

# NWRH HOME CARE HQ Newsletter



EDITION 2  
APRIL 2025

53 Enid Street, Mount Isa

**Free call:** 1800 221 131

**Phone:** (07) 4744 7600

NDIS Provider #4050002324

*NWRH respectfully acknowledge the Traditional Owners, Elders and Leaders past, present and emerging as Custodians of the lands across which we deliver Health and Wellbeing Services.*

- Tips for managing your care
- Transitioning from hospital care
- Staying technology aware
- Staff spotlights
- Understanding Care Plans
- Social support and you



## NWRH



[www.nwrh.com.au](http://www.nwrh.com.au)

# Better Health & Wellbeing

Choosing Wisely Australia<sup>®</sup> has created this handy checklist for healthcare consumers. Use these 5 questions\* to ask your doctor or other healthcare provider to make sure you end up with the right amount of care — not too much and not too little.

- 1 Do I really need this test, treatment or procedure?**  
 Tests may help you and your doctor or other health care provider determine the problem. Treatments, such as medicines, and procedures may help to treat it.
- 2 What are the risks?**  
 Will there be side effects to the test or treatment? What are the chances of getting results that aren't accurate? Could that lead to more testing, additional treatments or another procedure?
- 3 Are there simpler, safer options?**  
 Are there alternative options to treatment that could work? Lifestyle changes, such as eating healthier foods or exercising more, can be safe and effective options.
- 4 What happens if I don't do anything?**  
 Ask if your condition might get worse — or better — if you don't have the test, treatment or procedure right away.
- 5 What are the costs?**  
 Costs can be financial, emotional or a cost of your time. Where there is a cost to the community, is the cost reasonable or is there a cheaper alternative?

Remember to keep in touch with your care manager when your health or care needs change or as new health conditions are diagnosed. This will help ensure your care plan can be updated to reflect your needs.



\*Adapted from material developed by Consumer Reports.  
Under licence from the ABIM Foundation

# What is the Transition Care Program?

The Transition Care Program (TCP) is designed to help older people recuperate after a hospital stay to help you regain functional independence and confidence. You can access TCP even if you have a home care package or CHSP services in place.

Lasting up to 12 weeks, the program is funded to provide a range of tailored supports and can include:

- Personal care
- Nursing support
- Allied health care: occupational therapy, physiotherapy, dietetics, podiatry, social activities and social work case management

These services can take place in your home, or a residential respite facility whilst any aids and equipment are being arranged for you to safely return home. A transition care coordinator will be appointed to help you set goals to get the best possible outcome.

## What happens to my Home Care Package during the program?

Although your home care package will be 'on hold', you will keep accumulating your full subsidy (including any supplements) for the first 28 days.

## Is there a cost for TCP?

Yes, there are some costs to receive TCP which will be discussed with you at the time of your assessment in hospital.

During a hospital stay, if you've been assessed as eligible for the Transition Care Program, it's important to inform your case manager so they can continue to support you while you receive the necessary care. They will also ensure you continue to accumulate your HCP funding so it's available to you when the program ends.



# Data reveals 65+ are most vulnerable to scams

Many people have turned to online shopping because of COVID-19, but at the same time, scams have become more widespread. It's not just online shoppers who need to be alert, as many of these losses are from phone-based scams.

Scamwatch is urging people to be extra vigilant about scams, after combined losses have robbed consumers of \$2.7 billion in the last year.

Statistics show that older people are the most vulnerable, **with people aged 65 years and older making the most reports and losing the most money.**

Scams can be very sophisticated, as the scammer might claim to be from your bank, internet providers, telecommunications, Australian Federal Police and the Australian Tax Office.

## Here's what you need to know:

- If you are contacted by someone you suspect is a scammer, end the call immediately. Do not call them back on the number they called you on. Banks, the ATO or Federal Police will never call, email or contact you via social media to threaten to arrest you, demand you withdraw money or ask you to confirm personal details over the phone.
- Never open a link on your mobile phone or email from someone you don't know. Wait, and ask someone you trust you check before you do anything. Australian Government departments will never demand payment for fines or other matters over the phone.

People who suspect they may be a victim of identity theft should contact IDCARE - a free government funded service.

