

## Blurring the Boundaries DVD

Making a complaint about someone can be a daunting experience, especially when a person is chronically ill, socially isolated and relies primarily on services for basic living needs.

This DVD explores the differences between good and poor care and how clients can improve their care services through the relationships they have with their care attendants. The three care scenarios contained in the DVD reflect some of the common problems Brotherhood clients have with their carers. These scenarios show Brotherhood clients taking assertive action with carers who are trying to take advantage of them, under the guise of 'friendship'.

When a home care worker leaves early or doesn't do what he/she is required to do, it can place an older person in a difficult position. Common thoughts held are: 'Well, if I complain I may jeopardise my friendship with Dianne, besides, she needed to pick up her kids from school', or 'I won't make a fuss as I don't want to appear ungrateful for the services I receive'. These incidents occur again and again and often go unreported, which makes it difficult for any community care service to improve the care clients receive, and should expect, from their carers.

The clear message for clients throughout the DVD is that it's good to have friendly carers, but they are not paid to provide friendship. They are there to complete a set of agreed-upon personal and household tasks within a specified period of time.

The Boundaries DVD has become an important tool in the Brotherhood's Total Quality Management System. The Brotherhood hopes it can help your organisation to enable clients to become more self confident and expect a high standard of care.

## DVD contents

### Leaving early

The Personal Care Attendant, Sue, wants to leave before the shift has finished so she can meet her daughter. Mark reluctantly agrees to her request, even though Sue has not finished the housework. The next scene is the same, except this time Mark refuses her request to leave early, despite the emotional pressure she exerts on him. He remains steadfast and Sue agrees to stay and finish all the housework.

### Shopping and rushing

The Personal Care Attendant, Mark, barges into Elsie's home with her groceries, not knocking on the front door or even waiting for her to finish a phone call before he starts to unpack the groceries. Mark is not heeding Elsie's requests to see the grocery items first or taking directions on where the items should be placed in the kitchen. Hurriedly, he provides the shopping change, not bothering to see if the correct change is given and, when asked, rudely refuses to fill out the shopping book. This scene is repeated again with Mark showing the necessary respect for others associated with professional behaviour.

### Laziness

The Personal Care Attendant, Dianne, arrives late to Krista's home and clearly has no intention of doing any of the housework by taking advantage of Krista's hospitality. After making herself a coffee, Dianne plonks herself down on the couch next to Krista and launches into a conversation about her troubles. Time passes and, despite requests from Krista to start the housework, she refuses. The next scene follows Krista's actions of making a complaint to her Care Manager and getting her house cleaned.

## How this DVD can be used

### Small discussion groups

Play this DVD to a group of two to six clients (more than six clients makes it difficult for everyone to have a say). Create a discussion by identifying people within the group who have had similar experiences to those featured in the scenarios.

Discuss how they dealt with the problem.

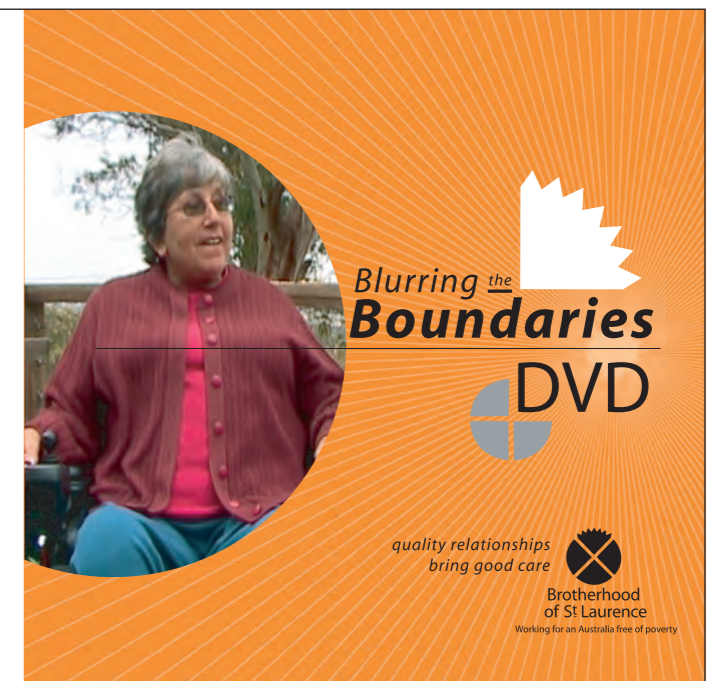
Emphasise the importance of the task list and the shopping book in terms of accountability and measuring the effectiveness of care services.

