



# Ageing Well

## Creating an age-friendly shire

Edition 6 - May 2020

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Help Council understand the impacts of coronavirus on our community. To participate go to [cardinia.vic.gov.au/covid19survey](http://cardinia.vic.gov.au/covid19survey) or request a paper copy by contacting Council on **1300 787 624**.

### Join our mailing list

Email: [mail@cardinia.vic.gov.au](mailto:mail@cardinia.vic.gov.au)  
 Phone: 1300 787 624

### View online or subscribe

[www.cardinia.vic.gov.au/enewsletters](http://www.cardinia.vic.gov.au/enewsletters)

### More volunteer stories inside!

Cardinia Shire Council is proud of the many volunteers who make our community a great place to live. To celebrate their stories, see page 6.



Steve with the Pakenham Upper CFA fire engine

## A note from the editor

Dear readers,

This edition of *Ageing Well* was going to focus solely on volunteers, celebrating their amazing contributions to our communities. However, a considerable portion of this edition now focuses on the coronavirus (COVID-19) pandemic. We understand the importance of access to printed information in addition to information online. We hope the information in this edition supports you, your loved ones, and enables you to offer support to your neighbours.

COVID-19 has had an enormous impact on us all. The Australian and Victorian governments continue to work tirelessly to reduce the impact this virus may have on our lives in the short and long term.

There are many vulnerable people living among us in our communities. They struggle quietly during these difficult times. Small acts of kindness, a phone call, a kind offer to pick up some shopping or go to the pharmacy, can brighten someone’s day. It’s not just volunteers who strengthen our communities, its every single one of us. We hope you enjoy the volunteer stories shared with you. Stay happy –stay safe!

We know the importance of accurate and reliable information. Cardinia Shire Council has launched the following:

- **COVID-19 online help hub**
- **directory of relief service providers and**
- **call back service**

Visit [www.cardinia.vic.gov.au/onlinehelphub](http://www.cardinia.vic.gov.au/onlinehelphub) or call Customer Service on 1300 787 624

At the time of going to print, information for this edition of *Ageing Well* has been obtained from the listed trusted sources. However, this advice may change.

If you have trouble finding the information you need, or you do not have access to the internet to look up recommended websites, call our Customer Service team on 1300 787 624.

Coronavirus  
(COVID-19)



# COVID-19 Information, support and resources

## What is coronavirus COVID 19?

COVID-19 is a respiratory illness caused by a new virus. Symptoms include fever, coughing, sore throat, shortness of breath. The virus can spread from person to person, but good hygiene can prevent infection. If you suspect you may have COVID-19, call your GP or the dedicated hotline Phone: 1800 675 398 Please keep 000 for emergencies only.

## Who is at risk?

The risk of serious illness from COVID-19 increases if you are 70 years of age and people aged 65 years and over if you have a chronic medical condition. The highest rate of fatalities is among older people, particularly those with other serious health conditions or a weakened immune system. There is currently no cure for coronavirus, or immunity in the community, so you need to make sure you protect yourself.

## Protecting yourself

There are a few easy actions that can help you protect yourself and your loved ones:

- Cough and sneeze into your elbow
- Dispose of used tissues immediately
- Wash your hands often with soap and water
- Clean and disinfect surfaces you have touched regularly
- Stay 1.5 metres away from other people
- Consider having the pharmacy deliver your medications
- Minimise trips to the shop
- Consider having your groceries and essential items home delivered

## Influenza vaccination

The flu is not a common cold. It can hit quickly and last for weeks. This year in particular, hospitals and the healthcare system are under increased pressure with COVID-19. Talk to your GP or pharmacist about vaccination as a precautionary measure. For flu vaccination information based on the national immunisation scheme, contact Council's Environmental Health Unit on 1300 787 624 or visit [www.cardinia.vic.gov.au/immunisation](http://www.cardinia.vic.gov.au/immunisation)



## Advice for people with pre-existing medical conditions

People with underlying illnesses that make them more vulnerable to respiratory disease are at a higher risk of serious disease. If you have a pre-existing medical condition that requires regular treatment and care from a health professional, it is critically important that you continue with your usual management plan, including taking any medicines you normally would. This is the best way to protect your health.

General practitioners and other health services are still open and are treating patients (some through alternative services such as Telehealth). Speak to your GP to see if this suitable for you.

Importantly, COVID-19 should not put you off or make you hesitant about receiving care for your condition. Health services and medical practitioners are following strict health protection guidelines to prevent the spread of infection within their practices. Please prioritise your health and wellbeing and seek help when you need to.