Ph: 1800 595 160

<https://www.idcare.org/>

<https://www.scamwatch.gov.au/types-of-scams>



*Would you like to learn more about technology?*

Register your interest to participate in NWRH's **FREE Technology Group** sessions **COMING SOON** by contacting our team on **07 4744 7608**

# NWRH Cloncurry Healthy Ageing Sessions- April/May

If you are located in Cloncurry check out these upcoming **FREE** Healthy Ageing Information Sessions run by NWRH Allied Health professionals:

## Cloncurry – Healthy Ageing

**Session 1 - 24<sup>th</sup> of April**  
**Session 2 - 1<sup>st</sup> of May**  
**Session 3 - 15<sup>th</sup> of May**  
**Session 4 - 22<sup>nd</sup> of May**

**Learning how to take care of and maintain our health as we grow older**

Following four sessions include

### Session 1

#### Introduction // Social Activities

Introduction session, introducing ourselves, establishing connections and rapports.

### Session 2

#### Fitness Session

Help with encouraging healthy aging. Benefits strength, flexibility and balance. Improves mental health and cognitive function

### Session 3

#### Cook up // Nutrition

Cooking session as a group, learning about the importances of having a healthy diet

### Session 4

#### Tech group

Learning about our phones, how to use them, how to detect and avoid being scammed

**Cooper Munns - 0439 017 688**

**Margaret O'Rourke - 0408 709 954**

E: [cooper.munns@nwrh.com.au](mailto:cooper.munns@nwrh.com.au)

E: [margaret.orourke@nwrh.com.au](mailto:margaret.orourke@nwrh.com.au)



# NWRHspotlight:

## Erin Weekes

### Occupational Therapist



**Professional Background:** I'm originally from Brisbane and studied Occupational Therapy at Australian Catholic University. Before becoming an OT, I worked as an Allied Health Assistant, supporting Occupational Therapy services directly. During my degree, I had the opportunity to complete two rural placements one in St George and one in Weipa which I absolutely loved, and which confirmed my passion for working in rural and remote communities.



**Why I Chose Occupational Therapy:** I've always known I wanted to work in health care, particularly in a role that allows me to support people in a practical and meaningful way. After shadowing a family friend who is an OT, I was drawn to the profession's incredible variety and the ability to work across so many areas whether that's paediatrics, aged care, stroke rehabilitation or hand therapy. What really appealed to me was how OTs help people live fuller, more independent lives through simple yet impactful interventions.

**What I Do in My Role:** In my current role as a rural generalist OT, I work with a diverse caseload that includes children, older adults, and people requiring home modifications or functional assessments. I also provide outreach services to remote communities like Boulia and Dajarra. My focus is on helping clients participate in daily activities that are meaningful to them whether it's self-care, household tasks, or community involvement by assessing their needs and providing tailored supports to promote independence and wellbeing.

**How OTs Support Older Adults:** OTs play an important role in supporting healthy ageing. We assist older adults to stay safe, independent, and engaged in their daily lives by providing falls prevention strategies, home modifications, and assistive equipment. Our goal is to help people continue doing the things that matter most to them, for as long as possible.

**What I Love About My Role:** I genuinely enjoy getting to know my clients and building strong connections within the community. Seeing the difference occupational therapy can make in someone's life whether it's regaining independence, achieving a goal, or simply being able to stay safely at home is incredibly rewarding. I also love the variety and problem-solving that comes with being an OT; no two days are ever the same.

**Outside of Work:** When I'm not working, I enjoy running, playing pickleball, spending time with family and friends, and staying active in the community.

# Top 10 tips for understanding your Care Plans

Care Plans are a necessary and important part of receiving a home care package. A good care plan begins with a range of comprehensive assessments that help build a picture of each consumer as an individual, followed by matching suitable services and supports to meet those assessed needs.

Your assessments, goals, care plan and budget are all inter-connected, and they guide the way your package funds are allocated every month.

**Here are the Top 10 things you most need to know about Care Plans:**

- 1.** Every home care package consumer must receive a copy of their initial care plan within 14 days of commencing a home care agreement.
- 2.** As your provider, we must work in partnership with you to develop and agree on the care plan goals and actions.
- 3.** Your ACAT assessment and our care assessments are the joint foundations for your care plan development. It doesn't matter how long ago your ACAT assessment occurred - those issues are the reason you were approved for the package you have today.
- 4.** Your goals, needs and preferences should be reflected in your care plan –and because everyone is different, it must be individually tailored to your specific needs.
- 5.** It must be reviewed and updated at least once every 12 months or as your needs change, for example, if you have been in hospital, experienced a deterioration in health, or if other circumstances have changed for you.



# Top 10 tips for understanding your Care Plans (continued)

6. Your package level and budget is matched to your care needs and is meant to be fully utilised to meet those assessed needs. Unless you need to accumulate funds for something specific, there is usually no need to 'save for a rainy day'.
7. Your care plan should include your goals, and the actions and services in place to help you meet those goals.
8. It should include all the informal care and supports you receive to help you meet your goals, even if the package doesn't pay directly for them, including the help your family, friends and others provide to you.
9. Relevant parts of your care plan should be shared with people who will be helping you to meet your goals, such as support workers, nurses etc.
10. It should be a flexible document that changes and updates when new supports and services are recommended for you. All package spending needs to be aligned with your care plan.