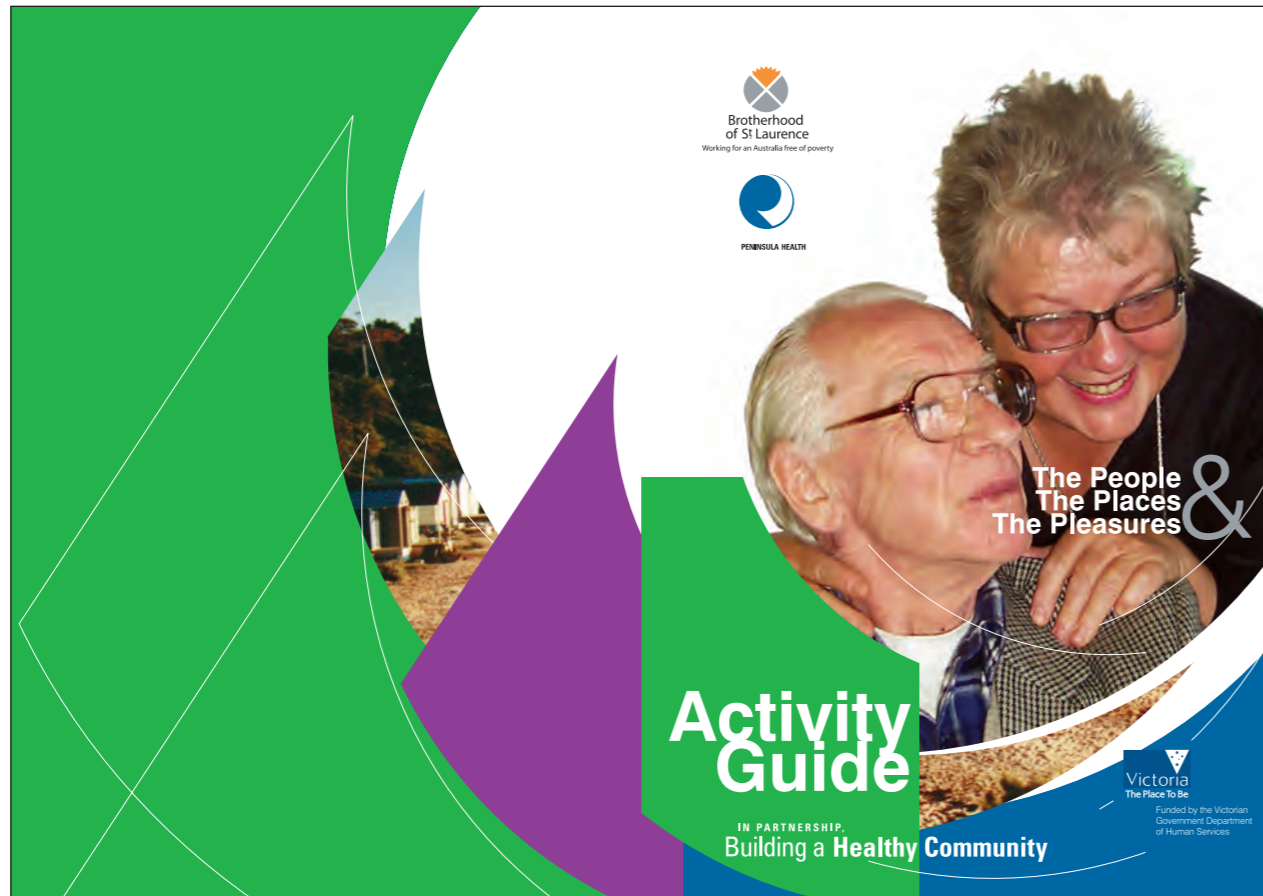
Consider asking the question, 'What are the key differences between what a personal care attendant provides and what a personal friend provides?'

