SENIOR MATTERS

BELL CARES INC. ... COMMUNITY MANAGEMENT TO SUPPORT THE SENIORS OF BELL LOCALS CARING FOR LOCALS

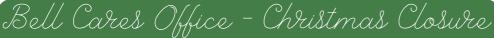
Our news and update:

It's hard to believe that another year is almost done – does time speed up as we age? I'm not sure but it certainly feels like it to me. I feel as though some weeks I roll from Zoom meeting to Zoom meeting, other weeks I can play catchup on jobs that get overlooked. Of course, there is always that thing called the work/life balance – where I add in the things like our AirBnB, my garden, my family and home life in general.

It's been a busy time assisting Texas to be up and running. They have a wonderful team out there and a very dedicated care co-ordinator. I have great faith that Texas will be one of those key rural towns. Such a pretty little place as well!

We've been having weekly training sessions to have new CRM (Customer Relationship Management) software running. We're using a fantastic programme called Suite Dash – but my goodness there has been a lot of background work. It will enable us to keep better track of the people who run through our work life – our clients and their families, our workforce, our retail suppliers – and most importantly to keep an overall eye on the schedules and issues we deal with multiple times every day. Really important these days of audits and compliance and you'll probably be receiving emails to update your details sometime soon!

We've also, after almost a year of torture from the National Carrier, implemented a new office phone system. This will enable us to deal with phone calls in a more professional manner, rather than the person who has the mobile to be running around the office to find the person necessary to take the call! Now all our calls will come in on the landline number – 4663 1333 – and be diverted to the individual mobiles. Oh what fun that has all been NOT!



The Bell Cares office will be closed from 22 December and will reopen on Monday 8 January 2024. We will have skeleton staff working reduced hours during the closure for urgent matters and accounts. Please call the office on 4663 1333 if you need assistance.



WE RECOGNISE THE CHALLENGES OF COUNTRY LIVING AND ARE COMMITTED TO HELPING LOCALS GET BETTER VALUE CARE.
YOUR HOME. YOUR WAY. YOUR CHOICE.





STAFF PROFILE Melissa Murray

Melissa (Mel) has joined the Bell Cares & Mable Teams in July this year and has quickly become a client favourite. Working in the health and education sectors for over 20 years, Mel values a wellness approach in supporting clients, with a focus on confidence, strengths, and abilities. She likes to work with her clients, to reach goals, maintain health and independence, while managing to stay safe in their own homes. With passion and love for her job, Mel has empathy in abundance and is a very calm and friendly person. Living locally, she enjoys gardening in her vegetable patch and small orchard. I tend to my hens, ducks and 2 barn cats, Blaze and Guy and a pet pig named Peggy.





Tuesday, November 28, 2023

Jimbour House, 86 Jimbour Station Road, Jimbour Qld 10:00AM

\$60 per person - Own Transport

\$130 per person - Bus Transport (limited seating, book early)

Cost may be covered by your Home Care Package if funds are available, call the Bell Cares office to confirm

BUS Pick-Up Sites in both Bell & Dalby - Time and Location details will be provided when bookings are finalised

RSVP & Bookings By: 10 November 2023

Contact the Bell Cares Office: 0472 673 856 or info@bellcares.com.au

Join us and embark on a journey through history learning the stories, the secrets and the twists and turns of Jimbour Station's past on a guided residence tour. Then relax, taking in the tranquil gardens whilst enjoying a selection of cakes and pastries, hot savoury treats, finger sandwiches, scones with jam and cream plus tea and coffee.









Calling all My Aged Care **Home Care Package Recipients**

✓Are you looking for a new provider? ✓Are you unhappy with your current provider? **✓** Do you want local support?

✓ Do you want to get the most out of your package?

