



2024 - We are off and running

This year, we're taking our commitment a step further with our plans to reach more people, more often, more deeply.

We have launched into 2024 with programs and transport for the month of January being wonderfully busy. It is hard to believe we are already in February! We have already had brilliant numbers in all of our groups, with our Day Trippers Group enjoying a special tour of B Division at Pentridge (we even made sure they all came home).

Our team has been working hard behind the scenes to introduce new programs and systems that we cannot wait to unveil. One of our challenges this year is maximising the use of our wheelchair bus. We're exploring innovative solutions, like partnering with other organisations or creating specialised routes to ensure every ride serves its purpose.

As part of the Bridges family, you are an essential component of our journey. We thank you for choosing us to support you in 2024.

Peter Burns
CEO

PHOTO: Bridges Staff and volunteers at the 2023 Volunteer Christmas Party





QUIZ TIME

1. Is a coffee bean a seed, legume, or a fruit?
2. Which Disney character became the first animated character to get a star on the Hollywood Walk of Fame?
3. Which Italian town is the setting for Shakespeare's Romeo and Juliet?
4. What was America's first national park?
5. In metres, how long is an Olympic swimming pool?
6. Where does our Friday Quiz and Puzzle Club go every third week?

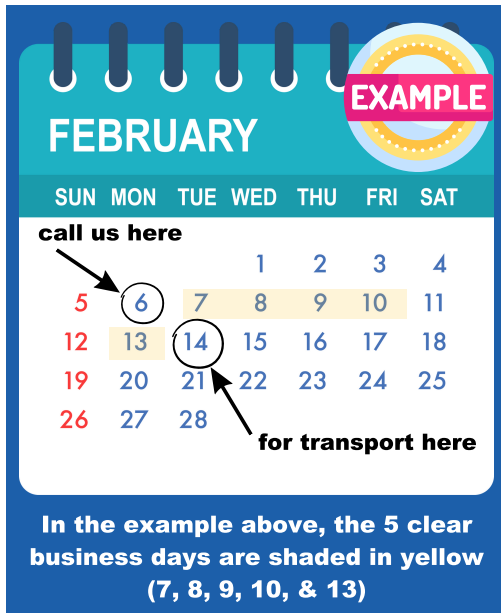


Check your answers on page 3.

Book Your Transport It's as easy as "1 2 3" 9753 4577

1. CONTACT US

We require **AT LEAST 5 CLEAR BUSINESS DAYS NOTICE** to secure your trip with a volunteer driver. See example below.



EXAMPLE

FEBRUARY

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

In the example above, the 5 clear business days are shaded in yellow (7, 8, 9, 10, & 13)

2. THE DETAILS

Provide us with the following information when booking:

- Date & day drive required
- Time of your appointment
- Appointment length (approximate)
- Destination address
- One way or return trip
- Whether this is an ongoing booking

3. GET READY

PLEASE BE READY ON TIME FOR YOUR DRIVER.

Please allow 10 minutes either side of the pick-up time given.

The day before your scheduled drive, you will receive a call from us to let you know what time your driver is picking you up. Please note that pick up times are approximate. Sometimes your driver may get caught in traffic. We appreciate your patience.

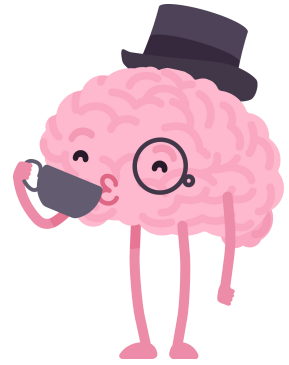
QUIZ ANSWERS

1. A seed
2. Mickey Mouse
3. Verona
4. Yellowstone
5. 50 metres
6. A local cafe

Every third week, Quiz & Puzzle Club heads to a local cafe for a cuppa and chat.

Quiz & Puzzle club challenges you to sharpen your logical thinking with brain-bending quizzes, mind-boggling games (yes, even Bingo!), and fun puzzles. Our club is a friendly and social space where you can swap stories and jokes and relive the good ol' days.

Join in and let's get those neurons firing!



