting system, which will allow Everglow to better manage financial information now and into the future.



Creating change – The Importance of Feedback

When Michelle came to me and said, “Helen, you do lots of things, write something the clients will find interesting.” I just looked at her. Topics such as audits, reports, WHS tend to send everyone running for cover. Then inspiration hit and so I would like to share the most exciting part of my work – identifying the need for a change or quality improvement and working to put the changes in place.

Clients often say - “What is the point of saying anything – nothing happens”. As a client you want to know that you are listened to; what you say is important and that you can make an impact. To identify, manage and implement change Everglow needs your feedback. This feedback is collected through direct feedback, audits and surveys and this information identifies the changes needed

Direct Feedback: It is the client’s right to provide feedback whether as a general comment, a compliment, or a complaint. Everglow always welcomes open, respectful feedback (including complaints) about our services, decisions and procedures from clients, family members, representatives, staff, in fact, all who provide or receive our services.

Everglow provides information on how to give feedback when you first join us as a client (Refer - Client Information Manual) and continues to encourage and support this interaction throughout our journey together. Your PCWs and Case Managers are also there to support you in providing feedback. You can talk to us face to face, phone, email, write a letter or have an advocate speak on your behalf. An advocate may be a friend, a member of your family or representative or you can request support from Aged and Disability Advocates Australia (Ph: 1800 818 338 - email info@adaaustralia.com.au).

Where you have raised a concern or complaint and do not feel it has been addressed to your satisfaction you may contact the Aged Care Quality and Safety Commission (1800 951 822 – email info@agedcarequality.gov.au) who will advocate on your behalf.

Audits and Surveys: Everglow uses an internal audit system (MOA Benchmarking) as a way of ensuring we are compliant with legislation, following best practice guidelines, and providing quality, client directed care in line with or better than other providers. Monthly feedback from all levels of staff and clients allows us to identify where we can improve.

We do three annual surveys (Staff Survey, Client Survey and a Family and Representatives Survey). These surveys grant us all the opportunity to have a say in whether we think we are “getting it right” and make suggestions about how to “do it better”.

How Feedback Creates Change: The feedback we receive identifies where improvements are needed. Once identified we can act.

Not all change happens immediately. A quick fix is not a long-term solution. Once the change needed is identified the actions needed to fix the problem have to be worked out. Costs involved need to be allowed for, policies and procedures changed, and staff notified and/or trained. Then the change can be properly implemented, and an issue/problem ‘fixed’

Not all change affects everyone, therefore some changes slide through largely unnoticed.

If you would like to be more active with client feedback for our audit program, please let me know.

I would love to hear from you.

Be a part of making change happen.



Delirium

What is delirium?

Delirium is an acute medical condition that affects attention and awareness. It can develop hour or days. The confusion associated with delirium can fluctuate throughout the day.

What causes delirium?

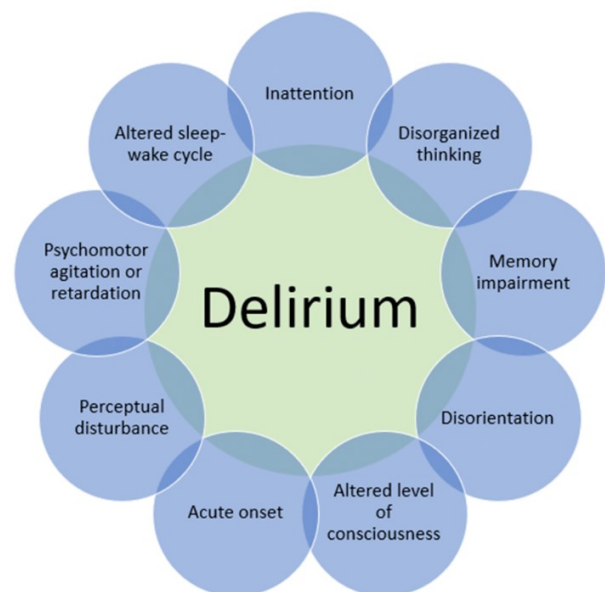
Delirium can be caused by:

- Acute illness
- Medication
- Recreational drug toxicity
- Infection (including UTI's, pneumonia, flu and COVID)
- Other serious medical illnesses (heart attack, kidney failure and stroke)
- Metabolic imbalances (abnormal blood levels of sodium, calcium or other electrolytes)
- Dehydration
- Medication side effects
- Sleep deprivation
- Sensory impairment (poor vision, hearing, lack of glasses, lack of hearing aids)
- Alcohol withdrawal
- Untreated constipation
- Kidney failure
- Liver failure
- Brain tumors or other head trauma

What to look for?

