



# Living and ageing well

in Hepburn

A Volunteer guide to helping people in this  
program – with additional information for  
Neighbourhood House Managers

Supported by  
Western Victoria Primary Health Network under the  
Australian Government's Primary Health Networks Program.

Dja Dja Wurrung Country

phn  
WESTERN VICTORIA  
An Australian Government Initiative

Central Highlands  
Rural Health  
Clunes  
Neighbourhood House

Attitude  
AGING WELL IN CLINES



# Acknowledgment

I begin today by acknowledging the Dja Dja Wurrung, Taungurung and Wurundjeri Woi Wurrung people, the traditional custodians and care takers of the lands and waterways on which this project is active.

I pay my respects to their Elders past, present and future. I extend that respect to Aboriginal and Torres Strait Islander peoples who may be present today.



# Welcome, and thank you!

- ❖ Being a volunteer is a wonderful thing to do for a community
- ❖ A great way to connect to your community
- ❖ Volunteers can be a shining light for someone
- ❖ Thank you for choosing to do this



# Outcomes of this session

*To be aware of and  
understand:*

- ❖ Your role in this program
- ❖ The importance of social connections
- ❖ When to connect people to other services
- ❖ “What’s On” brochures
- ❖ Using the “kiosk” –to find groups and activities
- ❖ Warm referrals and when to offer them
- ❖ Using and updating Ask Izzy
- ❖ Forms for collecting data
- ❖ Spreadsheet of local activities and groups

# Why do we need this program

Because  
isolation and  
loneliness is a  
community  
and health  
problem

People moving to new  
locations

It can be challenging to  
make connections and  
friends

Locals can find themselves  
disconnecting due to

- loss
- declining health
- caring for someone else
- financial challenges

There are many reasons  
someone can disconnect  
and isolate

# Loneliness and isolation

Isolation and loneliness are  
on the increase in Australia

These cause physical illness  
and mental ill health



# Why we need this program



People who are connected to their community report feeling:

- ✓ Welcome and supported
- ✓ Safer
- ✓ Valued, accepted and worthy
- ✓ Better physical and emotional health
- ✓ Positive mental and emotional wellbeing
- ✓ Better personal identity and self esteem
- ✓ A sense of purpose and belonging

Loneliness and isolation is **not** an inevitable part of getting older

There are lots of things we can do in our community to be connected

[60 Minutes impact of loneliness](#) (3 minutes)

# The aim of the project



This project is about connecting people  
aged over 50 or 45 for First Nations  
People to their community

Connecting people to activities, groups,  
clubs or services

# Volunteer Role



Supporting people to connect to services, groups and activities



By providing information – online or printed



Online to source information about group, activities or services



Phone calls to groups, activities or services



Assisting people in person

# Volunteer Role

- ❖ How does a volunteer do this
- ❖ listen
- ❖ listen to what someone is saying without planning a response
- ❖ use active listening techniques



**Listening** is such a simple act -  
it requires us to be present, and that takes  
practice  
but we don't have to do anything else  
we don't have to advise or coach or sound wise  
we just have to be willing to sit there and **listen**

Margaret J Wheatley

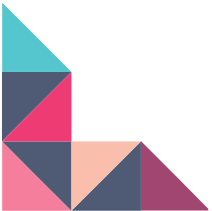
# Privacy and confidentiality

Maintaining peoples privacy and confidentiality is a **must**

No one wants to find that their personal details have been shared without their consent

It is important to refrain from discussing people you assist in the project with anyone other than your supervisor or if you are handing over to another volunteer

There are exceptions. You may be required to disclose information due to legal or safety reasons. If you are unsure check with your supervisor



# Having a conversation

Of course that's not all we do, but we start there

We make sure the person feels heard

By listening we hear what they want

This conversation alone can help people feel connected

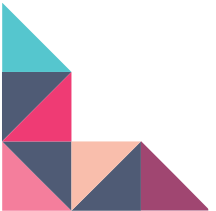


# Mrs Rose

MRS ROSE IS A 63 YEAR OLD LADY WHO WAS WIDDOWED 18 MONTHS AGO. SHE HAS TOLD YOU THAT SHE HAS BEEN SAD AND LONELY FOR MOST OF THAT TIME, BUT SHE REALISES IT'S MAKING HER UNWELL AND SHE NEEDS TO FIND CONFIDENCE TO JOIN IN WITH SOMETHING SOCIAL LOCALLY.

