2018 has flown by, Christmas will be here before we know it. It’s already beginning to look a lot like Christmas at both our Seaton and Fulham sites. On behalf of the Aged Care Board and the Management Team, we would like to wish you all a happy, and safe Christmas and New Year.

Our Aged Care Board has commenced its strategic planning function for aged care going forward for the next three years. We have engaged support from a consultant to assist in this process. This is a very important aspect of governance, not only as a compliance requirement but as an important aspect by the Board to show that it has undertaken proper management and planning of its corporate responsibility.

Saint Hilarion Aged Care engaged a new IT provider from 1 July 2018 — Calvert Technologies. They are currently rebuilding our server to improve efficiency and preparing for the future.

The House of Saint Hilarion have had further visits from the Australian Aged Care Quality Agency, with further issues identified. Our Management and Clinical Care teams have collaboratively worked with our residential care recipients, relatives, staff, the Agency and the Department of Health to review our systems and processes.

The feedback we have received has confirmed that there are definite improvements being made in certain areas of care and service delivery. We still have a long way to go, we have many challenges ahead, but we can only achieve this if we work as effective members of the one team.

Our Villa Fulham home had an unannounced visit from the Australian Aged Care Quality Agency on Monday 8 October 2018. The process of their review consisted of meeting with and consulting with 20% of our care recipients, their family representatives, care and nursing staff, lifestyle and domestic, maintenance, administrative and catering personnel. The surveyors reviewed a number of expected outcomes and recommended that all areas of the review were met.

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**Upcoming Events**

- **Molfetta Choir Christmas Performance and afternoon tea** - Sun, 2 Dec 1:30pm Fulham
- **Judy Morris Concert** - Tues, 4 Dec Seaton
- **Resident’s and Family Christmas Lunch** - Fri, 7 Dec Fulham 12pm—3:30pm BOOKING ESSENTIAL
- **Every Season Choir Christmas Performance and afternoon tea** - Sat, 8 Dec 2pm Fulham
- **The Immaculate Conception Special Mass** - Sat, 8 Dec Seaton & Fulham TBA
- **Society of Saint Hilarion Members Picnic** - Sun, 9 Dec 11:30am-4:30pm Collins Reserve
- **Resident’s and Family Christmas Lunch** - Wed, 12 Dec Seaton 12pm—3:30pm BOOKING ESSENTIAL
- **Christmas Concert with Angelo Zotti and afternoon tea** - Wed, 19 Dec 1:30pm Fulham
- **Christmas Light Bus Trip** - Tues 18 (Seaton), Wed, 19 (Seaton) & (Fulham) 8:30pm—10:30pm
- **Christmas Day Special Mass** - Tues, 25 Dec Seaton & Fulham TBA
Congratulations and thanks to Cathy and her team at Fulham.

Our Call Bell System server has been upgraded. Automatic reports will be directed to designated personnel to monitor call bell response times.

In October we celebrated our very successful Mini Feast and Open Day at Seaton as a prelude to the main Feast. We had very high attendances and the event was extremely successful. The feedback received was very positive and we have a great number of referrals for our services following on from the event. Congratulations and thanks to all involved in the planning of this event.

It was wonderful to see so many of our residential care recipients attend the main Feast held at Mater Christi Parish on Sunday, 21 October 2018. Congratulations to all involved with yet another successful Feast Day.

We extend a very warm welcome to all our new care recipients and staff at both the House of Saint Hilarion and Villa Fulham. We recently recruited an Italian speaking Chef—Roberto Cotugno.

Mother Superior of the Franciscan Sisters of Saint Anthony recently visited from Rome. She visited both Fulham and Seaton and enjoyed a lovely lunch with Sister Dora, Sister Quintilia, Sister Renata, and two members of staff at Seaton’s Cafe. Sadly, Sister Renata will be farewelling us to return to Brazil on 28 December 2018. However, Sister Judith Malacaman has arrived in Australia from the Philippines following a successful visa application. Sister Judith will be based at Fulham.

Through our Business Development Committee, we have resurrected the Fulham refurbishment. A tender process commenced and the successful builder will be announced shortly.

Our Annual General Meeting was held on Sunday, 25 November 2018. This year’s Board Papers and reports show a variation of results where the continued performance of the Aged Care Industry throughout Australia is facing many challenges. This includes the establishment of the Royal Commission enquiry into Aged Care Quality and Safety based in Adelaide.

On 9 October 2018, Prime Minister Scott Morrison announced the Terms of Reference for the Royal Commission. More than 5,000 submissions have been received from aged care consumers, families, carers, aged care workers, health professionals and providers. The Honourable Justice Joseph McGrath and Ms Lynelle Briggs AO have been appointed Commissioners. Justice McGrath is a judge of the Supreme Court of Western Australia. While Ms Briggs is a former Australian Public Service Commissioner.

The Royal Commission’s interim report is to be provided by 31 October 2019, and its final report no later than 30 April 2020. We understand that a number of the larger Aged Care providers have already received letters in relation to the Royal Commission.