## Staying at home\*

The Victorian Government is directing all Victorians to stay at home to help limit the spread of COVID-19. If you can stay at home, you must stay home. You may only leave your home:

- to shop for food and other necessary goods and services
- access medical services or provide caregiving
- attend work or education where you can't do so from home
- exercise

You may also leave the home in an emergency or if required by law.

**\* This advice may change as restrictions are eased**

## COVID-19 Online help hub

The COVID-19 Help Hub features a range of useful resources. Here you will find links, fact sheets and videos on topics including:

- information on support available for individuals, households and businesses
- health advice, what to do if you suspect you have the virus, how to protect yourself and others
- family violence support
- tips on ways to look after your mental health

If you or someone you know are having trouble finding the information you need, or understanding the information on our Online Help Hub, please fill in the hub's online form and a Council officer will call you back.

The hub can be accessed through our website [www.cardinia.vic.gov.au/onlinehelphub](http://www.cardinia.vic.gov.au/onlinehelphub) or via Customer Service on 1300 787 624.

## Directory of relief service providers

This directory puts you in touch with local service providers and key organisations that can provide support during COVID-19. Please note it is not an exhaustive listing. Council is continuing to update it regularly, to serve the many needs of the community at this time.

Use the COVID-19s online help hub to access a directory of relief service providers or call Cardinia Shire Council's Customer Service Phone: 1300 787 624.

## Additional support at home

Additional services are available to support older people requiring prepared meals during this difficult time. My Aged Care can set you up quickly for up to 6 weeks without the need for an assessment. If you are an older Australian in need, isolated, uncomfortable with, or unable to access the internet to order groceries, and your support networks are unavailable, contact the My Aged Care contact centre 1800 200 422.

## Daily check-in phone call if you need it

Red Cross can provide you with a daily telephone call to check on your wellbeing through the Telecross service. This provides peace of mind if you are at risk of an accident or illness that may go unnoticed, such as falling and being unable to call for help. The volunteer will check to see that you are well and provide a friendly voice to wake up to each morning.

**Phone: 1300 885 698**

## My Aged Care navigators hub continues

You can continue to access the My Aged Care Navigators Hub usually based at the Outlook Community Centre by calling the Council of the Ageing head office. This information service is very helpful. It can assist you to maintain your independence living at home, providing support and advice on navigating the My Aged Care System.

- General enquiries
- Post resources and booklets
- Set up 1-1 appointments via phone calls to discuss the My Aged Care information tailored to your individual needs

**Phone: 1300 135 090**

**Web: [www.cota.org.au](http://www.cota.org.au)**

## Additional support

If you are in need of additional support, these services may be useful.

### Australian Department of Health

Web: [www.health.gov.au](http://www.health.gov.au) Phone: 1800 020 080

### Victorian Department of Health & Human Services

Web: [www.dhhs.gov.au](http://www.dhhs.gov.au) Phone: 1800 675 398

### Council on the Ageing COTA (COTA)

Web: [www.cota.vic.gov](http://www.cota.vic.gov) Phone: 1300 135 090

### National Seniors Australia

Web: [www.nationalseniors.com.au](http://www.nationalseniors.com.au) Phone: 1300 765 050

### Older People Advisory Network

Web: [www.opan.com.au](http://www.opan.com.au) Phone: 1800 700 600

### Dementia Australia Helpline

Web: [www.dementia.org.au](http://www.dementia.org.au) Phone: 1800 100 500

### Beyond Blue

Web: [www.coronavirus.beyondblue.org.au](http://www.coronavirus.beyondblue.org.au)  
Phone: 1300 224 636

### Lifeline

Web: [www.lifeline.org.au](http://www.lifeline.org.au) Phone: 131 114

### Scam Watch

Web: [www.scamwatch.gov.au](http://www.scamwatch.gov.au) Phone: 1300 432 273

### Stay Smart Online

Web: [www.staysmartonline.gov.au](http://www.staysmartonline.gov.au)  
Phone: 1300 292 371

# COVID-19 Frequently asked questions...

## Can I have visitors to my home?

Social visits from friends and family increase the risk of spreading. Every interaction with another person carries the risk of transmission. It must be avoided.