This DVD is a helpful learning resource for people from CALD backgrounds who may not have experience of community care services or have poor English literacy skills. It is a good opportunity to practically explore the grievance process.

This DVD is a useful in-service training resource for personal care attendants, for exploring the importance of friendship to older people and people with disabilities, and how this can be balanced with completing personal and household tasks.

  
Blurring the **Boundaries**





## Where can we go?

The following Table displays a number of accessible and senior friendly places.

You can use the checklist on Page 5 to explore more of these senior friendly places for yourselves.

NOTE: The Activity Staff are also a great resource who can provide you with other ideas and accessible places if you have anything specific you are looking for!

### Legend

Venue/Activity	Accessibility/Amenities
Restaurant	Wheelchair Accessible—Level Ground or Ramp Access
RSL Club	Wheelchair Accessible Toilets
Cafe	Toilets (Suitable for Wheelie Walkers)
Walk + Lookouts	Disabled Parking
Food and Wine	Parking Nearby
Parks + Bushland	Seniors Card Accepted
Cinema	Daily Specials
Art Gallery	BBQ Area

## Community Guide

Venue	Type	Address	Mel Ref/Phone	Access/Amenities/Parking/Specials	Other Information
Rosebud Walk		Opposite Peninsula Health Jean Turner Nursing Home and Lotus Lodge	Ref: 170 A1		Wheelchair accessible path from Jean Turner and Lotus Lodge Short walk to the Bay! Great Lookout with Seating BBQ available
Rye Pier & Walk		Point Nepean Rd Rye 3941	Ref: 168 F4-H4		Wheelchair accessible path with seating to East of Pier (towards 158 H4) Cross at the lights and enjoy lunch at the Rye Tavern!
Dromana Pier		Point Nepean Rd Dromana 3941	Ref: 159 H5		Wheelchair accessible pier Disabled toilet in the Dromana Hub Plaza
The Briars Park		Nepean Hwy Mount Martha 3934	Ref: 145 F12 (03) 5974 3686		Open Daily 9am-5pm Homestead and Bird Hides Homestead Open 10am-4pm
Arthur's Seat Platform		Arthur's Seat Rd Dromana 3936	Ref: 159 11E (03) 5987 2565		Level ground viewing area Telescopes for scenic viewing (too high if in wheelchair)
Barmah Park Vineyard & Cafe		945 Moorooduc Rd Moorooduc 3933	Ref: 146 D7 (03) 5978 8049		Open Mon-Fri 10-5pm Sat-Sun 9-5pm Senior Card Discount: Mon-Fri Friendly & spacious café/cellar door Outdoor indoor seating opt. Book ess.
Rosebud Cinema		30 Rosebud Parade Rosebud 3839	Ref: 158 E12 (03) 5981 2555		Let staff know in advance to arrange for seating. 2 wheelchairs fit in each theatre
Sorrento Cinema		26-36 Main St Sorrento 3943	Ref: 157 B7 (03) 5984 2903		Let staff know in advance to arrange for seating. 2 wheelchairs fit theatres 1 & 2
Morn Pen Reg. Gallery		Civic Reserve Dunns Rd Mornington 3931	Ref: 145 H4 (03) 5975 4395		Open Tues-Sun 10am-5pm Admission: Adults-\$4; Con.-\$2 Children-Free under 5yrs



# Caring For The Carers



**Family Carers** spend their time caring for loved ones sometimes at the expense of their own health and well-being. Keeping active and eating good food is important for quality of life, particularly when you are a carer.