Once again, we wish you and your loved ones a happy, healthy and safe Christmas and New Year.

Orazio Di Carlo  Thuy Phan
Chairman  CEO
Saint Hilarion Aged Care Board
Buon Natale e un felice anno nuovo a tutti

On behalf of the Society of Saint Hilarion and the Executive Committee, I would like to wish you and your families all a wonderful Christmas and a safe and peaceful New Year.

On Saturday, 13 October the Society of Saint Hilarion Aged Care held our Mini Feast combined with an Open Day. It was fantastic to see so many people attend and be involved. The day started with a procession through La Strada with the original small statue of Saint Hilarion and opening mass. This was followed by a beautiful speech by the wonderful Grace Portolesi sharing the message of our heritage, culture and where we are today in Aged Care. The day was a great success. The day also worked fantastic as a build up to our main Feast Day which was held the following week on Sunday, 21 October. As Father Luigi Sabbadin said the Mini Feast and Open Day is an Antipasto to the main Feast. The Executive Committee and I would like to commend all involved in organising this great day.

Our Mission week began on Sunday, 14 October with the entrance of our beloved Saint Hilarion, the Relic and members of the Society into the Mater Christi Parish Church. On Wednesday night (the 17th) we began our Triduum which extends through to the Friday night. The theme for the mission was dedicated to ‘Youth & Peace’.

Sunday, 21 October was the Feast Day of Saint Hilarion. This day – the 21st is the actual day of the Feast of Saint Hilarion. Our founding fathers drew on the spirit of families and the South Australian Italian community to hold the first Feast Day of Saint Hilarion back in 1955, this legacy is still going strong today.

As always it is a busy time for the Society Executive Committee and volunteers in planning and holding this wonderful event, at the end of the day it is all worth it.

First of all the Executive Committee of Saint Hilarion and I would like to thank all of you. It was fantastic to see so many people attend our procession.

I would like to acknowledge all the associations that participated in our procession, it is fantastic to see them all attend with their banners and support us. Thank you to the wonderful Franciscan Sisters of Saint Anthony always there reciting the Rosary for us and of course Father Luigi Sabbadin for his wonderful sermon.

This year we had the best weather that anybody could ask for. We saw an extraordinary number of attendees, a number of special guests and also guests from as far as Italy and the USA.

It was also fantastic to see so many young families and teenagers attend and join in the festivities.

Once again a large number of Saint Hilarion residents attended our special day. I would like to acknowledge and say a big thank you especially to Matilda Gallina and Rosi Manzella and to all of our carers for what a wonderful job they do to accommodate our residents and their families on this special day. The Executive Committee and I received wonderful feedback from Feast Day visitors for the better than ever food options.

This year for the first time we introduced Pizza and boy were the Pizzaioli kept busy. Pizza was moving quick, patrons were purchasing full 18” pizza’s at one stage. The word on the street was it was the best pizza!! Thank you to stall manager Angelo Velardo and team for volunteering and supporting our cause. See you next year!

The BBQ/Porchetta stall was busy all day and night. A fantastic job was done by stall managers Dominic Greco, Nick Stefano, Robert Dimasi and all their team of volunteers for keeping up with the demand. The Porchetta and chicken were fantastic!

The Past and Trippa Bar was also busy, with the Trippa selling out at around 4pm. Thank you and a great job by stall managers, Pina Chiera, Teressa Vassallo and their team of volunteers.

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President’s report continued . . . .

All of our patrons immensely enjoyed the day and the entertainment program.

The Cake stall sold out once again. A big thank you and a great job by stall manager Carmel Stefano and her volunteer team. We would also like to thank Peter Elberg Funerals for sponsoring our cake stall.

I would like to commend and thank Nelly Circosta, Sandra Greco and especially Rosa Aloi for the fantastic visual display of the flowers. This year the floral arrangements on the statue were the best I have ever seen. Thank you ladies.

A big thank you to all of our dedicated volunteers for all of their unwavering hard work to make this year’s Festa a resounding success.

The Bottega Delle Zeppole: as always the team was kept busy all day and night. It was fantastic to see a lot of new and young faces volunteering in the stall, be it serving customers, making or turning Zeppole, everyone pitched in. A couple of our new and young faces were Grace Portolesi and her daughter Alegria. They enjoyed every minute of it, and have said that they will be back next year.

Just to get some perspective on how much work is involved with the Zeppole stall - the team mixed 725 kilos of flour! Thank you and a great job by stall managers, Pina and Mario Deguisa, Marisa Vozzo, Mark Bergineti and all their team of volunteers. The stall ran like clockwork.

Obviously with the fantastic weather we had, the team in the Bar were kept busy all day and night. As always stall manager Frank Iacopetta does a fantastic job. A big thank you to Frank and his team of volunteers for keeping up with demand.