MRS ROSE DOES NOT USE ANY AIDS TO GET AROUND, AND ALTHOUGH NOT AS FIT AS SHE REPORTS SHE USED TO BE, SHE LOVES NATURE AND GOING ON WALKS.

AS A VOLUNTEER IN THE LIVING AND AGEING WELL IN HEPBURN PROGRAM HOW WOULD YOU RESPOND?



# Volunteer skills

Being a volunteer in this project will require you to use skills

Developing good rapport with people who may feel vulnerable or lonely

Being patient and gentle when someone is struggling

Patience is a  
Virtue!

# Volunteer skills

Helping people work out which option is the best fit for them

You may need to follow up with people and see that they are still connected and haven't "dropped off the radar"

# Barriers

You can make a difference for someone who is experiencing

physical challenges

or

Challenges you can't see including

Emotional or mental health

Cultural or language



# Not your role



What you are not expected to deal with are difficult challenges like significant mental health challenges, or dangerous behaviours



Issues like these should go straight to the persons GP or Central Highlands Rural Health (CHRH) Social Workers,



not to you

# How to access information online

When you click on a kiosk iPad the home page will open

There will be a link to Ask Izzy on the home page

Click the link and type in community activities, or the group,  
activity or service you require

Type the town you require

Options on Ask Izzy will display – chose as desired





## Ask Izzy

- ▶ How do you access information

# Yes or No

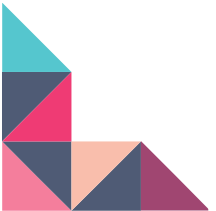


# Our own beliefs

To do this role well you  
need to be aware of some  
things

Any biases you may have  
(we all have them)

Demonstrating respect for  
others beliefs and values  
(That doesn't mean we give  
up our own beliefs)



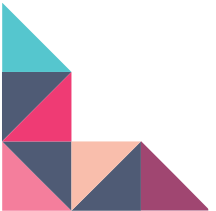
# Supporting you

You might feel challenged

For different reasons at different times

You might need to talk and debrief

We will support you



# Supporting you

If you feel you feel challenged listening to what someone is telling you

If you don't feel comfortable to listen for some reason

That's ok. That happens sometimes

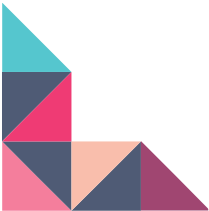
You can still support the person by getting someone else who can be there for them

You can ask another volunteer, or go to Neighbourhood House for support

Important



Your wellbeing is as important as the people  
you are supporting



# Volunteer role



## Provide

Our volunteer role is to provide support and guidance



## Find out

Find out what the person wants and needs



## Support

Support the person by providing information and direction



## Connect

Connect them with what they want



## Assist

Assist people to connect

# Volunteer Role



People might only need information



People might need assistance to access a group or service



It might take a phone call to a group or activity organiser

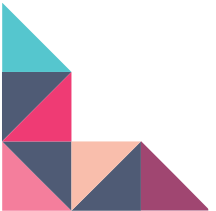


Or a personal introduction to the group or service

## Knowing when and how to hand over

If it is challenging or complicated it may be time to refer to another organisation, or ask Neighbourhood House/Centre for direction

If it feels unsafe or inappropriate – hand it over



# Volunteer Role

Remember you can ask

**Neighbourhood House/Centre**

or

**Central Highlands Rural Health**

for advice and help



# Volunteer role

## Knowing when and how to hand over

A volunteer does not do assessments

However, you will need to consider what the person tells you

Volunteers should be aware of the services available and understand how to access them

The following is information about services people might require





There is lots of information to look at



The following will cover most of what you may need



Go to **Neighbourhood House** or **Central Highlands Rural Health** for advice and help

# My Aged Care (MAC)

My Aged Care (MAC) is here to help people to stay in their own home

- Safer
- Longer

By providing support if people need it



# My Aged Care (MAC)

If the person you are supporting is

- 65 years or older
- 50 years or older for Aboriginal or Torres Strait Islander people

