

Juniper Home Care



Newsletter | October 2024

You're invited to Wise – The voice of older Western Australians

Two Juniper Home Care customers Brian O'Grady and Margaret Halsmith will be in the spotlight when 'Wise – The voice of older Western Australians' photographic exhibition opens at the Perth Town Hall on 21 November.

Celebrating Juniper's 75th anniversary, the free exhibition in the Town Hall's lower foyer will run from Thursday 21 November to Wednesday 27 November.

Brian and Margaret's portraits, along with other Juniper customers, are the work of one of Australia's foremost portrait photographers, Steve Wise.

Wise's photographs honour older Western Australians and the amazing lives they are leading by delving below the surface to explore their past, their stories and their hopes for the future. Alongside each portrait are fascinating and touching personal stories.

A major drawcard of the exhibition will be launch of key research giving older Western Australians a voice about issues that affect them today – including lived experience of ageism, a happiness index, and an exploration of what older Western Australians want for their future and community.

We hope you can visit the exhibition to celebrate Juniper's incredible milestone and the privilege we have been afforded to support older Western Australians for the past 75 years.



The voice of older
Western Australians.

FREE photography exhibition
Perth Town Hall

21 – 27 NOV 2024
10am-4pm

 Juniper




Juniper

- What's inside:
- Join us at Have A Go Day
 - Dancing through life
 - Managing diabetes in the Kimberley

Hello from Leanne

Dear Juniper Home and Community Care Customers,

It's been a busy and rewarding year for Juniper Home and Community Care and we hope it's been an enjoyable one for all of our customers and their families.

You may have seen recent news stories about the Australian Government introducing its Aged Care Bill 2024 to Parliament in September.

While changes to the Act are yet to be put in place, the proposed reforms aim to improve the viability and quality of aged care, including for Home Care customers transitioning to the new Support at Home Program scheduled for 1 July 2025.

We are hopeful the Bill will be passed by the end of the year to respond to the increasing demand for aged care services in Western Australia.

As we learn more about the benefits and any changes under the new Support at Home Program, we'll be sure to keep customers and their families informed.



We will also continue to advocate the Federal Government to release the promised new Home Care Packages to Western Australians. There are currently 6,000 Western Australians (and growing) waiting on an assessment or a package.

With the festive season coming up soon, Juniper will be maintaining essential services only on the following dates:

- **Wednesday 25 December (Christmas Day)**
- **Thursday 26 December (Boxing Day)**
- **Wednesday 1 January (New Year's Day)**

If you require a non-essential service or need to cancel a service on these dates, please contact the Community Rostering team on 08 6119 5061.

As Juniper's 75th birthday year draws to a close soon, we have a beautiful exhibition open to the public at the Perth Town Hall from November 21-27. The free photographic exhibition - Wise: The voice of older Western Australians - by one of Australia's foremost portrait photographers, Steve Wise, honours older Western Australians and the amazing lives they are leading by delving below the surface to explore their past, their stories and their hopes for the future.

Our incredible Juniper customers, including several Home Care customers, are the subjects of this exhibition. If you have a moment, we would love you to head along to the exhibition. Exhibition details are featured on the cover of this issue.

Leanne Plowright
Operations Manager
Home and Community Care

◀ Juniper Home Care customer Margaret Halsmith being filmed as part of the Wise exhibition opening this November.





Couple keeps dancing through life

Lis and Poul-Erik Mathiasen's love story began on the dance floor of a restaurant in Denmark, and they have been inseparable ever since. Today, as they navigate the challenges of Poul-Erik's rare cancer diagnosis, they continue to draw strength from their love, and the support of their community.

The Mathiasen's moved to Australia in 1971, but their adventurous spirit took them around the world, including 4.5 years in the remote Aboriginal community of Tjukurla in WA's Gibson Desert.

"It was one of the highlights of our lives. It was a privilege to be accepted by the community and learn about their unique culture," said Lis.

Four years ago, Poul-Erik was diagnosed with a rare form of cancer that affects only 3 percent of the population, turning their world upside down. Determined to keep living life to the fullest, the couple continued their ballet classes at the WA Ballet Academy, even after Poul-Erik's first surgery.

When he feared he might never dance again, their ballet teacher offered private lessons and specially designed exercises to help him regain his balance and posture.