Joe Fanto kept us all up to date as our MC for the day, thank you Joe. Treasure Antonia Larizza was also kept busy, thank you to Rosemary Velardo and Sandra Greco for helping Antonia out. Thank you to Ilario Nesci who once again staged our famous Spaghetti Eating Competition. The stage staff Tahlia and Lara Greco did fantastic work in coordinating all our performers for the day.
The Society of Saint Hilarion 2018 Annual General Meeting
The Society of Saint Hilarion held our Annual General Meeting (AGM) on Sunday, 25 November 2018.
Thank you to Antonia Larizza – Society Treasurer, Joe Fanto – Procurator, Orazio Di Carlo – Chairman of the Aged Care Board, Thuy Phan – CEO for their well prepared and informative reports for the year of 2017-2018.
I would like to take this opportunity and thank the members that attended the AGM, it was fantastic to see and have open discussions, it shows that we are passionate and take much interest in our organisation.
As part of our Constitution, at our AGM we select a new Executive Committee should positions become available. This year the President, Secretary, Treasurer and Voting Councillor positions were up for nomination. We also had the Vice President and two voting councillor positions open.
I’m excited to announce to you and all the Members of the Society of Saint Hilarion your new Executive Committee of The Society of Saint Hilarion for the 2018-2019 term:
Vince Greco – President
Ilario (Laurie) Sghirripa – Vice President
Sandra Greco – Secretary
Antonia Larizza – Treasurer
Marisa Vozzo – Public Relations Officer
Matilde Gallina – Voting Councillor
Carmel Stefano – Voting Councillor
Dominic Greco – Voting Councillor
Sonia Ballestrin – Voting Councillor
Ilario Nesci – Non Voting Councillor
I congratulate and welcome the new members to the Executive Committee Dominic Greco and Sonia Ballestrin,
I’m sure they will bring some new vision and knowledge.
I would like to congratulate Sandra Greco, Antonia Larizza and Matilda Gallina for being reappointed to their current positions.
I congratulate Ilario Sghirripa for taking on the role as Vice President. Ilario will bring a wealth of knowledge and input to our organisation, he also will be a great support to me and the Executive Committee. I look forward in working closely together with Ilario and the new Executive Committee.
The Executive Committee will immediately start planning next year’s exciting event program.
I would like to take this opportunity to thank all who have supported me and the Executive Committee over the past year.

The Society of Saint Hilarion Members Christmas Picnic
With Christmas just around the corner the Society of Saint Hilarion Executive Committee have planned a Members Christmas Picnic. This is an open invite to all Society Members and their families and friends to attend. The picnic is being held on Sunday, 9 December at Collins Reserve Kidman Park.
We hope you can all make it.
See advert on page 10.

Viva Sant’Ilarione
Vince Greco – President
The Society of Saint Hilarion and the Executive Committee
Volunteering is a very rewarding way to serve your community, while also providing you with the opportunity to make new friends. At Saint Hilarion we are able to offer a diverse range of volunteer experiences at both our Fulham and Seaton facilities which include:

- Gardening and general outdoor upkeep.
- Assisting with care recipients activity programs under the supervision of our Diversional Therapy team.
- One-on-one visits with some of our care recipients who enjoy the opportunity to talk with someone on a regular basis.
- Assisting in our Café Francesco Totino at Seaton.
- Fundraising.

Contact Fulham or Seaton Reception to find out more.

Please ensure that you update us with your details when they change - moved house? changed phone number? issued a new Police Check? new mobile?

Contact either Fulham or Seaton Reception to update your details.

Have you seen the new Volunteers notice board at Seaton! Ask at Reception next time you visit.

Just under 80 people attended this year’s Ladies Committee Melbourne Cup Luncheon held at La Vita on Grange Road.

The setting and food were fantastic. Auctions, raffles and sweeps were great fun.

Everyone enjoyed themselves immensely.

Thank you to our wonderful sponsors.

The Society of Saint Hilarion Inc Aged Care

Red and White Melbourne Cup Luncheon

Held on Tuesday, 6 November 2018

Major sponsor:

Volunteering is a very rewarding way to serve your community, while also providing you with the opportunity to make new friends. At Saint Hilarion we are able to offer a diverse range of volunteer experiences at both our Fulham and Seaton facilities which include:

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- Assisting in our Café Francesco Totino at Seaton.
- Fundraising.

Contact Fulham or Seaton Reception to find out more.
Seaton Updates

Enjoying the Saint Hilarion Alfresco

An out and about friendship group has commenced at Seaton.

Care Recipients get together at Café Francesco at Seaton to sing songs, speak in Italian and enjoy the beautiful Italian coffee and homemade cakes made by our Italian volunteers (Dolce Sante).

Jack of all trades, master of kindness

Orazio Marchesan is a truly inspirational man. Orazio’s wife, Gelsomina, used to volunteer at Findon, Lockleys and Fulham - making home made expresso coffee and cakes. She was a resident here at Seaton from 2011. Gelsomina was at Saint Hilarion for 7 years. Sadly she passed away in 2017 but Orazio has continued to care and support other residents here at Seaton.

Orazio has many different roles whilst volunteering such as helping in the garden (pictured below left high pressure hosing our walkways at Seaton), varnishing furniture, general maintenance type work and most of all hands on with the residents. Orazio provides friendship, support, dancing at special events (see page 9 with Mrs Anna Bortolon), assisting transporting to and from daily activities - especially offsite outings (playing cards with Mrs Romano below), and assisting residents with their meals.

