



BeWell news



Welcome to BeWell News for August 2022

I'd like to extend my warmest congratulations to our Aged and Community Support team for meeting all eight standards of the Aged Care Quality and Safety Commission Quality audit in May 2022. Meanwhile, the City of Monash is acknowledging our LGBTIA+ pioneers, which is a great step forward in raising awareness of and showing respect to our diverse community.

Our thoughts go out to the people of NSW and Queensland, who've been affected by repeated floods, storms and the uncertainty such extreme weather events bring. With Springtime approaching, Victorians might see storms as we did last year, so this issue of

BeWell News has a timely reminder of when to call the SES if you need support in an emergency.

Luckily for most Victorians, we have had some lovely days over the past few months. As we approach Spring and get out and about, we have some tips on stepping out safely and reducing risks as a pedestrian. While many of us are still wearing masks in certain situations, we have some helpful advice for communicating with people who are hearing impaired.



Mayor Stuart James

**Monash
Seniors
Festival**

**1 October –
31 October**

IN THIS EDITION

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- Aged Care Quality and Safety audit
- Positive Ageing Directory
- Service Support
- Power Saving Bonus
- We Acknowledge our LGBTIA+ pioneers
- Untold Stories
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- Tips for masked hearing success

Feedback on 9518 3553

communitysupport@monash.vic.gov.au

Next edition, December 2022

Public Holidays 2022:

- Friday 23 September, Friday before AFL Grand Final
- Tuesday 1 November, Melbourne Cup
- Sunday 25 December, Christmas Day
- Monday 26 December, Boxing Day
- Tuesday 27 December, Christmas Day in lieu

Council's Domestic Assistance and Respite Services are not available on Public Holidays.



CITY OF
MONASH

SENIORS STEPPING OUT SAFELY

Seniors Stepping Out Safely – This 45-minute presentation is targeted at vulnerable and older pedestrians, including the CALD community that may be newly-arrived in Australia or are among the increased number of people that have taken-up walking in our community.

The number of fatalities and seriously injured pedestrians is still on the increase and engaging with the community to deliver any road safety awareness sessions and address local issues will only benefit the community. The presentation covers being seen – how to dress when you are out walking, crossing the road safely, and tips on how to maximise your safety.

This program is offered by RoadsafE Eastern Metro and will be in the Positive Ageing lifestyle program. Here's a few tips:



Plan your walk

- Cross as few roads as possible
- If you have to cross roads, use traffic lights or pedestrian crossings
- Walk at times when there are other pedestrians
- Wear brightly coloured clothing so others can see you



Crossing a road safely

To cross a road safely you must:

- Stop, look, and listen in all directions
- When safe, cross using the shortest possible route
- Make eye contact with drivers

Crossing at pedestrian signals

To cross safely at pedestrian signals:

- Cross when the green light is showing
- If the red light flashes while you are crossing, continue walking until you reach the other side
- Do not start crossing if the red light is flashing or steady



Getting around without a car

- Walking is a great way to get around when the time comes that you may no longer be able to drive
- To prepare for this change, seek the advice of your local doctor and other health professionals, such as your optometrist or occupational therapist
- Explore all the options available so you can continue to meet your friends and family and maintain your independence

AGED CARE QUALITY AND SAFETY AUDIT



Monash City Council was audited in May 2022 by the Aged Care Quality and Safety Commission.

The report has been published on the Aged Care Quality and Safety Commission's website, which is available at:

www.agedcarequality.gov.au/services/monash-city-council-300649

Monash City Council noted, on the last page of the report, that there are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards at the time of the audit. All eight standards were met.

POSITIVE AGEING DIRECTORY

Monash's new **Positive Ageing Directory** provides information local to you with listings of community groups, social clubs, support groups and more, all targeted at older residents within the City of Monash. Stay connected to your community through an array of social programs and join in the fun.

To obtain your **FREE** copy please e-mail: socialinclusion@monash.vic.gov.au or phone Customer Service: 9518 3555.