And they need help at home

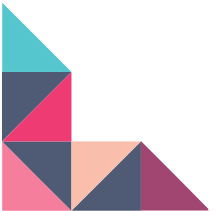
My Aged Care might be what they require

# My Aged Care (MAC) – when to access



# My Aged Care (MAC) – Who can access

- ❖ The person themselves
- ❖ Carer / family
- ❖ Support person - this could be you (Consent from the person is required)
- ❖ Service provider



# My Aged Care – Support to connect



If the person you are supporting needs to connect to MAC but need help,  
contact CHRH reception at Daylesford by calling in or phoning 5321 6500

They can refer to specialist support

# To contact my Aged Care

Call 1800 200 422

or visit

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

Navigating the My Aged Care (MAC) website can  
be complicated



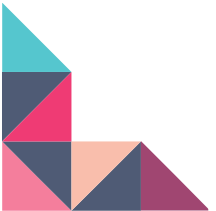
# Supporting someone to contact My Aged Care

If the person you are supporting needs help to contact  
MAC call the MAC number 1800 200 422

The MAC staff can talk you through the process – they  
can arrange an assessment

They will need some information from the person

The person needs to be with you to give the MAC  
person permission to talk to you



# Supporting someone to contact My Aged Care

You will need

- A private space
- A phone with a speaker
- The person with you to give **consent**
- The persons Medicare card
- Time (it sometimes takes a while to get through)



**Quiet  
Zone**

# My Aged Care Assessments



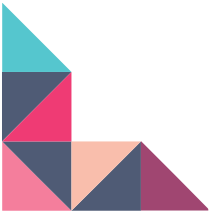
## **There are 2 kinds of assessments an assessor might do**

Regional Assessment Services (RAS) for entry level home help services

Aged Care Assessment Service (ACAS) for higher level services



## **The MAC assessor will talk to the person about this**



# Support to connect to My Aged Care

There are support services to assist with navigating My Aged Care and other services if there are difficulties

If the person has complex needs or other challenges and cannot have a discussion with the MAC worker, or

If you are unsure - hand over to Neighbourhood House or Central Highlands Rural Health

# Support to connect to My Aged Care

## Support Services for accessing My Aged Care (MAC) and other services

**There is help available to connect people to My Aged Care**

**Central Highlands Rural Health reception** are able to refer people to a My Aged Care specialist support (located in Ballarat) and other services

**Central Highlands Rural Health Social Workers** are able to assist people to access any services required including My Aged Care

PH: 0353 459750

# Support to connect to My Aged Care

## Support Services for accessing My Aged Care (MAC) and other services



**Aged Care Specialist Officers (ACSOs)** provide specialist face-to-face My Aged Care support for clients whose need are complex



**Elder Care Support** offer a similar service to care finders to support an Aboriginal and/or Torres Strait Islander person who needs support to access aged care

# Support to connect to My Aged Care

## Support Services for accessing My Aged Care (MAC) and other services

Care finders provide face-to-face support to vulnerable older people to understand and access aged care services and other relevant supports in the community

OPAN advocates support people to understand and exercise their aged care rights and choices

# Support to connect to My Aged Care

[Central Highlands Rural Health Social Worker](#) Click the link or PH: 0353 459750

[Reception at Central Highlands Rural Health](#) are Services Australia agents. They can refer people directly to a local (Ballarat) ACSO

[ACSOs](#) email ACSO Service Delivery Operations team by clicking the link

[Care finders](#) find the organisation's contact details on the My Aged Care website