We would like to thank Orazio for all the time he devotes to our residents and the help he provides to the staff at Saint Hilarion.

Orazio - your support is truly appreciated by management, staff and most of all our residents.

In many of our Seaton update photos you can see Orazio continuing his commitment to Saint Hilarion (see above and over the page).

Thank you Orazio!
Italian sausage making

On 5 September 2018, we had Joe Trepeano visit us to help make some Italian sausages. Lots of fun was had watching the sausage filling being mixed—especially when the chilli sauce was added (oops!). At the end, everyone got to taste some of the delicious sausage. It was cooked on our outdoor bbq and even some of our Aged Care Board members got to have a taste.

The feedback was that it tasted just like the traditional Calabrese sausages from back home.
Music to our ears
Thank you to Mr Farina who kindly donates his time to provide our care recipients with music with his wonderful playing of the organeto. Mr Farina visits Saint Hilarion to play the organeto. His visits create a sense of culture through music for all. Care recipients sing along with familiar Italian songs such as Santa Lucia, and That’s amore.
Mr Farina is pictured right with staff member Paola, our lovely volunteer Orazio dancing with XXXXX

It’s beginning to look a lot like Christmas!
The House of Saint Hilarion at Seaton is looking very festive - decked out with some wonderful Christmas decorations (see La Strada pictured left).
We are looking forward to seeing many family members celebrating Christmas with our care recipients at the Resident’s and Family Christmas Lunch on Wednesday, 12 December 2018.
I migliori auguri a te, Bruce Bartlett  By Steve Morris

“Mr Barlett hopes to work in the aged care industry until retirement.” – quoted from an article about Bruce in the Adelaide Advertiser, dated July 1992. 26 years later, please join us in saying farewell to Bruce Bartlett.

Bruce was born and bred in Adelaide. Following a previous 21 year career in purchasing with Clarkson’s Glass, Bruce took the plunge into caring for the aged and has never looked back. He started at the Ravenbrook Nursing Home in Semaphore in 1992, moved to Findon in 1993, before his final move to Seaton in 2010. He reflects back on aged care standards during his career and agrees that improved manual handling procedures, banning of restraints and dedicated facilities for dementia care have been some of the biggest changes since he began work with Saint Hilarion.

In his retirement, Bruce is looking forward to spending more time with his family and three grandchildren who live interstate. He is keen to develop his photography and photo editing skills, do more reading and enjoying his favourite cappuccino at his local café at West Lakes.

He admits he will miss the relationships formed with the staff and residents at Saint Hilarion and caring for the residents that he holds dear to him. After all, he says “it’s all about families and their loved ones.” Bruce’s greatest satisfaction has been “being able to help people and give them comfort”. He notes that some of the children of residents he cared for at Findon in the 1990’s are now residents here at Seaton under his care.

We wish Bruce all the best in his retirement and thank him for his dedication, as we admire his tenacity and commitment over the journey. Well done, Bruce and thank you!

Staff will be saying goodbye to Bruce at a special morning tea on his last day on 18 December.
Saint Hilarion Mini Feast and Open Day

Sponsored by:

HESTA

www.sainthilarion.asn.au
Fulham at the Feast Day of Saint Hilarion
Fulham Updates

Villa outing to the Saint Hilarion Mini-Feast /Open Day at the House of Saint Hilarion – Seaton

On 13 October our Residents were as always invited to this wonderful event at our Home at Seaton. The day began with Mass celebrated in the Scalabrinian Chapel by Father Luigi Sabbadin. Special guests were members of the Board, Executive committee and other members of the Society, along with Residents and their family.

After Mass everyone took their places at the beautifully set tables for a delicious lunch. Our Residents also enjoyed the music and dancing. There were many stalls, but our favourites were the Zeppole and Pizza stalls. A wonderful day had by all, thank you to our friends at Seaton and the amazing volunteers. Pictures below . . .

Feast Day of Saint Hilarion

Once again some of our Residents from “the Villa” and Seaton were front and centre at the Saint Hilarion Feast Celebrations at Mater Christi Church, Seaton, on Sunday, 21 October 2018. Just before Mass some of our Residents participated in the procession that takes place in the streets around the Church. The statue of Saint Hilarion is carried during this time and the Rosary is recited.

After Mass we settled back and listened to the welcoming speeches by all the Dignitaries in particular an aspiring speech by the Society President, Mr Vince Greco. Our Residents then made their way, assisted by our volunteers, to the Church hall where they enjoyed a delicious lunch which included BBQ, Trippa, Pasta and our famous Zeppole!!

After lunch we moved to the front of stage to enjoy an afternoon of first class entertainment including Angel Manzella and main act, Unity Trio. Our Residents were booked to return to the Villa at 4pm but decided they wished to stay longer, leaving at 6pm!! It was a wonderful day and many people said it was one of the best Festas ever!!