Over the past four years, the couple has travelled across the Nullarbor twice, visited Denmark, attended annual opera events with family, and played bridge twice a week. Poul-Erik also fulfilled his dream of writing their memoir, *Three Years, Two Danes, One Holden: A Memoir of Artless Travel*, celebrating its release with a joyful backyard book launch.

Throughout this time, Juniper Home Care has been a crucial part of their support system, helping them manage the daily challenges of Poul-Erik's diagnosis. The Juniper team has provided everything from domestic assistance to physiotherapy and respite care.

"The support has been amazing. The fact that I don't have to do anything domestic has taken a massive burden off my

shoulders and gives me more time with Poul-Erik. Juniper staff make you feel like you are the only person they are looking after," said Lis.

As they continue to face the challenges of Poul-Erik's terminal illness, the couple hopes that their story will inspire others to hold on to what truly matters and live each day with love and gratitude.



Have you seen us on TV?

An injured foot, some teasing text messages and a steely determination to get back on his feet with some Juniper physiotherapy. How will Lewis fair at the footy grand final? You'll have to watch Juniper's latest ground-breaking television campaign to find out!

Juniper recently launched its Keep Being You advertising campaign, which celebrates older people in all their wonderfully individual ways.

"Often in aged care advertising, older people are presented as helpless. This has certainly not been my experience personally or the many Juniper Home Care customers I've met. They're fiercely independent, capable and most definitely, individual," Juniper CEO Russell Bricknell said.

"That's exactly what we wanted to highlight in this campaign. Juniper Home Care is there to provide support where needed so a customer can get back to doing what they love in life.

"At Juniper we don't believe in cookie cutter care – one size doesn't fit all. Each customer is different with their own unique problems and quirks which is why we tailor care for every customer, with the hope of making our customers feel seen, respected and never judged. When it comes to aging, we help our customers to keep being you."



Visit <https://tinyurl.com/yznesvp4> or use the QR code to watch the advertisement.



Managing diabetes in the Kimberley

Juniper has launched an innovative telehealth diabetes management program targeted at the Kimberley region.

Diabetes is a major health challenge in the Kimberley region, an issue heightened by a shortage of specialised healthcare professionals and geographic isolation, which makes it difficult to access consistent and effective diabetes management.

The use of telehealth carts, which allow for fast and efficient video consultations, have provided a way to address barriers in bringing expert care directly to the communities. The telehealth sessions are designed to mitigate risks, adhere to best clinical practices, and provide ongoing clinical support for our customers.

Juniper Community Support Workers (CSWs) transport customers to Juniper Kununurra Day Centre, where nurses conduct Telehealth sessions to confirm blood sugar levels, assess overall well-being, and verify insulin dosages with the CSWs.

As a result, the first two participants have gained confidence in self-administering their insulin pens, and their long-term blood sugar levels (HbA1C) have improved, highlighting the program's positive impact.

The Telehealth diabetes management sessions have proven to be an effective addition to our services demonstrating the potential for broader application, opening new avenues for clinical support across the Kimberley region.



Juniper meal delivery now serving the Great Southern

It's been a smooth, nutritious and tasty transition for Juniper CHSP customers in the Great Southern with the introduction of Juniper meals.

The meal distribution service moved from Katanning Hospital to being produced by the team at Juniper Bethshan in July this year.

Keen to maintain meal delivery to customers, Juniper's Leanne Plowright and Sarah Whittaker worked with the hospitality team at local residential home Bethshan to whip up freshly cooked two-course meals for community customers.

Juniper Operations Team Leader Community Sarah Whittaker said continuing the meal service was important for customers remaining at home, as it kept up their nutrition and supported customers to remain safe and well in their community.

"The support from Hospitality Services Manager Kirrie Hall and the team at

Bethshan, who were as excited as us to provide delicious meals into the community was exceptional," Sarah said.

The Bethshan hospitality team now prepare between 13 and 18 two-course meals per day for Community customers in Katanning and Kojonup, with support workers travelling up to 90km to ensure customers receive meals.

Hospitality Services Manager Kirrie Hall said it was a rewarding and logical move for Juniper to support the local community by preparing home style, freshly cooked meals.

