

# *Bromilow News*

*Winter 2021*





### *Message from our Operations Manager, Joanne Roy*

As we journey through winter, it is important that we keep mentally and physically active. There is a lot you can do even in these colder months.

Your Home Care Package can be used to assist you with Lifestyle and Wellness activities to keep you connected with your community this winter and we encourage you to speak to us about how we can further connect you within your local community.

This includes social programs like our weekly social activities – see our “What’s on” guide. We can also assist you with your own options for social support including:

- Social outings
- Attending functions
- Shopping companion
- Medical appointments

We understand that information surrounding the vaccination roll-out can be confusing. Rest assured we’re here to support you to find a local vaccination clinic and be on hand to take you to your appointment if you choose to do so.

Remember that we are here for you, and that you can contact your Care Manager or our office to support you.

Stay safe and have a lovely winter. Please contact us if there is anything you would like us to assist you with.

Best wishes

*Jo*

## *Happy Birthday Enid*



Bromilow Community Care client, Enid, celebrated an early 80th birthday with the birds this month.

The Glasshouse Mountains proved a scenic backdrop to an adventure at Maleny Botanic Gardens and Bird World.

Enid and Support Worker, Lorraine enjoyed the walkthrough aviaries which are home to over 700 native and exotic birds.

Happy 80th Birthday Enid.

# What's on

*Bromilow hosts a variety of fantastic social activities*



## ► BRAIN SIZE:

**Tuesday - Weekly 10:30 – 11:30**

Join our fun and interactive workshop designed to increase your coordination and stimulate brain activity. Who knew learning could be so much fun and even better with friends!

## ► FISHING GROUP

**Monday - Fortnightly 14:00 – 15:30**

Join us for a fun afternoon of fishing at a variety of local fishing hotspots.



## ► COFFEE GROUP

**Wednesday – Fortnightly 10:30 – 12:00**

Join our welcoming social group and meet other Bromilow clients as they sample delights of local cafes. Whether you are a coffee connoisseur or simply savour your daily cup, why not enjoy a cuppa with friends.

## ► MEN'S GROUP

**Thursday - Fortnightly 12:15 - 13:45**

A friendly and supportive Men's social Group. Get out and about in your local area and make new friends over a coffee and lunch or whatever the group decides to do in that time.



## ► MILFORD LODGE

**Every 4 weeks 10:00 - 11:30**

Enjoy a morning of playful interactions with the children from Milford Lodge Childcare Centre. The children love showing you around the gardens. Watching all the birds in the aviary is the biggest excitement of the tour.

# Tips for avoiding scams

# SCAM ALERT!

**Scams can look and sound genuine, which can make it difficult to tell when something is fake. Some common signs that something may be a scam include:**

- The phone call, text or email is unexpected
- There is a deadline to comply with and a sense of urgency
- There are threats of fines, debts or jail
- There is a promise of financial benefit

**Scammers work by deception, pretending to be someone they are not, e.g.:**

- Pretending to be from a Government organisation like Centrelink, Australian Taxation Office
- Telecommunications office like Telstra or Optus

**Most scams attempt to get your personal details or financial details. They then can use these to:**

- Misuse your identity to commit fraud or other crimes
- Access your online accounts, including bank accounts or your myGov account
- Use your credit card
- Scam your friends and family

**Although this can be alarming there are some things you can do and be aware of for avoiding scams:**

- If you receive a suspicious phone call, take the caller's details, hang up and contact the company they claim to represent via the official communication channels listed on their website. Never call a number provided by the scammer

- If you receive a "robocall" telling you that you are about to be charged for something or have action taken against you, then hang up
- Do not share your financial details over the phone e.g. bank details, credit cards or passwords

**Do not believe that an unsolicited phone call can demand that you:**

- Provide your identity documents or information e.g. date of birth, Medicare card, Centrelink Customer Reference Number (CRN)
- Pay fees or transfer money on the spot
- Buy gift cards or vouchers e.g. iTunes gift cards to pay off a debt
- Buy cryptocurrencies
- Give "remote access" to your computer to "help you"
- Be on the lookout for myGov related SMS and email scams asking you to verify your myGov details
- Be aware of fake SMS messages from Australia Post that have links to a fake Australia Post website. Clicking on these links can infect your device with malicious software (malware)

**For more information visit:**

[www.scamwatch.gov.au](http://www.scamwatch.gov.au) provides news and alerts on the different types of scams to be aware of  
[www.cyber.gov.au/acsc/view-all-content/alerts/individuals-and-families](http://www.cyber.gov.au/acsc/view-all-content/alerts/individuals-and-families)

If you're unsure you can always call the office. A legitimate caller will have no issue with you arranging a suitable time for a call back.



# 10 Winter warmer tips

*Being comfortable and being warm go together.*

## 1. Dress the part

- Go for layers of looser fitting clothing to trap in your body heat
- Wear natural fibres like wool, cotton and silk
- Hats and scarves can look and feel great
- Gloves can make a big difference when you are in the wind outdoors

## 2. Keep your feet warm

- Make sure that you are not wearing anything that would be slippery that could risk a fall

## 3. Throws

- Have one on your couch to snuggle in when you are watching TV

## 4. Stay active

- Exercise in accordance with your health and fitness level
- Stretch with resistance bands – ask your exercise physiologist or physiotherapist for the best ones for you

## 5. Keep hydrated

- Warm drinks are comforting
- Soups are great for getting your fluids and vegetable intake
- Select warming herbal teas like ginger tea and use cinnamon sticks to stir just about any herbal tea

## 6. Keep your skin hydrated too

- Cold winds can dry out your skin, so keep up the moisturiser and lip balm

## 7. Eat well

- Roast dinners are comforting and having the oven on can also warm the kitchen too
- Chilli warms you up and you can have it in many ways, like Mexican food, Asian food and Italian meals

## 8. Manage your windows

- During the day open blinds and windows and let in the sunlight
- At night close the blinds and curtains to better insulate
- Replace thin curtains with heavier drapes to insulate the windows

## 9. Block drafts

- Check the gaps between the bottom of doors and the floor – a door snake can make a huge difference to block off drafts
- Close doors to rooms that you are not using

## 10. Consult your health practitioner

- B vitamins and iron are available in foods, however some people may not get enough or absorb enough



# Meet our team

*Tom Hanley - Care Manager*

**Where is your home base office?** My 'home base' office would be the Bromilow offices on the Sunshine Coast. However, my day-to-day office is based at my home in Burleigh Heads on the Gold Coast.

