



Mission Statement:

"To evidence the Islamic spirit of love, compassion and charity in providing a range of services to the aged of South Asian Muslims in NSW that best meet the physical, spiritual, cultural and emotional needs of the individuals, their families and the Muslim community"

QUARTERLY NEWSLETTER - JANUARY - MARCH / 2014

AGEING, DISABILITY AND HOME CARE SERVICE CHARTER RELEASED

Ageing, Disability and Home Care (ADHC) is part of the Department of Family and Community Services. The aim of the Department is to provide better and more integrated services for vulnerable client groups in NSW including older people.

It has recently released its charter after consultation with internal and external stakeholders including people accessing ADHC services, their families, carers, guardians, advocates and staff from both ADHC and NGOs.

The ADHC Service Charter outlines the standard of service that people can expect from ADHC. Information in the ADHC Service Charter includes:

- the role of ADHC in the community and commitment to people accessing ADHC supports and services
- the standard of service that people accessing supports and services can expect
- the rights and responsibilities of people accessing supports and services, their families and carers
- how people accessing supports and services, their families and carers can help us deliver the best possible service
- the state and national standards that supports and services are required to comply with
- how to provide feedback or make a complaint about a breach of the Charter or any other issue.

The release of the charter follows the collection and analysis of all feedback received on the draft ADHC Service Charter early 2013.

The Home Care Service of NSW (Home Care) is a statutory authority administered by ADHC. They also provide administrative support to the Disability Council of NSW and the Ministerial Advisory Committee on Ageing (MACA). The NSW Minister for Ageing and Minister for Disability Services is the Hon. John Ajaka MLC. The Chief Executive for Ageing, Disability and Home Care is Jim Longley.

SAMAA intends to work extensively with the department in close association with the Minister's office.



JOHN AJAKA AT EID MILAN



Toll Free. Call Us Now: Tel: 1800 100 786

www.muslimaid.org.au

THE YEAR THAT WAS, THE YEAR AHEAD

At SAMAA we wish our elders, volunteers and well wishers a happy, healthy & peaceful new year

SAMAA enjoyed a successful 2013. We continued to serve elders through

- Volunteering programme : providing services such as cooking food for frail elders and help them in other day to day tasks
- Coordination with aged care providers such as Care Connect and charitable bodies such as Muslim Aid, Muslims without borders and Y-factor
- Dissemination of information through quarterly newsletters
- Holding of a few successful events



JASHNE BUZURG APRIL 2013



EID MILAN AUGUST 2013



CAMPBELLTOWN PICNIC 5 JAN 2014

DONATE TO SAMAA

Your donations to SAMAA are tax deductible. Please send you cheques payable to South Asian Muslim Association of Australia Incorporated to SAMAA's address. Please ensure that you provide your address so that the receipt can be sent to you. For depositing the money directly in a bank account, please note the following account details. Please send us an email with your postal address confirming your contribution.

Bank: ANZ
BSB: 012- 081
Account Number: 4877-20869
A/C Name: South Asian Muslim Association of Australia Incorporated.

In 2014, apart from continuing regular services, SAMAA plans to engage in many more programmes such as

- Regular picnics in various regions for local elders
- Workshops in different regions in coordination with major aged care providers
- More MOUs with aged care providers
- Participate in various government initiatives in aged care
- Closer coordination with South Asian Muslim doctors for offering service to our elders
- Continue efforts towards long term goal of building its own aged care facilities
- and lot more

NSW SENIORS CARD

NSW permanent residents aged 60 or over, who do no more than 20 hours of paid work a week on average across a twelve month period, can apply for a NSW Seniors Card. It is a FREE discount card providing members with access to NSW Government transport concessions, travel and business discounts.

The scheme, which encourages older people to enjoy an active and healthy retirement, is free to join, is not assets-tested and you are not required to disclose your income.

How To Apply for Seniors Card

To be eligible for a NSW Seniors Card you must be a New South Wales permanent resident, aged 60 or over and work no more than 20 hours a week in paid employment.

You can apply for a NSW Seniors Card as below:

- On line
- Seniors Card call centre. Phone **13 77 88** (24 hours a day, 7 days a week)

Mail your completed application to:
Locked Bag 2090, North Ryde NSW 1670.

Please allow 21 days for delivery (from receipt of your application).