Thank you to all involved. Photos on page 12 . . .
Welcome Angelo and thank you for our beautiful gardens

In June this year we were lucky enough to have a new gardener employed at Villa Saint Hilarion. His name is Angelo (pictured at right).

We would all like to welcome Angelo to our community. Since then Angelo has worked very, very hard to beautify the many gardens around the Villa. One of the first projects he completed was our Sensory Garden that allows our Residents and visitors to enjoy a wide variety of sensory experiences.

We now have a wonderful garden complete with various plants, ceramic frogs and a stone elephant. Inside the fountain we have fish!! Angelo has planted Roses and also placed a statue of the Madonna in one corner. We have a few park benches where people can sit and relax.

One morning Rosi accompanied some Residents to the garden and she became so relaxed that she actually fell asleep!!

The sensory garden has also brought out Residents that don’t often leave their Units or may live way over on the other side of the complex, giving them an opportunity to walk and enjoy the fresh air.

We also have our “Red Rock West” desert theme rock garden. Resident Brenton Wells did an amazing job painting the signs. Our Residents have stated how clever Angelo is for doing all of this for us. He has a wonderful imagination. They thank him very, very much for all his efforts.

Residents assisting Angelo to look after our new gardens

To help Angelo look after our amazing new gardens, we have enlisted the assistance of a few of our Residents. Elio Piantadosi is in charge of watering and he takes this role very seriously and will get up bright and early in the morning and complete this task with a big smile on his face (pictured left).

We also have Gary Conlon who is in charge of feeding the fish in the fountain, and the sensory garden on weekends. Gary is an absolute delight and enjoys his new job immensely!! (See photo at top of page 15)

As we know giving our Residents little jobs/tasks to perform assist them to maintain old skills and feelings of self-worth and a great satisfaction of feeling needed. Everybody wins!!.
Now that we have these new beautiful gardens at the Villa, we are putting them to good use!

A new activity we have begun is “Alfresco Dining”. The warm months are here and summer is on the way, small groups of Residents approx. 3 at a time are invited to have lunch in our wonderful garden next to unit 47. There they are assisted by our “volunteer” waiters. We have gorgeous new outdoor furniture complete with a huge umbrella. The Residents that have had the “Alfresco experience” have enjoyed it immensely and one Resident commented that it didn’t feel like they were in Adelaide!! If anyone would like to have lunch Alfresco style or any family member would like to book the area for a special gathering please speak to Rosi or Reception on 8235 9055.
**Fulham Updates (cont)**

**Love is in the air**

Now for a lovely warm feel-good story!

It is not unusual for our Residents at “the Villa” to find friendship and companionship over the years. However this past year cupid’s arrow has hit two of our wonderful volunteers.

Most people know Carmelo Lustri, he has been a dedicated volunteer at Villa Saint Hilarion since August 2008. Carmelo is a hard worker who is always one of the first volunteers to put his hand up for many different roles. Some people even refer to him as Rosi’s right hand man!!

Anna Tolotta started volunteer work with us in January this year.

Their eyes met across a crowded community room and they had their first date on 2 March. Now they are often seen together at the movies, their favourite restaurants and clubs.

In all the years we have known Carmelo we have never seen him dance!! Now we can’t get him off the dance floor!!

Carmelo surprised everyone at the Fulham Resident’s Christmas Lunch by proposing to Anna. Lucky for everyone Anna agreed to the proposal. Our Residents are so happy and excited for them both and who knows we may have our first “Villa Wedding”!

May God bless them and we all wish them every happiness.

**Melbourne Cup Celebrations at Villa Saint Hilarion**

We all know what the Melbourne Cup is and the festivities were enjoyed by Residents, guests, staff and volunteers of the Villa. Complete with champagne and orange, hat parade and prizes given, watching the race and delicious food complete with fruit platters. Thank you to Donna and staff from our kitchen.

As always we had many, many sweepstakes and some Residents just did not understand that Rosi was not the TAB! Please enjoy these photos.
The Main Laundry in the basement at Seaton is an authorised area only.

No-one but staff can access due to WH&S regulations – relatives need to seek assistance from unit team leaders and not access this area of their own initiative.

Fulham Updates (cont)

TRIPPA DAY!
As you can see by these photos our residents, staff and volunteers were treated to a culinary delight when “the Villa” held our annual Trippa Day! Appointments and outings were cancelled by our Residents, as no-one wanted to miss out!
Our feedback procedures

Everyone has the right to complain or offer suggestions and that right is not reduced when the Care Recipient’s capacity to exercise those rights is diminished by illness or frailty.

All matters of concern/complaint/non-compliance will be treated in an ethical and confidential manner.

Validation of Care Recipients’ feelings and needs are recognised as a necessity to providing quality Care Recipient outcomes. The Society of Saint Hilarion Inc. Aged Care has established an internal Concerns and Suggestions for Improvement procedure for use by either Care Recipients or the Care Recipient’s advocate, staff and others. Forms are available throughout the facilities.

Literature regarding the internal and external complaints mechanisms is available in English and Italian while other languages are also available.

