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Customer Service

KinCare is committed to providing consistently high standards of service to our clients. We are proud of the way our staff respond to the challenge of meeting the needs of our clients each day.

We recently installed a new phone system that has significantly reduced on-hold times. We will give you updates on other improvement initiatives in future newsletters.

If you have feedback on ways your service has improved or have any problems with your service, please send us your feedback.

NSW RESPITE SERVICES

Are you providing unpaid care for a family member of someone you love? Do you need a break? KinCare respite services may be able to help. A limited number of respite services are available in the following locations. If you require respite, call us now.

Target Group	Local Government Areas
Carers of older people and people with a disability	Nepean: Blue Mountains, Hawkesbury, Penrith South East Sydney: Sydney, Botany, Randwick, Waverley, Woollahra Inner West: Ashfield, Burwood, Canada bay, Leichardt, Strathfield South West Sydney: Bankstown, Fairfield, Liverpool
Carers of people with disabilities and adolescents	Blacktown, Blue Mountains
Carers of people with dementia	South East Sydney: Sydney, Botany, Randwick, Waverley, Woollahra, Hurstville, Kogarah, Rockdale
Carers of people with dementia and complex behaviours	Northern Sydney: Hornsby, Ku-Ring-Gai, Ryde, Hunters Hill Central West: Lachlan, Parkes, Forbes, Bland, Weddin, Cowra, Boorowa, Cabonne, Blayney, Oberon, Evans, Bathurst, Orange, Greater Lithgow Cumberland Prospect: Baulkham Hills, Blacktown, Auburn, Holroyd, Parramatta

STAFF PROFILE

In each newsletter, we'll introduce one of KinCare's staff members. In this first edition, meet Wendy Hill, one of our program managers.

Wendy Hill, who joined KinCare as a Program Manager four years ago, manages our Live In Dementia Respite Program and our new HACC Nursing Program. She also helps with our new HACC Food Services Program.

"Over the past few years, I've managed a number of KinCare programs," said Wendy, who's a Registered Nurse. "Before joining KinCare, I worked in community care, research, health promotion and in a nursing home.

Meet Wendy Hill, Program Manager

"When this job came up, I was working as a community nurse and was looking for a management position with a community focus. KinCare was a perfect fit.

"I really enjoy working for such a dynamic company where there are lots of opportunities for growth. My role is so varied and has a very strong people focus," said Wendy.

When she is not working, Wendy likes to spend time with family and friends, going away for the weekend and being active outdoors. Specifically, she enjoys playing hockey and going swimming and snorkelling.

FEEDBACK FORM

Write your suggestions on ways we can improve our services or comment on things we should keep doing.



Welcome to the first KinCare Newsletter!

After receiving many requests from clients and community organisations and representatives for a regular newsletter, we are very pleased to present you with our first edition. We plan to publish our newsletter quarterly to keep you up to date with KinCare services, share interesting stories from clients and staff, and provide health and lifestyle information.

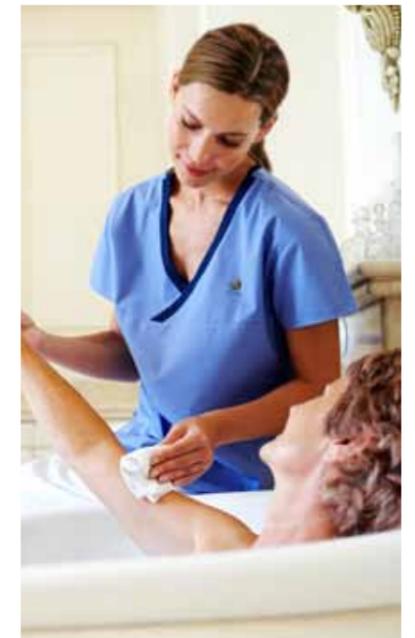
We hope you enjoy this edition. In preparing the newsletter I particularly enjoyed the story of John Miller, who was an under-16 member of Australia's armed forces in WWII and recently received an Order of Australia Medal. I hope you also find the

articles on dementia interesting and helpful.

We warmly welcome your feedback and input. If there is anything in particular you would like to see in our newsletter, or if you have stories you would like to share, please let us know by sending your feedback to:

Newsletter Editor
KinCare
PO Box 7607
Baulkham Hills BC NSW 2153

Therese Adami
General Manager



ABOUT KINCARE

Sometimes a small amount of outside support is all that's needed to give a person back their independence and quality of life. A little bit of help can enable people to stay in the familiar surroundings of their own home.

Who we help

We provide services for older people, people with a disability, carers, and people with health conditions.

Our services

KinCare are the In-Home Care Specialists. Whether you need help with the housework, your personal care, shopping or transport, or you need social support, respite or nursing care at home, KinCare is there to help.

KinCare Cares:

- **Always Ready to Help:** Available 24 hours per day, 365 days per year
- **Flexible Packages:** From 30

minutes to 24-hour live-in care

- **The Help You Need:** Ranging from housework to complex nursing care
- **Quality Care:** Dedicated, compassionate, highly skilled staff

Some services are government subsidised. Contact us for more information.

