

# Home Assist Connecting Consumers

Edition 9 December 2014

MEALS  
ON WHEELS

*More than just a meal.*



This edition's Community Focus is Meals on Wheels - Page 9



Supported by  
**Government of South Australia**  
Department for Communities  
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**Gawler**



**hacc**  
home and community care  
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## GAWLER HACC COORDINATOR UPDATE

*The HACC Actively Ageing in a Digital World launch occurred on Wednesday 3rd September, at the Elderly Centre. It was well attended by Federal & State representatives, Town of Gawler elected members, Town of Gawler Mayor & CEO, council staff & various community groups.*



We used our new Video Conferencing system to have a virtual meeting with Ben Campbell from Telstra iVision & Jenny Hughes from Seniors Information Service, to chat with us about our new system and how we can collaborate with them in the future.

Digital technology training will soon be available for HACC eligible service recipients.

In collaboration with the Gawler Care & Share group, volunteers will provide an introduction to, and training in, a range of IT products

all within the trusted and relaxed environment of the Elderly Centre.

I also encourage you to visit our wonderful new program internet website [hacc.gawler.sa.gov.au](http://hacc.gawler.sa.gov.au) which contains lots of information on services and advice that is available to you.

We are looking forward to an exciting future for Actively Ageing in a Digital World.

Please contact the HACC team on 85221177 if you would like to know more about this program.

## CONSUMER SATISFACTION SURVEY RESULTS – 2014

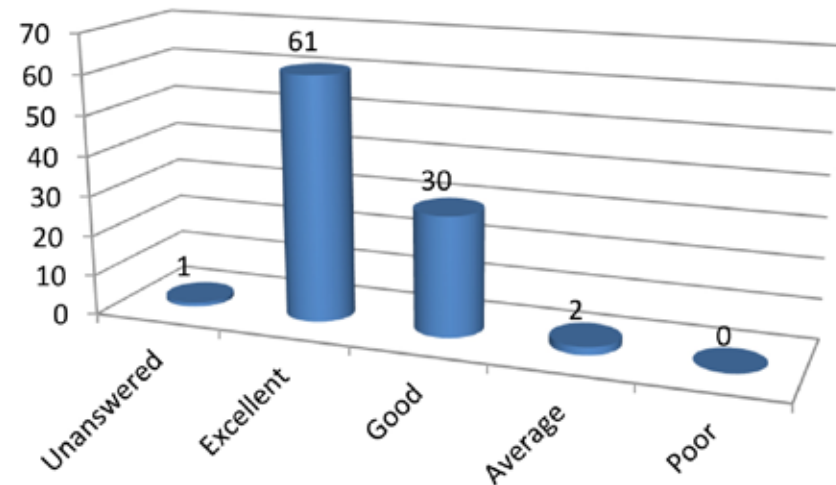
'Thank You' to all of you who completed and returned the 2014 Annual Consumer Satisfaction Survey.

The results from the survey indicate that the majority of consumers are satisfied with the program and the services provided.

The HACC team have contacted the consumers who flagged these queries and responded by providing current information on the services that are available through our HACC program.

Survey result example:

**Qu. 6 Overall how would you rate the service you receive?**



## CONTRACTOR PROFILE - Ron James

### My Early Life began...

in England. From an early age I worked with my uncle while I was still at school and learnt the building trade inside-out. One other part time job I had while I was at school was to help our local milkman George. At 4 in the morning my job was to fill the pint and half pint bottles with milk by hand measures and then put cardboard lids on them. On week-ends to earn some pocket money, I would help him push

his 3 wheeled barrow on his round and deliver the milk.

### My course in life was set...

when I met my wife Ann who I still love dearly after 53 years of marriage. We have two daughters, 3 granddaughters and two grandsons. Great kids!

### My first job...

after only 4 days in Australia in 1973, I landed a job with Radio Rentals fitting air conditioners. Then after 6 months of waiting



for my tools to arrive from England I gave my notice in and went self employed as a carpenter.

### The strangest thing I have had to do is...

face those three girls, in the HACC office. They are all a gem and so helpful, we have a good laugh. (often at my expense!)

### I work for HACC because...

I really enjoy meeting the clients and solving their problems. Most of all I like to joke with them and leave them with a smile.

### My hobby is...

repairing computers and updating them, I spend many hours doing repairs and solving people's problems. I am always learning as technology keeps changing so fast. I also like to design things to overcome a problem.

### The most useful advice I ever got is...

'Hard Work never hurt anyone'.



The Gawler Home Assist team would like to wish you all a very happy and safe Christmas. We look forward to seeing you in 2015!

## CONSUMER PROFILE - Afternoon Tea with Keith and Betty Robinson

### Have you lived in Gawler all your lives?

**Keith** I was born in Willaston in a cottage opposite where Stratco now is. In those days you were frowned on if you went with a girl from Gawler!

**Betty** I was born in Mount Barker and grew up in Nairne -the eldest of 7 children on a small farm. We shared 2 bikes to get us to school and we milked the cows when we got home!