**The Well for Life Program** an initiative by the Department of Human Services, Victoria and Brotherhood of St. Laurence aims to help carers with their nutrition and physical fitness.

Carers living in the Frankston Area will have the opportunity to participate in two eight week programs. The Venue will be the Brotherhood Complex, 24-26 High St, Frankston. Melways Ref:102 C3.

**Staying Fit**— a fitness program that combines strength training and flexibility exercises.

**Food Is Fun**— a nutrition program that explores healthy cooking and eating.

You have the choice to participate in both or either the nutrition and physical fitness programs.

**The Staying Fit Program** will be run by Adam Sehic, a qualified fitness instructor who specializes in Age Strong exercises. Adam runs a number of fitness groups on the Peninsula and can help people no matter their fitness level.

**The Food Is Fun Program** Most of us know how to cook, these sessions will widen your knowledge of food and put the fun back into preparing it.

**We Can Offer You—**

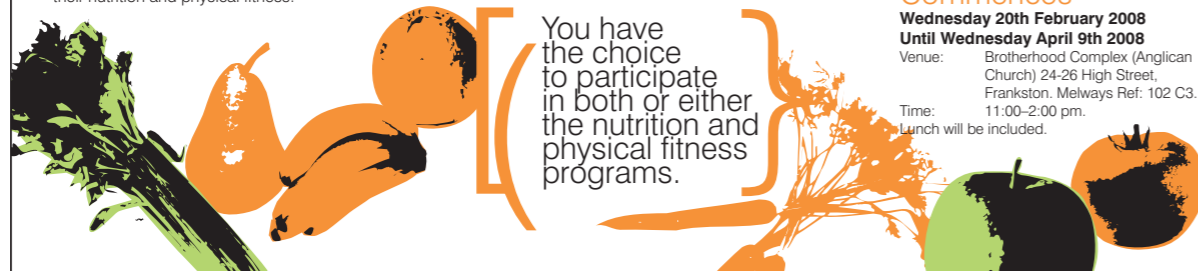
- Respite that meets your own caring needs
- Transport

**Staying Fit Commences—**  
**Wednesday 20th February 2008**  
**Until Wednesday April 9th 2008**

Venue: Brotherhood Complex (Anglican Church) 24-26 High Street, Frankston. Melways Ref: 102 C3.  
Time: 9:30-11:00 am.  
Morning tea will be served after the session.

**Food Is Fun Commences—**  
**Wednesday 20th February 2008**  
**Until Wednesday April 9th 2008**

Venue: Brotherhood Complex (Anglican Church) 24-26 High Street, Frankston. Melways Ref: 102 C3.  
Time: 11:00-2:00 pm.  
Lunch will be included.



## Food is Fun Includes

- Hands on cooking, learning quick and easy nutritious meals
- Ethnic Cooking
- Cooking for special diets (low fat, diabetic, yeast free and gluten intolerance)
- Visit to a vegetable and flower garden and seed distributor
- Visiting local Fresh at the Farm Gate Venues

## Staying Fit Includes

- Individualized Exercise Program
- Strength Training and Stretching
- Safe Lifting and Safe Transferring Techniques

## What To Do

Contact **Marion Trevellyan 0408 003 250** or **Banksia Services 03 9782 9322**.

Remember we can organize respite, transport and book you into both or either Staying Fit and Food is Fun.

**Remember all these sessions are cost free!**

**Please book ASAP as there are limited spaces**  
**Closing Date: Monday 11th February.**

## Supported By

- Banksia Services, Brotherhood of St. Laurence
- Department of Human Services, Vic
- Peninsula Health, Ageing Well
- Peninsula Community Health Service
- Brotherhood Volunteers

# Caring For The Carers A Well For Life Initiative



# Self Defence Seniors and Disabled MADE EASY!

## Adam and Danny welcome you to Self-Defence for Seniors and Disabled!

Come along and have a laugh while you're learning the techniques. Increase your fitness, strength, range of movement, coordination and "centre" your mind.  
Perfect for those who are not ready to join a traditional dojo.