The **Positive Ageing Directory** is also available at: www.monash.vic.gov.au/Community/Older-Adults/Positive-Ageing-Directory



Seniors festival will be held in October 2022 in various locations in-person. All details will be published in the Monash Bulletin and the PALS Directory.

SERVICE SUPPORT

- Client manual was mailed to current clients in April 2022. If you missed a copy, let us know and we will send you an updated copy.
- If you would like a family member to receive a copy of the **BeWell News**, let us know.

Email us at: communitysupport@monash.vic.gov.au



POWER SAVING BONUS

To ease cost-of-living pressures, get your one-off \$250 Power Saving Bonus by visiting the Victorian Energy Compare.

Eligibility requirements:

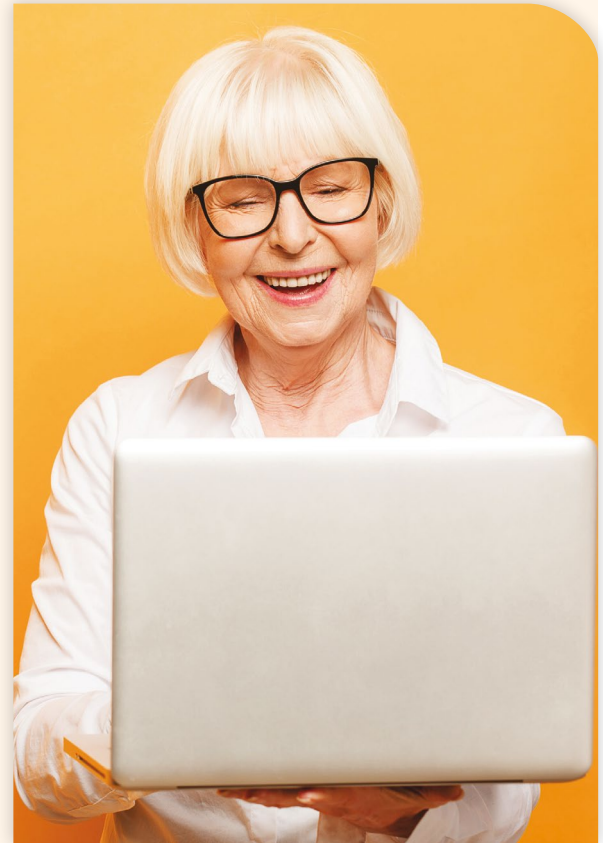
- You must be a Victorian residential energy consumer
- You must be the account holder
- Only one payment per household

As a part of the Power Saving Bonus application process, we will present you with information about the best-priced electricity offers available in your area. You are not required to switch offers or retailers.

The application process will take five to ten minutes of your time, and you will need to have a recent electricity bill with you.

The quickest and easiest way to claim your rebate is www.victorianenergysaver.vic.gov.au but any Victorians without access to the internet or a computer can call the Victorian Energy Compare helpline on **1800 000 832**.

To be eligible, you must be the named account holder – and only one \$250 payment is available to each household.



www.victorianenergysaver.vic.gov.au

WE ACKNOWLEDGE OUR LGBTIA+ PIONEERS

We Pay our respects to our community's lesbian, gay, bisexual, trans and gender diverse, and intersex pioneers.

The Aged and Community Support team will be showing you our acknowledgment by wearing this pin.



Over the next six months we are also providing training and support to our staff, working in partnership with community organisations to provide support and increase awareness.

In coming editions, you will see articles building on community awareness and visibility for our community's lesbian, gay, bisexual, trans and gender diverse, and intersex pioneers.



UNTOLD STORIES

Monash Public Library Service

This is a program being run by Monash Public Library Service from June 2022 to March 2023.

Call for Stories:

Funded by a Libraries for Health and Wellbeing Innovation Grant, this program will involve artists and program participants using stories of the LGBTQIA+ community to create a record of the pandemic from the point of view of the LGBTQIA+ community.