You can help to keep your care plan up-to-date by ensuring your support workers and care manager are aware of any changes, and by participating in the necessary updates when new services and supports are recommended or required.

Please contact your care manager for a chat about your care plan goals and to make sure your package budget is being fully utilised to meet your assessed care needs.





# Lets get Social!

Our Social Support Groups program offers daily sessions led by our Groups Coordinator at the NWRH Office located at 53 Enid St, Mount Isa.

These sessions provide eligible clients with opportunities to participate in various activities and events, promoting social interaction and community engagement. We understand the importance of social connections and meaningful experiences in enhancing overall wellbeing, and our Social Support Groups program is designed to provide just that.

## What's on in May?

SUN	MON	TUES	WED	THURS	FRI	SAT
				GAMES 1 UNO Rummikub 9.30AM – 11.30AM	Group 2 Outing The Buffs 10.00AM 12.00PM	
4	PUBLIC 5 HOLIDAY	CRAFTS 6 9.30-11.30AM Rummikub 1.30-3.30PM	HOY 7 Pensioners Hall 9.15AM- 1130AM	GAMES 8 UNO Rummikub 9.30AM – 11.30AM	Mother's 9 Day Celebration 10.00AM – 12.00PM	10
11	GAMES 12 or MOVIES 10.00AM 12.00PM	CRAFTS 13 9.30- 11.30AM Rummikub 1.30-3.30PM	Diamond 14 Dots 9.30AM- 11.30AM	Group 15 Outing Overlander 11.30AM – 1.30PM	Mixed 16 Activities 9.30AM 11.30AM	17
18	GAMES 19 or MOVIES 10.00AM 12.00PM	CRAFTS 20 9.30- 11.30AM Rummikub 1.30-3.30PM	BINGO 21 9.30AM – 11.30AM Please bring \$5.00 item	GAMES 22 UNO Rummikub 9.30AM – 11.30AM	Mixed 23 Activities 9.30AM – 11.30AM	24
25		CRAFTS 27 9.30- 11.30AM Rummikub 1.30-3.30PM	Diamond 28 Dots 9.30AM 11.30AM	Smoothies 29 Making 10AM-12PM Nicholas Chan	Shopping 30 Group OP SHOP 9.30AM- 11.30AM	31

# NWRH Social Support Groups

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We understand the importance of social connections and meaningful experiences in enhancing overall wellbeing, and our Social Support Groups program is designed to provide just that.

Here's what you can expect from our **SOCIAL SUPPORT GROUPS** service:



## TYPICAL DURATION

Each session typically lasts for about 2 hours, allowing ample time for enjoyable activities and socialising.

## ACTIVITIES

Sessions often include engaging activities such as crafts, board games, and cards, providing a fun and stimulating environment for all participants.



## SPECIAL EVENTS

We host monthly special events for all group attendees, such as trips to the cinema, morning tea gatherings, or visits to Lake Moondarra. These events offer unique experiences and opportunities for shared enjoyment.

## CALENDAR

A monthly calendar is provided, allowing clients to select which sessions and events they would like to attend based on their interests and availability.



# NWRH Social Support Individual

Our Social Support Individual service is dedicated to providing personalised, one-on-one support to ensure you can fully engage in social activities and meaningful interactions.

Whether you prefer outings, running errands, medical appointments, or simply spending time in the community, our teams here to support you every step of the way. We understand the significance of social connections in enhancing overall well-being, and we're committed to providing you with the support you need to lead a fulfilling life.

Here's what you can expect from our **SOCIAL SUPPORT** service:

## SERVICE DURATION



Each visit typically lasts for approximately 1 to 2 hours, allowing ample time for enjoyable activities.

## ACCOMPANIED ACTIVITIES

Our service includes accompanied social activities such as shopping, bill paying, social outings, and attending medical appointments. Additionally, we offer assistance with scheduling medical appointments during our visits.



## TRANSPORTATION

If transportation is needed, our team can arrange it for you to ensure seamless participation in outings and appointments. Please inform the office if you require a vehicle for your service.



## EXCLUSIONS

Please note that our service does not cover unaccompanied shopping (which is included in our Domestic Assistance service), assistance with activities outside of visiting time, or social support provided in group-based environments (Social Support Groups).