Quiz & Puzzle Club runs Friday mornings from 10:00 am to 12:00 noon.

Knitting Club News

Knitting Club knitted up a storm in 2023! I have had the privilege of seeing firsthand the love and care the amazing knitters put into creating these items, which makes the statistics below even more astounding.

Donations to KOGO (Knit One Give One)

42 blankets

40 scarves

27 hats

11 pairs gloves

48 items of clothing

21 toys

knitted squares (kilograms of them!)



An incredible 191 items (not including squares). What an amazing effort by our club members and lovely volunteers. If you want to join in, call us on 9753 4577 to find out how.

We would love to be able to send you our newsletter by email.

If you have an email address and are happy to receive our newsletter by email instead, please contact the office on 9753 4577

Reminders

Parking fees are at consumer's expense at the time of parking, as outlined in our Community Transport price list.

We would appreciate you letting us know if your circumstances change. Keeping us updated helps us provide a quality service to you. Below are things that are important for us to know:

- Contact us if you have been admitted to hospital, particularly if you are having a prolonged stay. If it is challenging for you to call, please ask a friend or family member to call on your behalf.
- Contact us if your phone number or email address or any other contact information has changed.
- Contact us if you have started to use a wheely walker.

Thank You!



Bridges consumers often ask us what the difference is between CHSP and HCP. Both offer government subsidies to provide you with access to community programs and services. However, they do it differently:



(CHSP) Commonwealth Home Support Programme

Provides organisations, like Bridges, with funding to offer a range of subsidised entry-level support services.

Most Bridges clients have enjoyed our programs with the support of CHSP subsidies paid to us over the past decade, and more. As a not-for-profit community organisation, we only charge a small co-payment to cover the costs.

Changes in government policy see more Bridges consumer's moving to home care packages.

Home Care Packages (HCP)

Provide funding to you to purchase services through a HCP provider of your choice.

Home Care Packages (HCP) provide funding to you to purchase services, through your chosen provider to support you living independently:

Level 1: Basic care needs.

Level 2: Low-level care needs.

Level 3: Intermediate care needs.

Level 4: High-level care needs.

The level of Home Care Package you receive is determined through an assessment process by the Aged Care Assessment Team (ACAT).

How do I choose a Home Care Package Provider?

There will most likely be a wait time between being approved for care and the time you are assigned a package. This is the perfect time for you to conduct your own research and make a short list of potential providers that you would like to meet with to understand more how they can assist you. Here are some points/questions to consider:

- What kind of things might help to improve your day-to-day life?
- What support do you need to stay safe?
- Where and when do you require support?
- How often do HCP providers' representatives visit and speak with clients and how often do they review care plans?
- What are the fee structures, cost of administration, care and services.
- Location (if important to you).
- Does the provider offer culturally suitable or gender specific workers?

It is important that Home Care Package Providers understand that these are YOUR choices to make.

Below is an example of the letter you will receive from the Government if you have been allocated a Home Care Package.

It is very important to select a provider by the date outlined in the letter. If you do not choose your provider by this date, you will lose the funding and you will need to reapply.

Please note that the specific details (including numbers and dates) in the letter below are examples only. If you receive a letter and have any questions, please contact us.



Australian Government



EXAMPLE

Mrs Daughterly Care
Shop 3, 20 Wellington Street
Narrabeen, NSW 2101

My Aged Care Client ID: **AC 02345678**

Your Australian Government subsidised home care package

Dear **Mrs Daughterly Care**

You have been assigned a level three home care package.

This assignment is below the level you are approved for but will allow you to receive some home care services while you stay on the queue for a level four package.

The assignment of a package follows my determination that you are a prioritised home care package recipient.

What do I need to do?

To use your home care package you need to:

- find an approved provider of home care that offers services you require, and
- have a Home Care Agreement in place with your preferred provider by

the date will be here

To support your next steps of finding an approved provider and entering into an agreement:

1. A unique referral code has been issued to you. This can be given to any approved service provider to support a discussion about your care needs and their services. The referral code lets the provider view your client record – including assessment, support plan and approvals information.