The person may seem:

- Disoriented, confused
- Have trouble focusing
- Sleep more than usual
- Be quiet, withdrawn, distant
- Imagine things that aren't there
- Be suspicious, fearful
- Say things that don't make sense
- Seem irritable, moody, or different than usual
- Have trouble doing regular activities
- Disorganised thinking
- Hallucinations, delusions
-



Nine key characteristics of delirium captured by the confusion assessment method

Delirium

What action to take?

Please speak to you GP if you notice any of the symptoms above, or you notice them in your Spouse/partner. If you can't see your GP please consider taking the person to the emergency department at your local hospital.

How does delirium differ from dementia or depression?

Feature	Dementia	Delirium	Depression
Onset and duration	Slow onset, deterioration is progressive over time.	Sudden onset over hours or days, duration – hours to less than one month, but can be longer.	Recent change in mood persisting for at least two weeks – may coincide with life changes – can last for months or years.
Course	Symptoms are progressive over a long period of time; not reversible.	Short and fluctuating, often worse at night and on waking. Usually reversible with treatment of the underlying condition.	Typically worse in the morning. Usually reversible with treatment.
Psychomotor activity	Wandering/exit seeking. Agitation. Withdrawn (may related to coexisting depression).	Hyperactive delirium: agitation, restlessness, hallucinations. Hypoactive delirium: Sleepy, slow-moving. Mixed: Alternating features of all the above.	Usually withdrawn. Apathy. May include agitation.
Alertness	Generally normal.	Fluctuates, may be hyper-vigilant through to very lethargic.	Normal.
Attention	Generally normal.	Impaired or fluctuates, difficulty following conversation.	May appear impaired.
Mood	Depression may be present in early dementia.	Fluctuating emotions – for example: anger, tearful outbursts, fear.	Depressed mood. Lack of interest or pleasure in usual activities. Change in appetite (increase or decrease)

Delirium

Thinking	Difficulty with word-finding and abstraction.	Disorganised, distorted, fragmented.	Intact; themes of helplessness and hopelessness present.
Perception	Misperceptions usually absent (can be present in Lewy Body Dementia).	Distorted – illusions, hallucinations, delusions, difficulty distinguishing between reality and misperception.	Usually intact (hallucinations and delusions only present in severe cases)

References:

<http://betterhealthwhileaging.net/what-is-delirium-10-things-to-know/>

<https://hms.harvard.edu/news-events/publications-archive/brain/delirium-dementia-brain>

<http://health.vic.gov.au/patirnt-care/differential-diagnosis-depression-delirium-and-dementia>

Please see attached information for the newly opened Urgent Care Clinic in Townsville operating 7 days a week.

medicare

Urgent Care Clinic

Townsville

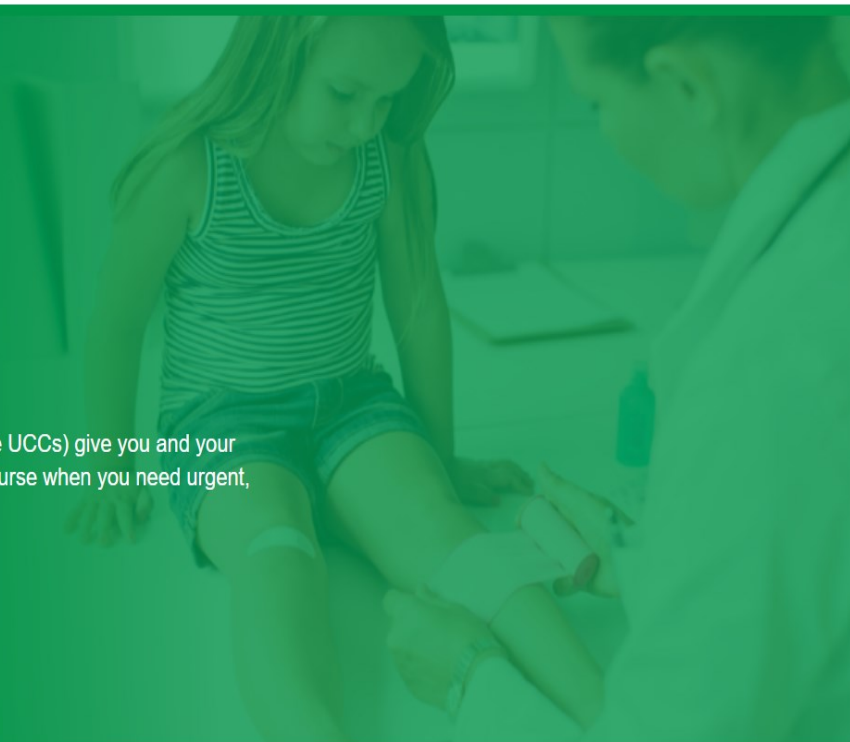
86 Thuringowa Drive, Thuringowa Central QLD 4817