Using Your Seniors Card

NSW Seniors Card members are eligible for discounts and special offers from thousands of businesses in NSW. Some additional discounts are also available in the Seniors Card programs operated by other states and territories around Australia. NSW Seniors Card members are also entitled to special concession rates on NSW government transport and half fare travel on many other government and private transport services. Seniors Card is easy to use. Simply present your card to participating businesses and transport services to obtain discounts.

Can I use my NSW Seniors Card Interstate?

You can use your Seniors Card to receive Government public transport concessions interstate. Many businesses provide discounts to interstate card holders on request.

For details about Seniors Card programs in other States please visit www.seniorcard.com.au.

The website also gives useful shopping tips and information about transport concessions for Sydney Metropolitan Area & Outer Metropolitan Areas Plus lot more including Interstate travel.

THE TECH SAVVY SENIORS PROGRAM

The Tech Savvy Seniors program is a key initiative of the NSW Ageing Strategy and the Telstra Digital Inclusion Strategy and aims to help bridge the gap between those older Australians who use technology and those who are yet to embrace it. Everyone can benefit from being online and connected no matter where they live, how old they are or where their interests lie.

Many Community colleges in different regions are offering short courses (a few hours in one or two days programmes) which will help seniors in learning the basic use of computer and use of internet, social media etc. SAMAA can help you find the appropriate programme in your area. For more information, please contact Rubinah Yasmin on 4620 4607 and she will direct you to the concerned person for further guidance.

MS Taxation Services

Public Accountants, Registered Tax Agent,
Registered Company Auditors

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NATIONAL DISABILITY INSURANCE SCHEME

The National Disability Insurance Scheme NDIS was initiated by the Gillard government and it was passed in the Parliament in May 2013 with bipartisan support.

It has been launched at specific initial locations and will cover all eligible NSW residents from July 2018. By moving to an individualised support model, people will be able to choose the services that they want to access, allowing them to live life their way. This will create opportunities for service providers to attract clients by tailoring to specific community needs.

It will be paid for with an increase to the Medicare levy, and an extra \$14.3 billion over seven years committed by the Labor government in the 2012-13 budget.

However concerns about the future of the multi-billion-dollar scheme have been triggered by release of the Abbott government's first economic statement. Treasurer Joe Hockey has signalled changes to the rollout of the scheme.

"We are determined to deliver the NDIS but it has to be affordable," he told AM on 18 Dec 2013.

"I know it might surprise some, but you can actually deliver a program in full but also make it affordable.

"The bottom line from my perspective is we have to find ways to deliver services within an existing budget framework rather than promise on the never-never things with a blank cheque," he told AM.

It is currently being trialled in four areas - Tasmania, South Australia, Victoria's Barwon region and the Hunter Valley in New South Wales.

Assistant Minister for Social Services Mitch Fifield has ordered a review of spending so far, but says the Government will honour its spending commitments over the next four years.

The NDIS is designed to cater to the individual needs of more than 400,000 people with significant and permanent disability.

Labor's Disability Reform spokeswoman Jenny Macklin says the Government must rule out changes like limiting the level of support or slowing the rollout. "There is no evidence whatsoever that it is ineffective or inefficient. it has only just started and people with disability need additional care and support, they need the extra money to make sure that at last people with disability get the support that they deserve." she said.

SAMAA welcomes suggestions /feedback from the community about its programmes, newsletter etc. If you are a doctor or aged care professional, your advice, suggestions will be very valuable. please send your suggestions to samaa.inc@hotmail.com



Are you looking for support to help you remain independent and living at home?

If so, our qualified and experienced Client Advisers can help.

We provide information, advice and guidance to help you navigate and access support services you need to live the life you want.

Our staff specialise in delivering services to people of all ages and abilities including children, young people, adults, older adults and carers.

For prompt support call 1800 116 166 or email info@careconnect.org.au

careconnect.org.au

 **CareConnect**

CRANKY OLD MAN

What do you see, nurses, what do you see,
what are you thinking when you're looking at me?

A cranky old man, not very wise,
uncertain of habit, with faraway eyes.

Who dribbles his food and makes no reply
when you say in a loud voice, "I do wish you'd try!"
Who seems not to notice the things that you do,
and forever is losing a sock or shoe.