Your referral code is 1- **11122233333**

2. The My Aged Care website (www.myagedcare.gov.au) includes a Find a Service tool that lets you search and compare services available in your area. You can contact as many approved providers as you feel necessary to find the service most suitable for you.
3. Alternatively, calling My Aged Care on 1800 200 422 can help you find appropriate service

Talking Telephones

with Gayle O, Everyday Tech Skills

If you have an older mobile device that is still running on 3G (Third Generation connectivity) there are some important changes during 2024 that you need to be aware of.



All telecommunications companies are closing their 3G networks throughout 2024, Telstra at the end of June 2024 and Optus in September 2024. Once 3G is switched off, your 3G phone will not be able to make calls and may not be able to make Emergency Calls and some Personal Medical Devices may not work therefore, for your safety, security and to remain connected you'll need move to a 4G or 5G capable device.

Do you know if you are running on 3G? If you don't, here are some tips:

- Look along the very top of your screen (where the signal strength bars are) to see if it says 3G, 4G or 5G.
- If it doesn't show there, then try going into your settings as follows:
- iPhone: Settings > Mobile Data Options > View Voice & Data or,
- Android: Settings > Connections > Mobile networks > Network mode.
- Ask family or friends if they can help you find out which generation you are using. (if you have a new phone, it will not be a concern at all).
- Ask a Bridges staff member (if they don't know they can find out for you, just make sure you tell them the name and model of your device).
- Visit your friendly telecommunications store.
- *Please be careful not to be pressured into purchasing the newest, wiz bang device. If you only use your phone for emergency calls and texting you only need a basic phone with 4G capability. My advice is to get the information you need and talk to a trusted friend or family member before purchasing.

Starting to look at this now, means that you will be well prepared for when the 3G closure takes place, if it will affect your device.

Contact Gayle O, Everyday Tech Skills Tutor, on 9753 4577 if you have any other questions about this change.



Everyday Tech Skills COMPUTER CLUB



**Tuesdays 10:00am - 12:00pm
Carrington Park Leisure Centre
20 O'Connor Road, Knoxfield**

**Learn new skills with your devices
Increase your confidence
Learn from your peers
Socialise with other members**

**BRING YOUR
PREFERRED
DEVICE**

**WE ARE A SUPPORTIVE AND FRIENDLY CLUB
WHERE ALL SKILL LEVELS ARE WELCOME**



BOOKINGS

Call 9753 4577 or email
digitalliteracy@bridgescc.com.au



Our Everyday Tech Skills Club promotes technology literacy and social inclusion within our Community. *Fees apply*

HOW YOU CAN HELP US HELP YOU

Bridges is a not for profit charity with Deductible Gift Recipient (DGR) status and can receive tax deductible gifts. Many individuals already support Bridges and the work that we do in our community. When you give a donation you are given a Tax Receipt for your tax purposes. If you would like to join our wonderful band of donors please refer to the back page to select an option of your choice. You are not just making a donation but making a difference!

HOW TO DONATE

By Bank transfer

Deposit into our bank account:

Bendigo Bank: BSB 633-000

Account number: 157300468

Reference: your Name

By Credit card

Call the office on 9753 4577

Between 9:00am-5:00pm

Monday to Thursday.

OTHER WAYS TO HELP US

ASK YOUR HOME CARE PACKAGE PROVIDER TO REFER YOU TO US

RECOMMEND US TO YOUR FRIENDS

RECEIVE THE NEWSLETTER BY EMAIL

DONATE A RAFFLE PRIZE FOR OUR EASTER AND CHRISTMAS RAFFLE

Thank you!

CONTACT US



Bridges Connecting Communities

6 Griffith Street

Knoxfield Vic 3180

Phone: 9753 4577

Email: reception@bridgescc.com.au

Website: www.bridgescc.com.au

Office hours are Monday to Friday 9:00am to 5:00pm



HELPFUL PHONE NUMBERS

Victorian Coronavirus Help Line: **1800 675 398**

Nurse On Call: **1300 606 024**

MyHomeGP: **1300 968 737**

Lifeline Australia: **13 11 14**

Beyond Blue: **1300 224 636**

Seniors Rights Victoria: **1300368821**

State Emergency Service (SES) **132500**