**How did you come to work for Bromilow Community Care?** I commenced working with Bromilow Community Care when I moved up to the Gold Coast from Sydney last year. At the time I was lucky enough to have a few roles to choose between. In the end I chose Bromilow as I felt that my interactions with the organisation were all incredibly genuine, open and respectful. I also felt that as MyHomecare was such a large organisation, I would be exposed to more opportunity in regard to career development. I am yet to regret my choice, which is probably a good sign!

**What is the best thing about Bromilow Community Care?** Aside from obviously providing great care. I think that for me what stands out most is the passion of my colleagues, whether they are working in the office or in the field. Everyone is so driven to do the best for our clients and advocate for those we care for.

**What's a common question you get from clients?** I will regularly get asked how I ended up working in Community Aged Care. It is always lovely when clients take an interest and want to have a chat to get to know you.

**What is something you would love clients to know about you?** I think that I am more of a listener. I much prefer to listen to my clients open-up and tell me all about the lives they have lived. I find this so fascinating. The amazing things you learn when you listen to others!

**If you could share a great tip with a client for winter – what would it be?** I am a supporter of warm, nourishing foods in winter. Big hearty soups are my favourite!

**What do you like most about your job?** I enjoy making connections with people and being able to go into homes, and help improve the quality of life of those I meet.

**What do you like to do when you aren't working?** I love the beach, or anything related to water so you will often find me here. Otherwise, I enjoy looking through antique stores for old treasures and strolling around the outdoor markets on the weekend.

**What's a fun fact about you many people may not know?** I once managed to break my arm in a swimming race.

**What does the word care mean to you?** Care is about listening to what people want and treating everyone as an individual. I think empathy is important and to always remember that the individual comes before their diagnosis.

**What do you do to take care of yourself – how do you relax and refresh – any great tips?** I like to go to the gym at the end of work each day. It helps me clear my mind and have a bit of a reset. The beach before work is always a great way to start the day, particularly if I am having a tiring week.

**Where is your favourite café or coffee spot in your local area? What do you love about it?** The Corner Stone Stores in Tugun. I love that they have a big open grass area with tables out the back, surrounded by trees, the architecture of the building and the fact there are some other great little stores in the complex to browse through post meal.

**What is your favourite spot to holiday in Australia?** Margaret River in WA.

**Any pets – tell me about them?** A 9-week-old Cavoodle called George and a 14-week-old Labradoodle named Frankie.

**What is the most courageous thing you have ever done?** I would say one of the most courageous things I have done was to leave a stable job, move back to my Mums house and enrol in University to become a Nurse, when I was almost 30. Thankfully, it has turned out to be one of the best decisions of my life so far.

**If you could learn to do anything what would it be?** I would learn to paint.



## Easy tasty chicken soup

### ► INGREDIENTS

- 600mls organic chicken broth (or veg broth)
- 1 tbs ghee
- 3-4 leaves of silverbeet spinach
- 1/4 bunch parsley
- Sea salt
- Black pepper

### ► METHOD

1. Bring the broth to the boil
2. Remove from the heat and pour into blender
3. Add the remaining ingredients
4. Place hand on top of the blender
5. Blitz for 20-30 seconds or until mostly blended
6. Season and remove from the jug
7. Serve

# Get more out of your Home Care Package

*Get support for your mind, body and home. Your Home Care Package can fund more – call us and we can talk about how to assist you best.*



### ► FLEXIBLE RESPITE SUPPORT

Carers and family members play an important role and they sometimes need a break. We work with you to determine the frequency of support you need.

Whether it's a regular break to recharge, or if something unexpected comes up, we're able to help so give us a call today and check the services available in your area.

Our flexible respite services include: regular weekly support, extra help and support, short stay recovery, day stay and overnight stay.

## ► ALLIED HEALTH

*We partner with Allied Health Practitioners, they are part of your health support team. Check with your care manager about services available in your area. Our Allied Health services provided include:*

### **Physiotherapy**

Caring for people with physical limitations and chronic conditions. Treating conditions including osteoarthritis, strokes and pain management.

### **Occupational Therapy**

Enabling people to participate in everyday life, including modifying the environment and activities.

### **Exercise Physiology**

Clinical exercise interventions with a broad range of health issues including cardiovascular disease, pulmonary disease, and arthritis.

### **Podiatry**

Supporting people with diabetes, circulatory diseases and clinical diagnosis of falls. Conditions include heel pain, bunions, ingrown toenails and calluses.

### **Speech Therapy**

Assisting difficulties in swallowing safely, and communication disorders resulting from illness.

### **Dietetics**

Managing diets and nutrition for health conditions including diabetes, heart disease, cancer, food allergies and obesity.



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# *Experience the Bromilow difference*

We understand people want to be heard, to be recognised, to be respected and valued and to be treated as individuals. We understand that relationships are built on honesty, trust and transparency – this is the Bromilow difference.

## *Bromilow News*

Also available online **Bromilow.com.au**



Part of the **myHomecare** Group