### What would you like to improve?

- Fitness • Strength • Stretching • Meditation
  - Co-ordination and self-defence
- We have simple techniques and it's fun to learn. Come and have a go!

## What are our Secrets to Success?



*The exercise is great, the training is great and the martial arts keeps you moving! It's great way to meet people. I wouldn't be as fit today if I hadn't started these programs.*

*The program has given me increased confidence. My family is happy that I'm doing the classes, because it's made them less worried about me being out and about.*

**Elvie**

*The classes are great for fitness-I was amazed that I could do it at my age! There's no pressure keeping up with the younger, fitter people.*

*It keeps my mind active and I have improved movement and strength in my upper and lower body!*

**Rod**



Brotherhood of St Laurence  
Working for an Australia free of poverty

## 17 Good Reasons to Join

- A fun class that gets you out of the house.
- A good way to meet new people.
- A fun pathway to fitness, flexibility and meditation.
- Learn new and exotic skills.
- Easy to learn; no high level of fitness or coordination required.
- Learn at your own pace-no pressure.
- Easy step-by-step tuition levels.
- Low impact techniques included.
- Pictorial/Video homework allows you to also practice at home.
- Great atmosphere; easy-going and friendly.
- No uniform/grading belts required coloured-name tags are worn as rankings.
- No joining or membership fees; no hidden costs.
- Flexible attendance times are ok-if necessary (arrive late/leave early).
- These techniques are for fun and not for combat.
- Framed certificate upon the completion of each grading.
- All equipment supplied.
- Limited class sizes for personal attention.

### What We're About

Respect and tolerance of others both in and outside the class.  
Self-restraint and dealing with difficult or aggressive situations peacefully without resorting to violence.  
e.g. if someone demands your wallet, purse, handbag or cash just give it to them with a smile. Putting yourself in danger for such items isn't worth the risk to yourself.  
Tranquillity over violence.  
Passive approach to aggressive behaviour.  
Proudly supported by Brotherhood of St. Laurence.

## Frequently Asked Questions

- Q** Who can join?  
**A** Anyone with a disability, frail disposition or simply lacking in confidence.
- Q** How long is the session?  
**A** Approximately 1 hour, 20 mins. If you have to arrive late and have to leave early; feel free.
- Q** Do I have to keep up with the others?  
**A** Training is individualized; you learn at your own pace; no pressure; the aim is to have fun at the same time.
- Q** Do I need to bring a uniform or equipment?  
**A** No. Just wear comfortable clothing and bring a water bottle.
- Q** Experience/fitness required?  
**A** None. Please let us know about your condition. It's a good idea to check with your Doctor or Specialist before beginning ANY exercise regime. You don't have to be strong and fit to learn the techniques.

# Self Defence Seniors and Disabled MADE EASY!

## Where and When

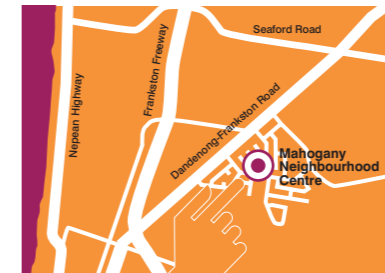
Mahogany Neighbourhood Centre  
Mahogany Avenue, Frankston North, VIC 3200.  
Melway Ref: 99 J8.  
Fridays 12:45pm-2:20pm.

## What's the cost?

\$7 per session. No joining fee.

## Who to Contact

Adam on 0448 851 245 or  
e-mail [adaminski@optusnet.com.au](mailto:adaminski@optusnet.com.au)



Proudly supported by Brotherhood of St. Laurence.