# NWRH spotlight:

## Tammy Adamson

### Community Case Manager



**Professional Background:** I have worked as a Community/ Disability Support Worker, a Teacher Aide, a Carer and a Cleaner. I have recently completed my Diploma of Community Services and prior to that I also successfully completed my Cert III Education Support and Cert III Individual Support.

**Why I chose to be a Care Manager:** I chose to be a Care Manager to help out my clients in a different way. I was on light duties and was restricted with a lot of the support work I could do so I decided to apply for the Community Case Manager role. I was not successful on the first round but was successful second time.

**What I do in my role:** As a NWRH Community Case Manager I do lots of administration work and preparation for seeing clients; signing them up to get them the help they need to stay in their own homes as long as possible.

**How Care Manager's can assist clients:** Care Managers help clients to get the help they need to stay in their homes, help like Social Support Individual (SSI) - help with shopping/ going to the bank, outings, medical or other appointments, Domestic Assistance (DA) - carrying out basic cleaning to help keep house hygienically clean, Personal Care (PC), attending Social Support Groups (SSG) and carrying out or assisting where possible with other services the client may need.

**Favorite part of my role:** I love being able to see different clients and find out their stories and see how we can help them live happy lives in their homes

**Interests and hobbies outside of work:** Outside of work my family is my life. I have two daughters and two grandsons from my eldest daughter. I also help my father-in-law with the North Queensland Historical Collection INC, where he collects memorabilia.



# News from our friends at Carers Australia

**Carers Australia is the national peak body representing Australia's unpaid family and friend carers.**

Together with carer agencies in every State and Territory, we represent over 2.65 million carers across Australia, including over 772,200 carers of older Australians. Our shared vision is an Australia that values and supports the contribution carers make both to the people they care for and to the whole community.

Our latest [National Carer Wellbeing Survey](#) found carers are two and a half times more likely to have low wellbeing, and much higher psychological distress, compared to the average Australian.

While many carers identify caring as a positive experience, this research shows caring can impact all aspects of a person's life; from the way they engage with the community to how they access support services. We also know the COVID-19 pandemic has resulted in an increase in unpaid care responsibility.

Carers Australia has created a range of Caring for Carers resources for GPs and other medical professionals to identify and support carers.

To keep up to date on upcoming events, carer-related issues and related sector developments, you can subscribe to the weekly Carers Australia National News via their website:

<https://www.carersaustralia.com.au/news-media/subscribe-to-the-enewsletter/>

If you don't have access to the internet, please ask a family member, friend, or your care manager to assist you to get the information you would like to receive.

Or give Carers Australia a call directly on:

Ph: (02) 6122 9900





# Free online events for carers!



## **April 23rd - Voting when living with dementia**

With a dementia diagnosis impacting a person's ability to understand information and make decisions, this online session is designed to support people living with dementia and carers to know what to do when it comes to voting. Especially in the lead up to the Federal Election in May. [Learn more >](#)

## **April 28th - How to navigate My Aged Care**

My Aged Care includes a wide range of services that are available to support older people to stay at home longer, including respite. However, many carers find the aged care system to be confusing and difficult to navigate. Join us to find out what's available. [Learn more >](#)

## **April 30th - What will the upcoming changes to aged care mean for carers?**

While there are many webinars and resources available on the changes to aged care coming into effect from 1 July 2025, it can be helpful to understand how the changes may impact carers of older people. [Learn more >](#)

## **May 6th - National Gallery Australia - Art for carers online**

Held monthly, this is a social and creative online program for carers around Australia, to learn about and discuss artworks from the National Gallery collection. [Learn more >](#)

## **May 7th - Supporting people with dementia to stay at home longer**

*"It takes a village"* is an online series designed to empower and upskill carers to support a person living with dementia to remain at home for as long as possible. With a strong focus on wellbeing and self-care, carers will be equipped to navigate some of the complexities and challenges of supporting the person they are caring for. [Learn more >](#)

**\*\*Need help getting online? The Good Things Foundation can help:**

<https://goodthingsaustralia.org/learn/>

# Word Search:

## Famous Aussie inventions

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

Find the 14 hidden words by searching for only the words in bold

- Powered flight ·Electric drill ·Boomerang ·Notepad ·Car radio ·Speedos
- Pacemaker ·Wi-Fi ·Black box flight recorder ·Ultrasound scanner ·CPAP mask
- Google Maps ·Bionic ear ·Electrical power board

## Important Contacts

### NWRH Community Services

Phone: 07 4744 7608

### Aged Care Quality and Safety Commission

Phone: 1800 951 822

### My Aged Care

Phone: 1800 200 422

### Aged and Disability Advocates Australia

Phone 1800 818 338