## Can anyone else enter my home?

People who do not live with you should only enter your home if they are:

- a tradesman, visiting to fix a critical fault in your home
- a person coming in to provide services and care
- medical or emergency services staff coming to render assistance

## What if I think I may have COVID-19?

If you suspect you may have coronavirus (COVID-19) call the dedicated hotline on 1800 675 398  
Please keep 000 for emergencies only

## Can I have my groceries home delivered?

Some supermarkets are working to assist older people with their grocery orders. The government is working with grocery suppliers on priority access to their online and telephone shopping for older and vulnerable people. You can call the My Aged Care contact centre on 1800 200 422

## Can I still attend doctor appointments?

A new telehealth service for doctors to conduct their consultations over the phone can be a substitute for some face-to-face consultations.  
Please call your GP to find out how they are operating.

## Can I go to the pharmacy for medications?

You can fill / collect your prescriptions by visiting your pharmacy or through home deliveries.

## What vaccinations should I consider right now?

There is no vaccine for COVID-19. However, it is very important you get the 2020 influenza vaccination (see page 2). Ask your doctor if you should also have the pneumococcal vaccination against pneumonia.

## As a My Aged Care client, will I still receive my services?

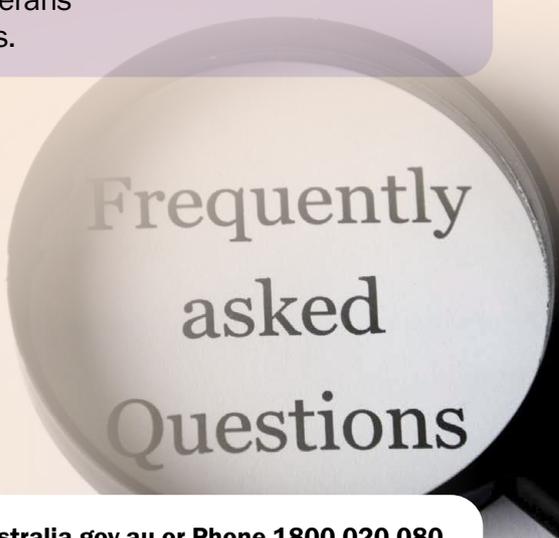
Yes. Services are still being delivered, with necessary precautions in place. If you are concerned about your current services, contact your provider.

## I am not currently a My Aged Care client. Can I get assistance?

Yes, you can. Many Federal funded providers such as meals on wheels can assist you with regular food supplies and prepared meals. Services can be set up quickly for up to 6 weeks without the need for an assessment. You can also arrange this directly with the provider you prefer. Call 1800 200 422

## Can I access some of my superannuation early?

Yes. The government is allowing individuals affected by the coronavirus situation to access up to \$10,000 of their superannuation in 2019-20 and a further \$10,000 in 2020-21. Individuals will not need to pay tax on the amounts released and the money they withdraw will not affect Centrelink payments or Veterans' Affairs payments.



Frequently  
asked  
Questions

For the latest updates on the frequently asked questions please visit [www.australia.gov.au](http://www.australia.gov.au) or Phone 1800 020 080

# COVID-19 Be Active, Be Connected, Be Safe

## Keep active

It is particularly important to keep active during the COVID-19 restrictions.

Have a regular activity plan you can do each day at home. Try seated exercises in your kitchen, squats using the bench to keep your balance. Even

substitute tinned food as lightweights. Set up a walk route around the perimeter of your home. Select a few locations where you can stop and do some gentle stretches. Get out in the garden and enjoy some sun.

The Heart Foundation has an App to track your steps, be part of challenges and connect with other walkers. It also provides health information to motivate you.

For more information:

**Web:** <https://walking.heartfoundation.org.au/walk-as-an-individual>

**Facebook:** [www.facebook.com/groups/HFWalking/](http://www.facebook.com/groups/HFWalking/)



## Connect with friends and family

Your family and friends need to stay connected as much as you do! So why not make the first move? Look up an old friend you have not heard from lately and check how they are. Send a text or an email. Write a letter, or even drop a short note into your neighbour's letterbox. If you would like a call, you can register with the Community Visitors Scheme (My Aged Care Phone: 1800 200 422). Even though you cannot be with your family and friends in person, you can stay in touch.



## Learn how to video conference - free

Zoom is the popular video conferencing app that lets you communicate and interact live with your friends and family around the world.

## Learn Zoom for free from home

All you need is your computer, ipad, tablet or mobile phone and the internet. This three hour hands on course teaches you via practical participation in online meetings from the comfort of your own home. Each course has limited spaces.

Monday 29 June - Wednesday 1 July

10am - 11am over the 3 days

Or

Monday 6 July - Wednesday 8 July

1.30pm - 2.30pm over the 3 days

Registrations essential.