Suggested steps for lodging a complaint

Initial concern should be directed to the Registered Nurse on duty as some issues can be resolved easily. Similarly, concerns can be taken straight to the Clinical Nurse Manager, Director of Care Services or Chief Executive Officer if felt such an action is warranted.

The Pastoral Care team (Priest and Religious nuns) of the Society may also be contacted for assistance.

A Formal Complaint

A Blue Feedback Form (see right) can be obtained from locations around the facility (including Reception area, in all Care Recipient’s Dining areas) or requested from our Administration staff.

Letter boxes are provided at both Seaton and Fulham to deposit the forms, thereby ensuring anonymity and privacy.

We are always working to improve our feedback management and in particular our response to complaints. We have created a new Complaints and Issues Feedback Log to capture verbal complaints “on the floor” which all staff can use.

All complaint forms are directed to the Director of Care Services or respective line managers who will evaluate the report and investigate the nature of the complaint. They may also be referred to the Chief Executive Officer (CEO) and the Board of the Society of Saint Hilarion Inc for deliberation.

Should these interventions prove to be unsuccessful, the next option is to approach the Aged Care Complaints Commissioner which is designed to deal with a complaint regarding a Commonwealth-funded aged care service.

Concerns may also be referred to The Aged Rights Advocacy Service (ARAS), who will provide support to help resolve concerns or to speak on the Care Recipient’s behalf.

All complaints will be dealt with fairly, promptly and without any fear of retribution.
Future Direction
The new Workforce strategy for the next one to three years has been released by Australian Government, Department of Health in September this year. The strategy will support ongoing aged care reform changing the sector as we know it now and putting the customer in focus. This is already challenging providers of aged care with the as the reform takes place.

The changes to an open and consumer choice market will increase industry competition changing previous funding models. Across Australia Residential Aged Care providers will for the first time have to compete for customers, develop new business models and implement alternative income streams, in order to remain competitive, financially sustainable and continue to grow the organisation.

Preparing for consumer care innovation
Having a competent workforce that has the knowledge, skills and attitude to meet the sector changes has been a key focus for training and development in 2018. Some of the big initiatives have been:

- The 3 hr Customer Service program has been a requirement for all staff to attend who work in residential (Fulham and Seaton). To date 78% all staff have attended and the target for all staff to attend should be achieved this month. Some of the feedback from staff has been “Fantastic”, “Very engaging and valuable” and “up to date knowledge”. All staff attending have completed a plan to focus on developing and maintaining their Customer Service skills.

- Leadership program was completed by 30 nominated staff who have responsibility for leading and influencing staff and the standard of services delivered to our care recipients. The program was delivered as 4 modules and included a mix of staff across all of our services for care recipients. The program was specific to the needs of our services and fostered joint learning experiences where long term staff and new recruits built improved working relationships and strengthened their capability for leading workplace changes.

- Defining the current capability of nursing and care staff commenced this year with competency assessments of individual staff members. The assessment of competencies is specific to their role and the results provide a focus for the development of knowledge and skills. All new staff for Nursing and Care services are assessed as part of the probation period and then prior to their appraisal.

The commitment to training and development has been significant in what has been a challenging time for aged care sector.

A big thank you to all the staff in their commitment to learn new skills and knowledge in order to personally improve and together develop greater workforce capability as we meet the challenges driven by the aged care sector reform.

Wishing all our staff a very happy, safe and Merry Christmas and a Happy New Year.
A reminder to our Care Recipients and their families about the importance of advising nursing staff if you bring medication for Care Recipient use into the Home. All medication including prescription and over the counter, tablets, creams, ointments, drops or any other form of medication must be given to the Registered or Enrolled Nurse and not left in Care Recipient’s rooms. This is to protect the safety of all our Care Recipients. The RN has reviewed the purpose of the medication, liaised with the doctor and pharmacist and assessed the safety of the Care Recipient to administer the medication. If the Care Recipient wants to administer their own medication they and their family will be consulted through the assessment process.

We would like to remind our Care Recipients and their families that the choice of the Care Recipient’s Doctor is up to the Care Recipient and/or family. If you wish to change doctors please arrange an alternative doctor and advise the nursing staff of the new doctor in writing including name and contact details. If families wish to speak to the Care Recipient’s doctor or are dissatisfied in any way the family should contact the doctor direct or make an appointment to meet with the doctor.

Coffee...specialty cakes...pasta dishes...grilled meals... Vietnamese food, etc.

Have you been to the Café lately to see all the changes?

In addition to great coffee, our menu includes – gourmet cakes, grilled chicken/steak/bacon sandwiches, fresh assorted rolls/sandwiches, lasagne, pasta, and salads.

NEW - Vietnamese Salads, Banh Mi, and Cold Rolls.

We are open for breakfast, morning tea and lunch... you can also order in advance.

Why not book a table for your next luncheon?

While onsite, you can find our menu in the staff room, nursing station and admin area.