Who, resisting or not, lets you do as you will
with bathing and feeding, the long day to fill.
Is that what you're thinking? Is that what you see?
Then open your eyes, nurse; you're not looking at
me.

I'll tell you who I am as I sit here so still,
as I do at your bidding, as I eat at your will.
I'm a small child of ten with a father and mother,
brothers and sisters, who love one another.

A young boy of sixteen, with wings on his feet,
dreaming that soon now a lover he'll meet.
A groom soon at twenty – my heart gives a leap,
remembering the vows that I promised to keep.

At twenty-five now, I have young of my own
who need me to guide and a secure happy home.
A man of thirty, my young now grown fast,
bound to each other with ties that should last.

At forty my young sons have grown and are gone,
but my woman's beside me to see I don't mourn.
At fifty once more babies play round my knee,
again we know children, my loved one and me.

Dark days are upon me, my wife is dead;
I look at the future, I shudder with dread.
For my young are all rearing young of their own,
and I think of the years and the love that I've
known.



I'm now an old man and nature is cruel;
'tis jest to make old age look like a fool.
The body, it crumbles, grace and vigor depart,
there is now a stone where I once had a heart.

But inside this old carcass a young boy still dwells,
and now and again my battered heart swells.
I remember the joys, I remember the pain,
and I'm loving and living life over again.

I think of the years – all too few, gone too fast
and accept the stark fact that nothing can last.
So open your eyes, nurses, open and see,
not a cranky old man; look closer – see ME!

When an old man died in the geriatric ward of a nursing home in an Australian country town, it was believed that he had nothing left of any value. Later, when the nurses were going through his meager possessions, they found this poem. Its quality and content so impressed the staff that copies were made and distributed to every nurse in the hospital. Now the old man's sole bequest to posterity has been published by several magazines.

(originally by Phyllis McCormack; adapted by Dave Griffith)

'Your Lord has ordained that you do not worship anyone except Him, and treat your parents with kindness; if either of them or both reach old age in your presence, do not say "Uff" to them and do not rebuff them, and speak to them with the utmost respect.'*

(17:23 Holy Quran)

HOT WEATHER RELATED ILLNESSES

Most people who get sick in hot weather have an underlying chronic illness that gets worse because of the heat. This is because hot weather places a great deal of stress on the body. Also, during hot weather it is easy to become dehydrated (lose too much water from the body). When a person becomes dehydrated or loses too much salt from sweating, they may develop heat cramps or heat exhaustion.

If a person begins to overheat, they may develop heat stroke. No matter what the heat related illness, the best way to prevent it is to drink plenty of water and to stay as cool as possible.

DEHYDRATION

Mild to moderate dehydration makes the heart work faster and leads to reduced fluid available for sweating.

Symptoms may include dizziness, tiredness, irritability, thirst, bright or dark yellow urine, loss of appetite, Fainting etc.

What to do

Offer plenty of water or diluted fruit juice to drink (1 part juice in 4 parts water); avoid tea, coffee or alcohol, move the person somewhere cool, ideally somewhere air-conditioned, if possible use a spray bottle with water in it to cool the person – with their consent, if the person feels unwell, arrange an urgent appointment with their GP or take them/call an ambulance to be assessed in the nearest Emergency Department.

HEAT STROKE

In a person with heat stroke, the body temperature is not controlled properly. It occurs when the body temperature rises above 40.5°C. Heat stroke is a life-threatening emergency. Immediate first aid is very important and the aim is to lower body temperature as quickly as possible.

Symptoms may include sudden rise in body temperature, red, hot and dry skin (sweating has stopped), dry swollen tongue, rapid pulse, rapid shallow breathing, intense thirst, headache, nausea or vomiting, dizziness, confusion, poor coordination or slurred speech, loss of consciousness, seizures or coma.

What to do

Immediately call 000 and ask for an ambulance, get the person into the shade, lie them down, and keep them as still as possible, give small sips of cool fluids if the person is conscious and able to drink, bring their temperature down using any method available (sponging with cool water, spraying with cool water from the garden hose or soaking clothes with cool water, put cool packs (or cool wet cloths) under armpits, on the groin, or on the back of the neck. If unconscious, lay the person on their side (recovery position) and check they can breathe properly, Perform CPR if needed.

Source: NSW Multicultural Health Communication, NSW Ministry of Health