**Email:** [communitycentre@outlookvic.org.au](mailto:communitycentre@outlookvic.org.au)

**Phone:** 0427 911 935

## Beat the scammers

If you receive an unsolicited phone call, email or text message about the coronavirus from someone asking for your personal or financial details, even if they claim to be from a reputable organisation or government authority, it may be a scam! In this instance:

- do not open any attachments
- do not click on any links
- delete the message
- hang up

If you think someone may have accessed your financial details, contact your bank immediately.

## Join the library for free home delivery

Casey Cardinia Library Service offers free home delivery to members. Join and place your home delivery order free.

**Web:** [www.cclc.vic.gov.au/home-delivery/](http://www.cclc.vic.gov.au/home-delivery/)

**Phone:** 1800 577 548

## Protect your credit cards

During the coronavirus pandemic, your bank cards may be a target for thieves. You can now use your credit card with "tap-and-go" for purchases up to \$200 per transaction. This is to reduce the need for cash transactions and your need to touch Eftpos machines.

Police encourage you to pay particular attention to where your bank card is at all times! If your card is stolen, it can take three - five business days to get a new card.



# Celebrating volunteers

## What it means to volunteer

The COVID-19 situation makes us more aware of the benefit of contributing to our communities. Volunteering improves personal wellbeing. It provides an opportunity to be more active and socially connected. Everyone has something unique to contribute: skills, experience, knowledge, wisdom. Volunteering keeps the body and brain active. The rewards are far reaching.

If you are interested in volunteering, or your organisation is a not-for-profit post your opportunity online free! Visit Council's online directory at [www.cardinia.vic.gov.au/directories](http://www.cardinia.vic.gov.au/directories)

**Enquiries:** Council's Customer Service Team on **1300 787 624**

## A personal journey to Cardinia Shire

### *One community member's experience*

**“The joy I felt, and the joy I saw in my children, is the joy I want to provide for others”**

Queyea Tuazama came to Australia 14 years ago. Queyea fled Liberia with her six children in the 2005 civil war. Her husband stayed behind. She sought refuge in refugee camps in the Ivory Coast, then Guinea. During this time, she had no way of communicating home. She held onto the hope that one day she would see her husband again.

A gentle woman with a passion for helping her community, her enthusiasm is infectious and her smile heart-warming. Today she is a valuable community volunteer living in Cardinia Shire.

Along her journey Queyea was touched by the people who risked their lives to help her. She was comforted by the sense of community that existed within the refugee camps. Members of the Adventist Development and Relief Agency and the Red Cross provided books for the children and gave refugees work as teachers so that we could survive,” she said.

During her time in the refugee camps, Queyea took on three foster children whose mothers had passed away. “They don't remember the face of their mothers. They are like my own children now.” Her children were aged between three and eighteen when they arrived in Australia in 2006. Her husband arrived two years later. They settled in Pakenham and have seen many changes. “Yesterday I was walking and realised I had one of the first houses in the estate. The little ones used to play in the grass around us, but it's a big city now,” she said.

Today, five of the children live in Cardinia Shire and four in Melbourne. Her youngest foster child has finished high school. Four of her children have graduated university.

Queyea glows when she speaks of the joy she feels in helping others, the amazing sense of community”. She volunteers with the local Church, the African Farm Project, the Senior Citizens Association and other opportunities that come along. “From childhood I was involved in serving the community - it's just my spirit - it brings me joy!” said Queyea.



*Queyea tending to her vegetable garden*

## State Emergency Service (SES)

### Meet Mark Chin – 73 year old SES Volunteer with the Emerald SES Unit

Mark relocated from Tasmania with his wife 13 years ago to be closer to their two daughters. He didn't know anyone, and didn't have an interest in sport. He decided volunteering would be a good way to meet people so he joined the local SES. "It's one of the best things I have ever done. I've made some great friends and learnt many new skills. You get a great sense of achievement from helping out in the community. I've got much more out of it than I've put in!"

**Enquiries: Victorian State Emergency Services  
Phone: 1300 842 737**

**Web: [www.ses.vic.gov.au/volunteer/become-a-volunteer](http://www.ses.vic.gov.au/volunteer/become-a-volunteer)**



Mark outside the Emerald SES where he volunteers

## Community Emergency Response Team (CERT)

### Meet Rosie Keane – a team leader with the Lang Lang Community Emergency Response Team

CERT is a volunteer 24-hour emergency service, responding to high priority health emergencies. It provides an emergency first response in locations with low ambulance coverage. Dispatched at the same time as an ambulance in response to a 000 call, trained volunteers provide advanced first aid until the ambulance arrives. Rosie has been a team leader in Lang Lang for 15 years. "I enjoy the community, being able to help people putting their trust in us to care for them or their family members." Rosie said.