Opening hours (Mon-Fri) 9am to 3pm
Orders can be placed via phone (8409 1296)

We look forward to seeing you soon!
We were recently loaned a copy of the April 1991 Society Newsletter... The cover picture (see above right) features Mrs Pasqua Minervini with young visitor, Ilario Fazzalari (nephew of current Procurator Roy Fazzalari). Mrs Minervini was a resident at the Saint Hilarion Nursing Home at Lockleys. She was born in the city of Molfetta, in the Bari Province Italy and at the time of the photo had recently turned 98 years old. She had a great sense of humor and was a favourite of the staff.

Mrs Minervini’s daughter Mrs Antonia Mezzini is a current resident at Seaton.

Bob Hawke was Prime Minister of Australia
John Bannon was Premier of South Australia
Governor of South Australia was Sir Donald Dunstan (til 5 Feb) then Dame Roma Mitchell
The Gulf War began in January 1991
In February 1991, the South Australian Government announces its first $1 billion bail-out of the State Bank of South Australia. South Australian Premier John Bannon is forced to agree to the setting up of a Royal Commission into the State Bank of South Australia.

The Adelaide Crows played their first game in the AFL in March 1991. In front of a sellout crowd at Football Park (West Lakes)

Mobile shopping

Our Residential Care Recipients at Seaton and Fulham are very lucky to have the fully stocked mobile clothes service of Melinda from Dressed 4 Success visit our site every few months.

The clothes are all high quality, AUSTRALIAN MADE garments, for sizes 8 to 26 in a range of styles and latest trends.

Other mobile services that visit our sites include Mobile Comfort Shoes (specialist fitting service), and mobile underwear by Fabulous Fitting.

Contact Marta for more information on 8409 1500.

NEXT ON SITE Tuesday, 19 February—Mobile Comfort Shoes and Dressed 4 Success (Seaton)
SSH Connect Home Care Packages—Your services, your way

SSH Connect offers older members of the Italian-Australian Community a tailor-made program of care designed to meet each individual’s needs.

If you’re a senior Italian wanting to continue living independently in your own home but require assistance to do so, a Home Care Package might be the answer you’re looking for. A Home Care Package can provide you with the services you want to best meet your individual needs.

Levels of Packages

There are four levels of Home Care Packages available to consumers. To receive a Home Care Package you will require an assessment conducted by the Aged Care Assessment Team. This determines your eligibility to receive a particular level of package. The four levels of packages are:

Level 1 – Basic care needs
Level 2– Low-level care needs
Level 3 – Intermediate care needs
Level 4 – High-level care needs

The types of service that can be provided through a Home Care Package are varied and may include any of the following:

- Personal care assistance;
- Home care;
- Laundry;
- Spring cleaning;
- Shopping assistance;
- Meals preparation;
- Transport assistance;
- Community access;
- Leisure activities;
- Gardening and home maintenance;
- Mobility aids and equipment;
- Personal alarms;
- Continence management; and
- Clinical Services ie nursing, physio, podiatry, and other allied health services.

SSH Connect provides a culturally specific service which is geared towards addressing the individual needs of members of the Italian-Australian community. Our focus is on Italian-specific tradition, culture, needs and ways of doing things.

The direction and use of the package is guided by each individual consumer and their primary carers in a way that respects their wishes and needs. All our staff have knowledge of Italian language and dialects in order to best facilitate communication and understanding between us the provider and you the consumer.

We are always open to suggestions and ideas from consumers to how best we can maximise our services. We welcome feedback in order to help us improve as an organisation.

A personalized service plan will be developed in partnership with you, and/or your representative and a SSH Connect Manager. Consumer choice and flexibility are key features of a Home Care Package. You decide what services are needed to achieve your care plan goals.

Requests for a Home Care Package approval must be made through “My Aged Care”.

For further information contact Clare, Vy or Andrea on 8409 1500 for more information.

Call our local office:
7 Kelly Avenue Seaton SA 5023
Phone: (08) 8409 1500  Fax: (08) 8409 1599
Mon-Fri 9am-4:30pm or email:
Frank fnaso@sainthilarion.asn.au
Clare ccaruso@sainthilarion.asn.au
SSH Connect Community Services introduce **Home Fresh Meals**!

A meal home delivery service which includes a choice from 2 entrees, 2 mains and a dessert delivered fresh daily from Monday to Friday.

Home style cooked meals are made fresh each day and delivered at lunch time under the expertise of our Executive Chefs.

Our aim is to provide affordable support to seniors and their family members who are sometimes stressed-out by the demands of caregiving. Statistics indicate that seniors can use the help as they rely on assistance to get groceries and cook meals.

Please contact Seaton Reception for further information about our affordable meal delivery service on 8409 1500.

Would you like to be more relaxed and comfortable at home with less worry? Do you want to know how to access Government funding for services at home?

For more information, please contact Clare on 8409 1500 or 0447 261 705
With the closing of another year, surely Christmas must be around the corner. Where has the time gone? The increased demand for our services has certainly kept SSH Connect’s community team of Clare, Vy and Andrea very busy.