Call for Artists:

We are seeking artists who work, live, or play in Monash, who are interested in interpreting LGBTQIA+ stories of the pandemic through their chosen medium.

To be part of this exciting project, email Timothy Gillis-Jones: timothy.gillisjones@monash.vic.gov.au



ANTIMICROBIAL STEWARDSHIP



Antimicrobial stewardship is a term you may not be familiar with. It refers to careful and responsible use of medications, especially ways to prevent antibiotic resistance.

The most important ways to prevent antibiotic resistance are:

- Minimise unnecessary prescribing and overprescribing of antibiotics. This occurs when people expect doctors to prescribe antibiotics for a viral illness (antibiotics do not work against viruses) or when antibiotics are prescribed for conditions that do not require them.
- Complete the entire course of any prescribed antibiotic so that it can be fully effective and prevent the breeding of resistance.
- Practise good hygiene, such as handwashing, and use appropriate infection control procedures.

Read the full article www.betterhealth.vic.gov.au/health/conditionsandtreatments/antibiotic-resistant-bacteria

Talk to your doctor about your personal circumstances.

LANGUAGE ASSIST

普通话 9321 5485
Ελληνικά 9321 5482
廣東話 9321 5481

සිංහල 7005 3002
Italiano 9321 5483
हिंदी 7005 3000

Việt Ngữ 9321 5487
தமிழ் 7005 3003

한국어 9321 5484
Bahasa Indonesia 7005 3001

TIPS FOR MASKED HEARING SUCCESS



While no longer mandatory in most places, many of us are continuing to feel safer wearing a mask while out in public. Mask wearing is an important measure to reduce transmission of respiratory diseases like COVID-19 and the flu and, with the winter chills upon us, it seems we all know someone who is laid low with a dreaded lurgy.

But protecting our health and the health of others through mask-wearing brings with it a challenge to communication that many of us have now experienced.

Over the past few years, we have come to realise just how dependent we are on the information we glean visually while engaged in conversation, and just how big an impact even a small drop in volume can have.

For those of us experiencing hearing loss, we have long known the benefits of visual cues to enhance our overall communication experience and are perhaps better equipped at strategies that can help make masked communication easier for everyone.

The Commonwealth Government Hearing Services Program acknowledged that face masks can pose additional challenges, particularly for those with hearing loss, and has produced a fact sheet (<https://hearingservices.gov.au/>) to provide some useful tips to make the process of wearing, and communicating while wearing, a face mask more comfortable.

Soundfair, a local not-for-profit organisation dedicated to supporting people living with hearing conditions, also has great tips and helpful resources (<https://soundfair.org.au/communication-tips-for-hearing-conditions>) to improve your communication experience, and even developed transparent masks earlier in the pandemic to help promote easier communication.

Here are some important tips for successful communication with masks:

1 As the mask wearer



- a) Your mask can dampen the sharper sounds of speech that make speech clear, so it's important to make sure you are speaking super clearly, with a little extra voice projection – not shouting – to get through the mask.
- b) The use of gestures to support what you are saying can help people get the gist of your conversation, even if they aren't hearing every word perfectly.