**Enquiries: Ambulance Victoria Phone: 9840 3500**

**Web: [www.ambulance.vic.gov.au/community/volunteers/become-a-volunteer/](http://www.ambulance.vic.gov.au/community/volunteers/become-a-volunteer/)**

Rosie stands with the CERT Ambulance in Lang Lang



Steve stands proudly outside the Pakenham Upper CFA

## Country Fire Authority (CFA)

### Meet Steve Hicks – CFA volunteer from Pakenham Upper Unit

Steve joined the CFA 46 years ago at 15 years of age. The local CFA Captain called out to him and his mates while walking along the road on a Sunday morning, inviting them to a training session. Steve has not looked back! "I enjoy the people I have met. CFA members have become my extended family. It is a great way to network, support community values, and stay connected. I have learnt and maintained new skills. It keeps me sharp," Steve said.

**Enquiries: Country Fire Authority**

**Phone: 1800 232 636**

**Web: [www.cfa.vic.gov.au/volunteer-careers/volunteers](http://www.cfa.vic.gov.au/volunteer-careers/volunteers)**



Since the emergence of COVID-19 and the social isolation restrictions by the Victorian Government, there has been an increased risk of elder abuse. It may be more difficult to reach out for help at this time. Remember - you have the right to feel safe, access medical support, communicate with friends and family. You have the right to leave the house.

Elder abuse is another form of family violence.

Elder abuse is defined as any act causing harm to an older person, often carried out by a family member, a friend or a person in a position of trust. Elder abuse can come in many forms:

- physical
- financial
- sexual
- social
- psychological
- mistreatment or neglect

Reduce the risk of elder abuse by making sure your financial, medical and legal affairs are in order. Stay informed and know how to recognise elder abuse. If you or someone you know may be experiencing elder abuse, contact these support services:

### Seniors Rights Victoria

Phone: 1300 368 821 Web: [info@seniorsrights.org.au](mailto:info@seniorsrights.org.au)  
(Free booklet available on request)

### Safe Steps

Phone: 1800 015 188 Web: [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au)

### 1800 RESPECT

Phone: 1800 737 732 Web: [www.1800respect.org.au](http://www.1800respect.org.au)  
If there is an immediate danger call 000

## Get your newsletter!

New local pick up points during social distancing restrictions



The Ageing Well publication is supported by your councillors

## Council contacts

### Cardinia Shire Council Civic Centre

20 Siding Avenue, Officer  
Open 8.30am–5pm,  
Monday to Friday

### Postal address:

PO Box 7, Pakenham 3810

Phone: 1300 787 624

Fax: 5941 3784

Email: [mail@cardinia.vic.gov.au](mailto:mail@cardinia.vic.gov.au)

Web: [www.cardinia.vic.gov.au](http://www.cardinia.vic.gov.au)

### After-hours emergencies:

1300 787 624

### National Relay Service (NRS):

Customers who are deaf or have a hearing or speech impairment can call through the NRS. This is a free service.

TTY users phone 133 677  
then ask for 1300 787 624.

### Speak and Listen

(speech-to-speech relay)  
users phone 1300 555 727  
then ask for 1300 787 624.

### Central Ward

- Woolworths Arena Princes Hwy, Officer
- Coles Village Lakeside, Lakeside Blvd & Princes Hwy, Pakenham
- Pakenham Post Office 117 Main St, Pakenham
- Woolworths Marketplace – Pakenham Central Marketplace, 55 Slattery Pl Pakenham
- Woolworths, 28 Sylvia Rd, Beaconsfield

### Port Ward

- Bunyip IGA 2/6 Main St, Bunyip
- Koo Wee Rup Post Office 48 Station St, Koo Wee Rup
- Koo Wee Rup Woolworths 25/29-65 Station St, Koo Wee Rup
- Lang Lang IGA Port 30/32 Westernport Rd, Lang Lang
- Maryknoll General Store 2 St Josephs Square, Maryknoll
- Tynong General Store 40 Railway Ave, Tynong

### Ranges Ward

- Cockatoo IGA 5 Fairbridge Ln, Cockatoo
- Emerald IGA 342 Belgrave-Gembrook Rd, Emerald
- Emerald Woolworths 83-385 Belgrave-Gembrook Rd, Emerald
- Gembrook IGA 83-85 Main St, Gembrook
- Upper Beaconsfield Food Works 7&8/4 St Georges Rd, Beaconsfield Upper
- Upper Beaconsfield General Store 39/47 Beaconsfield-Emerald Rd, Beaconsfield Upper



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