Open 7 days a week, from 11am to 9pm

07 4434 5090

**Now Open
11am - 9pm
7 Days**

Medicare Urgent Care Clinics (Medicare UCCs) give you and your family more options to see a doctor or nurse when you need urgent, but not life-threatening care.



Everglow Ingham

Everglow Ingham has moved into their new office at 76 Davidson Street.

We are so excited to be in our new office and we are just adding the finishing touches to what will be a great space for our clients to come and enjoy our regular activities.

Our Grand Opening is scheduled for the 18th of April and we hope to see you there for what will be a great day.



Everglow Ingham Grand Opening 18th of April



Everglow Ayr



Everglow Ayr has recently moved to their new premises @ 139 Young Street, Ayr. The new office has a beautiful office space and a large activity area. We have big plans for our activities this year. If there is something you would like to do or have any ideas of somewhere you would like to go please give us your feedback, we would like to build an activity calendar based around your feedback.

Please call on 4728 2540 or email — everglow@everglow.org.au

Looking forward to hearing from you.

Staff Profile

Kaitlin Case Manager Townsville—Employee of the Month November



What do you like to do in your spare time?

Camping, fishing and planning new adventures.

Where are you from?

Townsville.

How long have you worked at Everglow?

3 years, first as a personal care worker and now case manager.

What is your favourite part of your job?

The unpredictability and always learning more about how the brain works for different people.

How long have you worked in Aged Care?

3 years.

Kathryn Personal Care Worker Townsville—Employee of the Month December



What do you like to do in your spare time?

I like to read and enjoy gardening.

Where are you from?

I'm originally from NSW but have lived in many different states. I have lived in Townsville for 24 years.

How long have you worked for Everglow?

I have worked for Everglow for 4 1/2 years.

What is your favourite part of your job?

My favourite part of the job is interacting with the clients and I enjoy listening to their stories about their lives.

How long have you worked in Aged Care?

I have been working in aged care for around 12 years.

Julia Enrolled Nurse Townsville—Employee of the Month January



What do you like to do in your spare time?

I love to garden and grow plants.

Where are you from?

I was born in London, UK.

How long have you worked at Everglow?

I have worked for Everglow for 6 months.

What is your favourite part of your job?

My favourite part of my job is meeting all the clients and staff.

How long have you worked in Aged Care?

I have worked in aged care on and off since leaving high school (Long time ago!)



Everglow Weekly Activities and Monthly Functions



Everglow has an extensive activities and functions program in each region as listed below and the calendars are sent out as an addition to your quarterly newsletter.

Townsville

Gentle Exercise
Craft and Card Making
Music Memories
Monthly Functions

For further information on weekly activities, monthly functions and the social calendar, please call Tracy on **4725 1822**.

Ingham

Gentle Exercise
Dance Well
Hoy & Cent Sale
Bingo
Monthly Functions



For further information on weekly activities and monthly functions please call Denise on **4776 2296**.

Ayr

Board Games
Monthly functions

Ayr now has Board Games and morning tea every Monday fortnight

For further information on weekly activities and monthly functions please call Rita on **4728 2540**.



Contact your Case Manager for more information on activity referrals from My Aged Care.

Compliments

"A client rang to tell how wonderful you were to them in ensuring they were well prepared for the cyclone. They stated that you went above and beyond to ensure they had all they required. They could not praise you enough for your great work. Thank you for all the great work you do for Everglow and your clients."