# Support to connect to My Aged Care

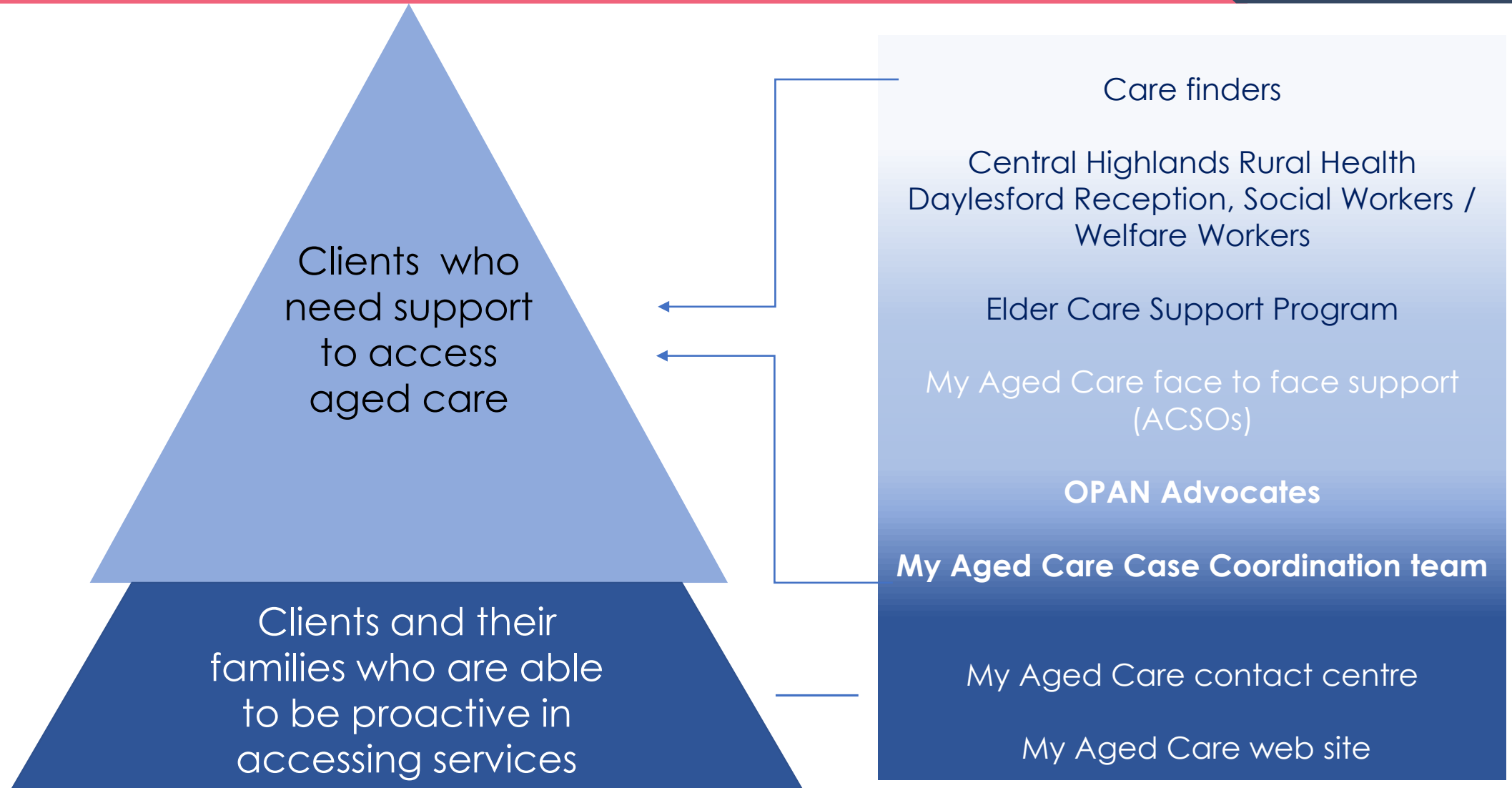
## Elder care support orgs

contact by clicking  
the link or find the  
organisation's contact details  
on the NACCHO website