Better **Value** Home



Phone:07 46631333

The Bell Cares team are here to help! We provide Care Coordination services to the Bell, Dalby and surrounding areas. Contact us today for more information.

info@bellcares.com.au www.bellcares.com.au

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BELL CARES DATE CLAIMERS

NOVEMBER 2023

Thurs 2 Nov - 10:00am Social Morning Tea at Pips'N Cherries 15 Ensor Street, Bell

Tues 7 Nov - 12:00pm **MELBOURNE CUP LUNCHEON**

> at Pips'N Cherries 15 Ensor Street, Bell 🥏



Thurs 16 Nov - 10:00am Morning Tea & Guest Speaker

at Bell Bunya Community Centre 71 Maxwell Street, Bell

Tues 28 Nov - 10:00am

House Tour & High Tea

at Jimbour House

86 Jimbour Station Road, Jimbour

DECEMBER 2023

Thurs 7 Dec - 10:00am Social Morning Tea at Pips'N Cherries 15 Ensor Street, Bell



JANUARY 2024

Thurs 18 Jan - 10:00am Morning Tea & Guest Speaker at Bell Bunya Community Centre 71 Maxwell Street, Bell

Remember, you don't need to have a **Home Care Package to** come along to our events, the more the merrier!

Find us on **f**



Community Events & Information





Appointments are now available in Dalby & Bell!
To book an appointment please call or text: 0493576595





Dusty & londes





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Beat the Heat: Safety Tips

When it comes to ensuring safety in the heat, especially for senior individuals, prevention is key.

DRINK PLENTY OF WATER

An obvious one, but immensely important. Regular sips of water are a must to stay adequately hydrated, keep fresh water accessible at all times.

STAYING COOL

Fans, air-conditioners, wet towels
— keeping the body temperature
at a safe level can go a long way
to increase comfort and decrease
risk of the body experience heat
stress.

CHECK PRESCRIPTIONS

It's important to know if you have increased likelihood to suffer from dehydration, increase body temperature or even sun sensitivity due to your medications and take precautions.

DRESS APPROPRIATELY

Look to loose, light fabrics that breathe. Natural materials are better to regulate body temperature, such as cotton or linen. And don't forget a hat and sunscreen for venturing outside to protect from the UV rays and prevent sunburn.

FIND INDOOR ALTERNATIVES

When it is especially hot, avoid heading outdoors and find some indoor alternatives to stay cool.

TAKE IT EASY

Hot weather sometimes means taking it slow and not exerting the body. Sometimes staying inside by the fan or airconditioner is a must.



We're also pretty excited that finally we've been able to finalise the process to offer a bus trip to our clients. Again, this has taken a lot of work to get it right. More details will be in other places in this newsletter. I have no doubt that the small bus will be booked out very quickly – so get onto it ASAP.

I'm a bit sad that I'll be away for some of our signature events – a couple of morning teas and Melbourne Cup Day! Please don't feel too sorry for me because by the time you are reading this Paul and I will be on holiday for a month, touring Spain, Portugal and Morocco – with a couple of days at either end in Hong Kong for some leg stretching time between flights – which for us will include lots of fantastic eating of great Asian food at hidden away spots. We'll be back in the middle of November and then 2023 will be almost over, with just a couple of important events to look forward to before we roll onto our Christmas break.

This is the time for me to say thank you, thank you to our wonderful team – of course, none of it would even begin to happen without Danielle, Kate and Rebecca. They do an amazing job keeping things on track (and me in line) and Bell Cares Inc is a reflection of their dedication. I wonder, sometimes, how we lucked into such amazing women. Also, thanks to our wonderful contract workers – the cleaners, the gardeners, the drivers, the companions, the cooks, the shoppers, the menders, the ironers – all those jobs that truly enhance the lives of our clients. We also work with a wide range of fantastic businesses – the pharmacists, the nurses, the allied health professionals, the tradies, the foodies, the makers of all things, the healers and the helpers. When I look at the scope of the people involved in our project I take great joy that we are truly a community – which is all I ever wanted.





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How we're tracking



- People using their Home
 Care Packages and
 receiving in home services
- Local people employed through the project
- People awaiting their Home Care Package

Join us in wishing our Office Manager & Care Coordinator, Danielle a very HAPPY BIRTHDAY for the 4th December.





We support and thank the Qld Fire & Emergency Services personnel and volunteers.

Stay Alert and Informed

www.qfes.qld.gov.au https://www.facebook. com/QldFireand EmergencyServices/