### So how did you meet?

**Keith** I enlisted in the Army just as the war was ending and was sent to Rabaul in New Guinea to look after Japanese prisoners of war. I was lonely, and a friend sent me a photo of this young lady they had met at the beach at Semaphore, so we became pen-pals and later married.

**Betty** we have been married 66 years, with 3 chosen children, 7 grandchildren and 4 great-grandchildren.



### And what did you work at Keith?

**Keith** I worked at the Gepps Cross Abattoirs for over 40 years

**Betty** when my mother died we moved back home to care for my father and the family. We had to buy a better car so Keith could make the journey to work each day.

### You were on Gawler Council Keith?

Yes, for 14 years and 4 Mayors. I enjoyed finding out people's troubles and helping to resolve them.

### Betty, you love cooking

**Betty** I cook for Care and Share, Senior Citizens and Pensioners for their trading tables and other special occasions

**Keith** she makes the best apple pies in Gawler!

### So naturally you became involved with Meals on Wheels?

**Betty** I was with them for 20 years, cooking roasts and puddings and delivering the meals

**Keith...** and when they were broken into I became involved. I peeled the potatoes and did the washing up.

### And what do you do in your spare time?

**Betty** I have been part of Senior Citizens for over 20 years and was President for 6 years

**Keith** I do the crosswords and puzzles in the paper each day, and Betty's brother phones me and we work together on them.

### Have you travelled?

**Betty** I went to Asia with our daughter in the 80's, later Keith and I went to England and Europe. I became quite



emotional when I saw famous places like Big Ben and the Eiffel Tower.

**Keith** and we climbed 297 steps to the top of the Tower!

**And you use the services of Home Assist?**

**Betty** when I injured my back, we asked for help to do what Keith can't do. We have a great cleaner, and Ron has done some maintenance jobs for us.



**A Christmas Thought**

Do you know what would've happened if it had been three Wise Women instead of three Wise Men?

They would have asked directions, arrived on time, helped deliver the baby, cleaned the stable, made a casserole, and brought practical gifts.

**COMMUNITY FOCUS - Meals on Wheels, Gawler**

*Meals on Wheels SA started almost 60 years ago in South Australia and offers meals for eligible people in South Australia. About 80 folk receive meals each day in Gawler.*

**How do I obtain Meals on Wheels?**

Family members, or friends can refer you, or you can refer yourself!

**Who is eligible for Meals on Wheels?**

People who may be in their senior years, or anyone recovering after hospitalisation, major illness or surgery, a person with a disability, a carer or needing assistance due to a special circumstance.

**How much does it cost?**

\$8 per day

**Who do I contact?**

Gawler Branch: 8522 1953  
or State Office: 1800 854 453



## CONSUMER HINTS - Retirement Villages

*Moving from the family home to a retirement village is a popular option for many elderly people. A village provides a sense of community and safety without the burden of maintaining a large house and garden.*

### The ideal location

- Is it close to family and friends?
- Is it near shops and public transport?
- Is there easy access to theatres, restaurants etc.
- Is it near parks, walking trails, beaches
- Or are you wanting a complete change?

### Type of accommodation

- Villa with small garden
- Independent living
- Serviced apartments
- Access to nursing accommodation on site

Here are some important questions to think about before you consider a move.

### Facilities & activities

- Recreational i.e. pool, gym
- Gardens, barbecues, outdoor areas
- Visits by health professionals, hairdressers etc.
- Bus available for outings

### Security

- Are there locked gates?
- Is an emergency call system in place?
- Is it monitored 24 hours a day?

### Management

- Is there a residents' committee?
- What is its role?
- Are there dispute resolution procedures?

### Financial Considerations

- What are all the costs involved?
- What are the service and maintenance fees?
- How often do they increase?
- What deposit is needed?
- Is the deposit refundable?
- What happens if you want/ need to sell?

Always get professional advice before making your decision. Make sure you fully understand everything before you sign anything.



## **GAWLER DIGITAL INCLUSION PROJECT**

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The Town of Gawler will be one of the first Regional Centres in South Australia to have access to the National Broadband Network (NBN), which will enable Gawler's residential and business community access to 21st century telecommunications infrastructure.

The Federal Government's Digital Local Government funded program, will give the Gawler Council the ability to upgrade our digital infrastructure to give our community better access to Gawler Council services. This is the Digital Inclusion Project.

The Gawler community will soon have the ability to interact with Council through real time, online community consultation, attend and participate in meetings

remotely and talk 'face to face' with council staff online. Importantly improving accessibility to Council services via the NBN will be a major benefit to the disadvantaged in our local community, our youth and our seniors.

This project will revolutionise the way our community interacts with Council and will broaden community participation and consultation in Council related projects and programs. The project is due for completion by 30th April 2015.

For further information contact the Council offices on Murray Street 8522 9211 or visit the Council website [www.gawler.sa.gov.au](http://www.gawler.sa.gov.au)

### **Gawler Home Assist**

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