SSH Connect has experienced a significant growth in its programs and services over the last 12 months. We have seen the further growth of Tempo Mio, our social programs, within the Western Adelaide Metropolitan region. Since May 2018, we have seen the commencement of the meal delivery program, Home Fresh Meals and the revamping of the Francesco Totino Cafe. Admirably led by Winnie, the Community Hospitality Coordinator, the café is a wonderful place to drop in and experience a wide assortment of French pastries, Vietnamese and Italian cuisine. Recognising that our meals are of the highest quality, we have seen the introduction of UberEats and MenuLog delivery services.

There is also a high demand for home care packages and this has resulted in a significant number of people on the national waiting list. We are now providing services across the Adelaide metropolitan region as well as the Waikerie area. We continue to support our clients whilst many are waiting for a package to be allocated by the Government. If you or any friends or family members would like more information on this program, please do not hesitate to contact Clare, Vy or Andrea at our Seaton Office on 8409 1500.

SSH Connect continues to broker Allied Health and Nursing Staff to other providers within South Australia. Our excellent Allied Health team led by both Gianni and Athin, has enabled us to continue providing excellent services to our existing Residential Aged Care clients as well as expanding our services both on a short term and long term basis to a number of high profile organisations in Adelaide. This clearly demonstrates that our Allied Health Department is an industry leader.

We are hoping that anyone that has come into contact with SSH Connect community services either as a volunteer, staff member, committee member or client over the past year have a Wonderful Christmas and a Happy New Year. Let’s hope for a bigger and better 2019!
**Sudoku**

Sudoku is a popular puzzle game. It is a logic-based, combinatorial number-placement puzzle. The objective is to fill a 9×9 grid with digits so that each column, each row, and each of the nine 3×3 subgrids that compose the grid (also called ‘boxes’, ‘blocks’, or ‘regions’) contain all of the digits from 1 to 9.

It is a great brain game and can help improve your concentration and overall brain power. It does not require any calculation or special math skills, just your brain, concentration and a pencil.

Each row/column/3x3 grid must only contain one of

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Sudoku is a fun puzzle game once you get the hang of it. At the same time, learning to play Sudoku can be a bit intimidating for beginners. So, if you are a complete beginner, here are a few Sudoku tips that you can use to improve your Sudoku skills.

**Tip 1:** Look for rows, columns of 3×3 sections that contain 5 or more numbers. Work through the remaining empty cells, trying the numbers that have not been used. In many cases, you will find numbers that can only be placed in one position considering the other numbers that are already in its row, column, and 3×3 grid.

**Tip 2:** Break the grid up visually into 3 columns and 3 rows. Each large column will have 3, 3×3 grids and each row will have 3, 3×3 grids. Now, look for columns or grids that have 2 of the same number. Logically, there must be a 3rd copy of the same number in the only remaining 9-cell section. Look at each of the remaining 9 positions and see if you can find the location of the missing number.

ANSWERS IN NEXT EDITON

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**Have you visited our beautiful House of Saint Hilarion at Seaton?**

Above: The House of Saint Hilarion @ Seaton

We have tours of our facilities and activities at Seaton from **10am** on the **third Thursday of every month**. Light refreshments will be offered at the completion of the tour. Numbers limited to a maximum of 15 people per session. BOOKING ESSENTIAL.

Private tours can also be arranged on request. Tours of our unique Villa Saint Hilarion at Fulham (pictured right) are available via appointment only.

Contact Rita for more information or to book in on 08 8409 1500 or email admin@sainthilarion.asn.au

**HOW DID YOU GO? August 2018 edition answers:**

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LOOKING FOR VOLUNTEERS

The Society of Saint Hilarion is seeking interested community members to help us run our Café Francesco Totino and bus driving. There are lots of worthy and meaningful ways you can assist us by volunteering. If interested, please call Reception on 8409 1500 to express your interest and find out more. We would love to chat with you.

Resident/Relative Meeting dates
Families are encouraged and welcome to attend.

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These are two way meetings and enable Saint Hilarion staff to advise residents and their families of important information, such as forthcoming outings and new policy statements, while similarly, there is the opportunity for residents and their families to provide feedback to our staff and management so that we are able to respond to concerns, listen to suggestions and more generally, maintain an on-going dialogue within the community.

SSH CONNECT COMMUNITY SERVICES

Avete bisogno di aiuto nei lavori domestici?
Avete bisogno di aiuto per cucinare?
Volete incontrare nouvi amici?

Il SSH Connect Community Services fornisce assistenza alle persone anziani dal 1987 e il nostro personale esperto e qualificato è capace di prestare un servizio culturalmente e linguistamnete adeguato.

La maggioranza del nostro personale e, bilingue e capace di assistervi nel nostro ambiente famigliare in casa vostra.

I nostri gruppi sociali offrono un pasto casalinga e la possibilita’ di incontrarsi con gli amici e chiacchierare dei tempi andati.

Attivita’ di arti manuali, canzoni e balli, tombola e gite fanno parte del nostro programma giornaliero.

Contattate il nostro centre al 8409 1500 per ulteriori informazioni.