click the link to email [OPAN](#)  
or use the national number

• 1800 700 600

# Levels of support and where to contact



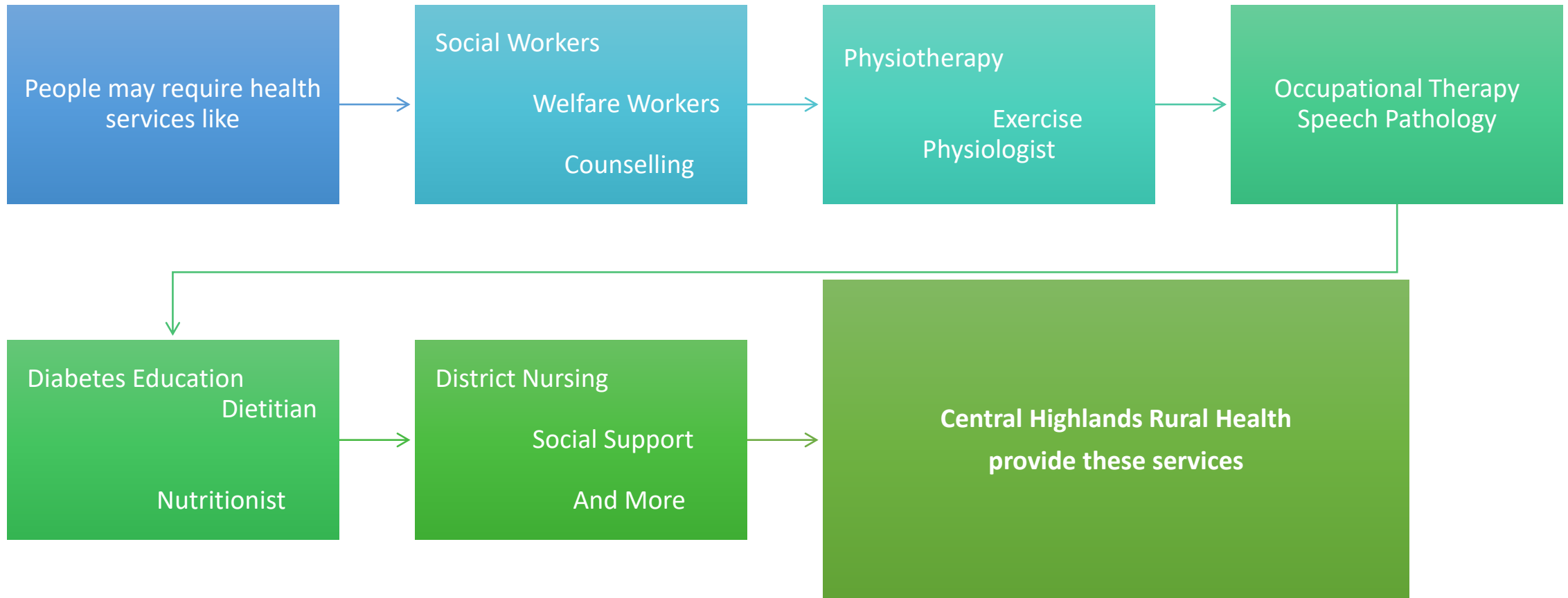
# Computer and iPad access

There are computers and **Kiosks** available for online contact at:

- Daylesford Neighbourhood Centre
- Creswick Neighbourhood Centre
- Clunes Neighbourhood Centre
- Attitude – Ageing Well In Clunes
- Trentham Neighbourhood Centre



# Therapies to improve health and wellbeing



# Financial help, risk of homelessness

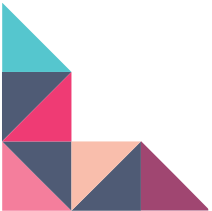
There may be times when people need financial assistance

This might be for food, medicine, bills, wood for heating,  
transport and more

Neighbourhood House can link people to support (often  
referring to Anglicare, CAFS, Wintringham)

Social Workers and Welfare workers at Central Highland  
Rural Health can link people to support

CHRH reception at Daylesford are Services Australia agents  
and can connect people to Centrelink



# Supporting Carers

It is important to support the carers

Carer stress impacts the carer, the person they are caring for, and sometimes other people in their community

There is support available for carers at

- Neighbourhood house
- Central Highlands Rural Health Social Worker or Welfare Worker
- Carer Gateway at

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

Phone: 1800 422 737

# The fun stuff



**There is a lot of fun stuff going on too**



Community activities and groups are available for people to engage with in their community. Find them on Ask Izzy or the What's On brochure



There are wellbeing groups including exercise, meditation and getting together for a chat and a cuppa as examples



There are special interest groups like writing, craft, dancing and music groups



There's so much on offer

# Additional to Ask Izzy and the What's On brochures



**To help find out what's on in your town check out brochures, newspapers, other local publications**



**You can also find information at**

Neighbourhood House  
Community Noticeboards  
Central Highlands Rural Health  
Hepburn Shire website