Call us to find out how we can tailor a package of services to help you or your loved ones.

Health+Lifestyle

JOHN VICTOR MILLER, OAM

Some of KinCare's clients have led exceptional lives and we are honoured to be able to be of service to them. Mr John Miller OAM of Narraweena on Sydney's Northern Beaches is one of those clients whose life story is truly inspirational.

Mr Miller is the Founder of The Under 16s, a magnificent group of men who volunteered as boys, when they were not yet 16, to go and fight in the Second World War.

Having experienced the most horrid conditions at such a young age, many of the men struggled to battle depression in years to follow. The strong bond between the boys, forged by their shared circumstances, and government help, slowly helped Mr Miller readjust to civilian life. He went on to establish a large and successful marketing company of leading international hotels, resorts and shipping companies.

Mr Miller decided to establish The Under 16s when four older servicemen approached him after completing an Anzac Day March several years ago. Looking at his medals, they

remarked: "You should wear your daddy's medals on the right-hand side, laddy!"

He managed to find 47 other men across the country who had seen action in war under the age of 16, and officially established the group in 2006.

Former Prime Minister John Howard wrote:

"The Under 16s are especially deserving of our enduring admiration and praise. Those brave young men, who joined up and saw action for King and Country before their sixteenth birthday, stand as shining examples of selfless service to their nation in its hours of greatest need."

In June 2008, Mr Miller was awarded with an Order of Australia Medal for his incredible contribution to our country.

The Under 16s' legacy will live on through an official website. As Mr Miller proudly wrote to his fellow Under 16 members in a recent newsletter: "Our grandchildren and their grandchildren of the future will now be able to print out their great grandfather's WWII Profile and associated material within seconds and take it to school to show their teacher and classmates."

The Under 16s website:
<http://ww2under16.org>

WEATHER ARTICLE

We have been experiencing extreme weather conditions this summer.

To ensure you remain safe:

- Avoid going outdoors in extreme heat
- Wear loose, light clothing in natural fibres
- Drink plenty of water and other fluids
- Avoid crowded places.

If you feel unusually:

- Thirsty
- Weak
- Dizzy
- Uncoordinated
- Nauseous
- Sweaty

Contact your doctor for advice.

DEMENTIA WHAT IS DEMENTIA?

The Department of Health and Ageing defines dementia as "the term used to describe the symptoms of any illness that causes a progressive decline in a person's cognitive function."

As Australia's population is getting older, the incidence of dementia is rising. The Australian Government has declared the illness a National Health Priority.

Although most people with dementia are over 65, and more than 25% of people over the age of 80 have dementia, it is not an inevitable part of ageing.

As you get older, it is important to understand that memory loss is not the same as dementia, which is accompanied by a decline in mental ability.

Can you prevent dementia?

The most common forms of dementia are Alzheimer's disease and vascular dementia (caused by multiple small strokes), and their effects are usually irreversible. However, other cases of dementia may arise from treatable medical conditions.

Help prevent dementia or dementia-like symptoms through:

- Good nutrition: Eat a balanced diet, limit your alcohol intake and ensure you take your important vitamins.
- Regular exercise: Participation in physical recreational activities has shown to reduce the risk of dementia.
- Not smoking: Quitting the cigarettes reduces your chance of a stroke, which is a cause of dementia.

- Mental stimulation: Numerous studies have shown that keeping the brain active with leisure activities such as reading, board games and puzzles helps prevent dementia.

How do you recognise dementia?

Common characteristics of dementia include:

- Disorientation and confusion



- Language difficulties
- Impaired comprehension and concentration
- Changes in mood and personality.

If you have any concerns about your mental abilities or those of a family member, consult your doctor.

Where do you get support?

Kincare: 1300 733 510
KinCare offers a number of services that are specifically designed to support people with dementia and their carers. These include respite and packaged care services.

Alzheimer's Australia: 1800 100 500
Alzheimer's Australia runs a National Dementia Support Program. Most regions also have Dementia Advisory Services.

Carers Australia: 1800 242 636
Carers of people with dementia can get in touch with other carers and receive support through Carers Australia.

CCRC: 1800 052 222
Commonwealth Carer Respite and Carelink Centres assist in arranging short-term respite and other services when carers need a break.

What if you're just diagnosed with dementia?

- Maintain good health: Eat a balanced diet, rest when you're tired, limit your alcohol intake and stay active.
- Manage your memory loss: Keep a notebook with important things to remember (names, addresses, phone numbers, appointments, etc.) and have it with you all the time.
- Find a routine: Try to establish a regular daily or weekly routine of the things you do and take the same route when you're going somewhere.
- Take your time: Give yourself more time to do things, don't let other people rush you, and take a break if something is proving too difficult.
- Ask for help: Don't be afraid to ask for help if you need it. Explain you have a memory problem and you need some assistance.

Do you want to continue living independently in your home? Need help or advice?

CALL NOW for a free, no obligation, phone consultation with our qualified Community Care staff. 1300 733 510