2 As the listener to a mask wearer



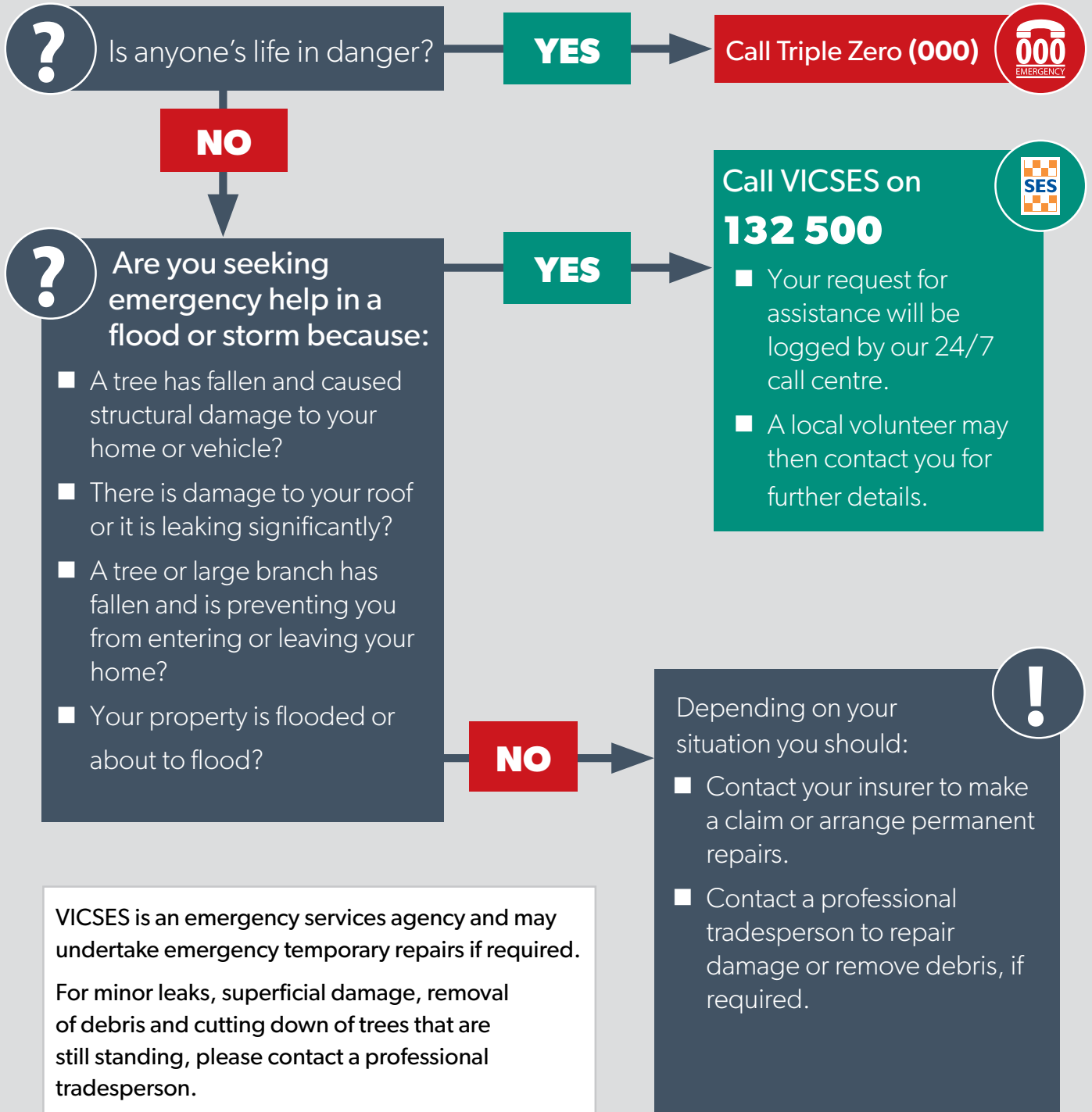
- a) Try removing any distraction and unnecessary noise, e.g. move away from the coffee machine at the café, or chat outside where echo and background noise is less of a problem.
- b) Ask for the removal of the mask to support your ability to hear. This has always been a legal exemption, even when masks were mandatory, for people with hearing conditions and it will make listening easier for everyone, so long as it is safe.

For more helpful advice and strategies on successful communication, check out Soundfair's website at www.soundfair.org.au or pop in and see them at 1 Hamilton Place, Mount Waverley.



When should I call VICSES during a flood or storm?

The demand on Victoria State Emergency Service (VICSES) volunteers during severe weather is huge. A large volume of calls mean that jobs need to be prioritised. Use this quick self-assessment guide to know when to call VICSES.



To find out how to prepare for severe weather visit:

ses.vic.gov.au