# Community Activities

Activities will be updated regularly on Ask Izzy

CHRH, Neighbourhood House and Hepburn Shire will have a link to Ask Izzy on their socials and websites

Activities can be accessed through the kiosks which are linked to Ask Izzy

People can access Ask Izzy on their own

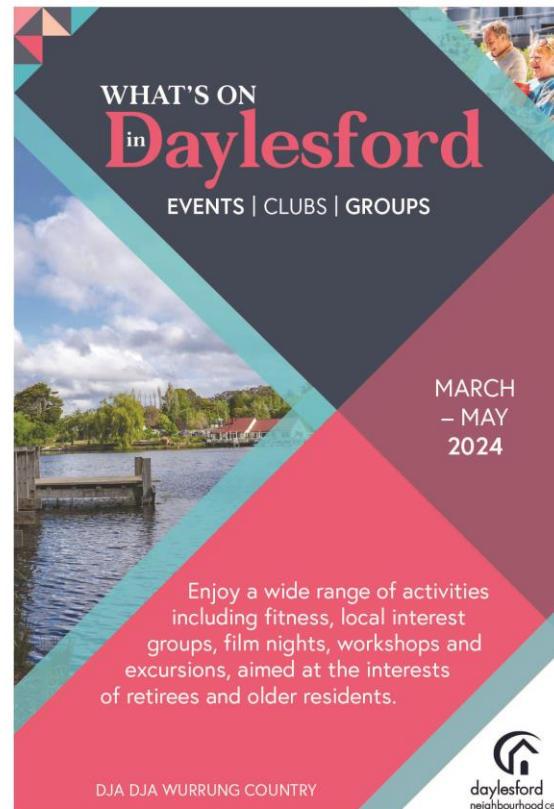


# Community activities online



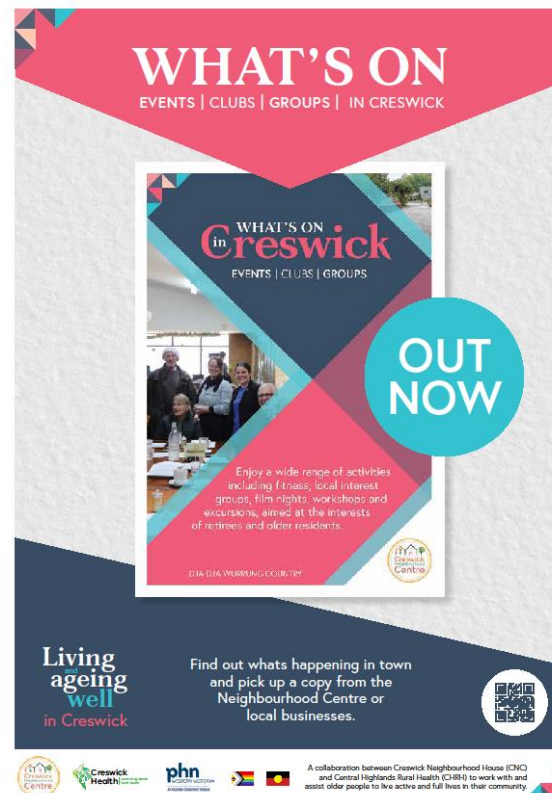
# Community Activities

Activities will be updated on the What's On brochures



# Community Activities

Community noticeboards will be updated with a poster promoting the What's On brochure and containing a QR code linking to their local Neighbourhood House / Centre



# Volunteers should

As well as supporting people who need some support, volunteers should

Regularly review the listings on Ask Izzy

Update and maintain the spreadsheet of local community activities for the What's On brochure

Attend regular volunteer meetings

Catch up with volunteers in other towns as nominated

Update community boards

Complete data details

The Living and ageing well  
in Hepburn project is  
funded by the Western  
Victoria Primary Health  
Network

phn  
WESTERN VICTORIA

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An Australian Government Initiative



# Project partners



Clunes Neighbourhood  
House (project lead)



Central Highlands Rural  
Health



Attitude (ageing well in  
Clunes)

# Comments and questions



Questions, comments and feedback welcome