"Thank you for getting a generator installed at Mum and Dads. During the cyclone it allowed them to manage the 3 days without power and kept their medicines safe. It also allowed them to stay in their own home as they would not have been able to go to motel with their reliance on their modified furniture, they have a home. They would not have coped with out the generator."

"The young gentlemen who assisted us with our shopping yesterday was lovely and very helpful we would be great full if we could have him again."

"I just read the notes you put in for the client. Thankyou for making a playlist of music that he would like. That is very thoughtful of you."

"Thankyou for your effort and great work whilst case managing. You went above and beyond all requests."

"Just lovely. In her short time being here she has done so much. It feels so good having someone I can trust in my home. We cleaned out the fridge."

Birthday Celebrations—Townsville

Our dear Frances celebrated her 97th Birthday at Everglow gentle exercise with her long time friend Beryl.



Happy Birthday



Christmas 2023 at the Cutheringa Bowls Club—Townsville



Christmas 2023 at the Lucinda Point Hotel—Ingham



Everglow Weekly Activities and Monthly Functions

Christmas Lunch at the Queens Hotel



AYR

Valentines Day Lunch at the RSL



Caramilk Cheesecake

Ingredients

Base

- 125g Butter, melted
- 1 x 250g Packet Nice or Arrowroot biscuits

Filling

- 500g Cream Cheese
- 1 teaspoon Vanilla
- 1/2 Cup Caster Sugar
- 190grams Caramilk Chocolate
- 1/2 Cup Thickened Cream



Instructions

Base

1. Crush biscuits into a fine crumb in the food processor, add melted butter and blend well.
2. Pour into a 22cm springform tin and press down well.
3. Pop this in the fridge while you prepare the filling.

Filling

1. In a food mixer combine together cream cheese, vanilla and sugar until it is light and fluffy — scraping down the sides occasionally.
2. You really want the mixture to be creamy and satiny to ensure you get the best texture in the end so whip a minute longer than you think you need to.
3. In a small bowl break the chocolate into pieces and melt in the microwave—heating for 10-15 second bursts, stirring in between until completely melted and smooth.
4. Fold the thickened cream and chocolate gently into the cream cheese mixture until it is well combined. I used the food mixer and just put it on lowest speed until just combined.
5. Pour the cream cheese mixture over the biscuit base and gently smooth it using a knife.
6. Refrigerate until set—Ideally 4 hours but can be made a day ahead if required.
7. You can serve as is or add grated caramilk chocolate for the topping and then Enjoy.

Enjoy

Happy Mother's Day!

It's Mom's special day. Here are some hidden words that make us think of her.
The words can be up, down, forward, backward, or diagonal.

A H U G S E N U T T C R
K E N H Y K M O M U H O
N S A R N O I I O I S G
T R R N T U J S T S R R
E S G H J U A N S R E H
L T E T E A U U A E J C
E R A B F I O R F W S A
P O C K E I U T K O E N
H F R E T H G U A L U D
O M L O V E T R E F I Y
N O I T A I C E R P P A
E C N A D I U G B F K E

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APPRECIATION
BREAKFAST
CANDY
COMFORT
FLOWERS
GIFT

GUIDANCE
HUGS
JOY
KISSES
LAUGHTER
LOVE

MOM
MOTHER
NURTURE
SHARE
TELEPHONE
THE BEST



“To the world, you are a mother, but to your family, you are the world.”

Why is the Easter bunny a good listener?



He's all ears!

© CONFESSIONS OF PARENTING

Fun Facts

1. The term “MUM” was invented by babies.
2. More calls are made on Mother’s Day than any other day.
3. The first Mother’s Day was celebrated in 1908.
4. Today Mother’s Day is celebrated in almost 50 countries around the world.
5. The carnation is the official flower of Mother’s Day.



Contact Us

Townsville: 155 Hugh Street, Currajong QLD 4812

Ayr: 139 Young Street, Ayr QLD 4807

Ingham 76 Davidson Street, Ingham QLD 4850

Phone

(07) 4725 1822 Townsville

(07) 4776 2296 Ingham

(07) 4728 2540 Ayr



Email

everglow@everglow.org.au



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[Everglow Community Care Links Inc—ECCLI](#)



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