"It's all freshly cooked, not frozen, and it's a seasonal menu with seasonal produce," Kirrie said.

Have a Go Day 2024

Come along and enjoy all the fun of Have a Go Day at Burswood Park on Wednesday 13 November from 9am to 3pm.

Held during Seniors Week, the free annual event for people over 55 will offer activities and information from more than 200 exhibitors

Juniper will have a stand at the event offering lots of helpful advice about how our Home Care, Retirement Living, Residential Aged Care, Transition Care Program and more can help keep you being you.

There will also be plenty of Juniper giveaways on the day including stylish tote bags, jar openers, and a selection of Juniper organic teas sourced from East Victoria Park business XO TEA.

Visit www.srcwa.asn.au/have-a-go-day for more details about the exciting event hosted by the Seniors Recreation Council. We look forward to seeing you there!





Juniper physiotherapy a life changer for Shirley

Taking part in a home physiotherapy program with Juniper has energised Shirley McGladdery and helped this youngest member of WA's Shirley Club regain more than her independence.

After several falls last year, Shirley's general practitioner referred her to a health service using her Commonwealth Home Support Programme (CHSP) funding and physiotherapy sessions were suggested to aid her mobility.

Enter Juniper Physiotherapist Kyle Ho who assessed Shirley and recommended eight exercise sessions. Taking into consideration Shirley's polymyalgia rheumatica, a condition causing muscles to feel painful and stiff, the 72-year-old started a whole-body exercise program.

"He was brilliant," Shirley said. "He listened to me and gave me confidence to listen to my body as I was always rushing around being a carer to my husband – that's why I was tripping, and he taught me to slow down."

At the conclusion of the course, Kyle suggested Shirley continue exercising in her community and she now refers to videos taken during the physiotherapy sessions on her mobile phone.

With a brighter and more active future ahead, Shirley looks forward to attending more Shirley Club functions with fellow members – all with the same first name of Shirley – that range in ages from 72 to over 100.

The benefits of the program have also extended to boosting Shirley's overall outlook on life as shifting the focus to her needs ultimately gave her more self-esteem.

"It's changed my life; I've found myself again because of this experience."



Be part of a Juniper customer advisory group!

The Customer Advisory Group (CAG) and the Quality Care Advisory Group (QCAG), plays a vital role in providing Juniper with feedback about the care and services we provide. It gives customers an opportunity to be involved in the evaluation and ongoing improvement of services.



Members of CAG and QCAG will meet to:

- Look at the quality of care and services you and others receive.
- Communicate customer needs and issues through your lived experiences.
- Provide your advice on opportunities for Your voice is improvement.

Your voice is powerful!

If you are interested in joining, please email: qms@juniper.org.au or call **6119 6019** and ask for a member of the Quality team.



The RAAF jet into the Kimberley

Juniper customers from the Kununurra Day Centre recently took a highway to the excitement zone.

It was like Top Gun coming to life when the Royal Australian Air Force invited customers to check out the two fighter jets and meet the pilots and RAAF staff.

After heading out onto the tarmac for an up-close look at the jets, customers quizzed the pilots about their roles and posed for some very cool photos. To top off the visit, the group was also treated to an exciting and pretty loud flyover in the afternoon.

Leading up to the visit, several RAAF members have attended the day centre for client education sessions, health promotions and a tasty cooking session with staff.

The RAAF is also providing an outreach program with various organisations around town as well as delivering a much-needed walk-in dental service to the community based at Ord Valley Aboriginal Health Service.





Word Search Puzzle

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| A | U | T | U | M | N | P | U | Z | Z | L | E |
| S | H | A | M | P | O | O | B | R | U | S | H |
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| R | C | C | B | C | C | A | F | E | B | N | P |
| O | A | A | U | U | T | R | A | V | E | L | A |
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ACTOR
ARROW
ASTRONAUT
AUTUMN
BEAVER
BRUSH
BUBBLE
CANVAS
CATEGORY
CUDDLE

DOOR
DRUM
EVENLY
EXAMPLE
FARMER
GALLON
MINUS
NECTAR
NORMAL
NYLON

OUNCE
OWNER
PASSENGER
POLAR
PUZZLE
SHAMPOO
SUMMER
SUNLIGHT
SUPPER
TRAVEL