# Self Defence Seniors and Disabled MADE EASY!



*I wouldn't be as fit today if I hadn't started these programs*

**ELVIE**



Working for an Australia free of poverty





Walking for Wellness **W4** 

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### Walking for Wellness

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Walking for Wellness **W4** 

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My Community Life

HOME GUIDE MEMBERSHIP LINKS ENTERTAINMENT HELP LOGIN

Hi Cynthia Welcome Back!

Event Selector

SEARCH A KEYWORD SELECT A CATEGORY SELECT A LOCATION GO

### My Calendar Events for November

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	Qui sit consequat, dui te ipsum consectetur.	2	3	4	5	6
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	32	33	34	35

RSS Feeds

- The Pines Historical Nature Trail
- The Sorrento Twilight Market
- McClelland Art Exhibition
- Point Nepean Indigenous Lunch
- Rosebud Cafe Tour
- Mornington Nature Walk
- Mont Alto Winemaking
- Sorrento Historical Cinema
- Stoney Point Vintage Car Parade
- Frankston Folk Festival

Details: Name, Address, Phone Number, Manage My Bookings, Reminder, Friends Name(s), Online, Entertainment

Health Promotion

Powered by Brotherhood Technology

My Community Life

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Hi Cynthia Welcome Back!

Event Selector

SEARCH A KEYWORD SELECT A CATEGORY SELECT A LOCATION GO

### Feature Events

Calendar

November

- The Pines Historical Nature Trail
- The Sorrento Twilight Market
- McClelland Art Exhibition
- Point Nepean Indigenous Lunch
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Health Promotion

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Hi Cynthia Welcome Back!

Event Selector

SEARCH A KEYWORD SELECT A CATEGORY SELECT A LOCATION GO

Active >> Book >> Join/Login >> Payment >> Confirmed

### Calendar

November

The Pines Historical Nature Trail (5 results that match your request)

How Much History?

Rating by Organisation

Reviews by Participants

Activity & Pricing Information

Friends who have booked into Activity

Invite a Friend

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HOME GUIDE MEMBERSHIP LINKS ENTERTAINMENT HELP LOGIN

Event Selector SEARCH A KEYWORD SELECT A CATEGORY SELECT A LOCATION GO

Activities >> Book >> Join/Login >> Payment >> Confirmed

Calendar November

**The Pines Historical Nature Trail** 15 results that match your request

Activity & Pricing Information

Top 10 Activities

McClelland Art Exhibition

Point Nepean Indigenous Lunch

Rosebud Cafe Tour

Mornington Nature Walk

Mont Alto Winemaking

Sorrento Historical Cinema

Stoney Point Vintage Car Parade

Frankston Folk Festival

PRINT BOOK NOW

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Event Selector SEARCH A KEYWORD SELECT A CATEGORY SELECT A LOCATION GO

Feature Events

Calendar November

**The Pines Historical Nature Trail**

**The Sorrento Twilight Market**

**McClelland Art Exhibition**

**Point Nepean Indigenous Lunch**

**Rosebud Cafe Tour**

**Mornington Nature Walk**

**Mont Alto Winemaking**

**Sorrento Historical Cinema**

**Stoney Point Vintage Car Parade**

Top 10 Activities

McClelland Art Exhibition

Point Nepean Indigenous Lunch

Rosebud Cafe Tour

Mornington Nature Walk

Mont Alto Winemaking

Sorrento Historical Cinema

Stoney Point Vintage Car Parade

Frankston Folk Festival

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HOME GUIDE MEMBERSHIP LINKS ENTERTAINMENT HELP LOGIN

Event Selector SEARCH A KEYWORD SELECT A CATEGORY SELECT A LOCATION GO

Events for November 15 results that match your request

Calendar November

**The Pines Historical Nature Trail**

**The Sorrento Twilight Market**

**McClelland Art Exhibition**

**Point Nepean Indigenous Lunch**

**Rosebud Cafe Tour**

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