



Share and Care would like to welcome the new staff that have started in our various programs, we hope you enjoy your time with us.



**Share&Care**  
Community Services Group  
*Building resilience in communities*

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# NEWSLETTER

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ISSUE 107



# What's been happening... ...around the office...

**A Community Mental Health Day** was held at Bernard Park in Northam on Friday the 9<sup>th</sup> of October 2015 to promote awareness about Mental Health and wellbeing.



**Melbourne Cup Luncheon:** Hats were on as the gloves came off during the running of the horse race.



Right: Here is a photo of an interagency from the Rainbow refuge it has staff from Dept of Housing and the Police, the end of year luncheon. Held on the 9<sup>th</sup> December.



**BOARD MEMBER - Attila Mencshelyi**, was born and educated in Merredin married with 4 children and 8 grandchildren. Regional Manager with the Department of Housing with 38 years experience in the housing sector and 5 years prior to this with the Public Works Department. Attila has worked in Merredin, Kalgoorlie and Northam. While in Kalgoorlie/Boulder was a City Councillor from 1994 to 1999 and served on Boards of Goldfields Group Training and also Goldfields Independent Family Support Association. Attila has been on Share & Care Board since 2009 and also on Wheatbelt Independent & Family Support Association, and Chair of the Wheatbelt Senior Managers Forum.



**BOARD MEMBER - Jacquie Holmes** has been teaching for over 20 years.

A long time local of Northam Jacqui enjoys family (4 children and 14 grandchildren) and enjoys reading, spinning, bowls and crosswords.



**BOARD MEMBER - John Klassek** John Klassek works in IT Support as well as a short film producer. Married with six children, John has a keen interest in archaeology, public speaking, mission and ministry. He is currently promoting the third edition of his book. He is an active advocate for family and community issues, and is appreciative to share in the journey and governance in Share and Care Community Services and the mission it represents.



**BOARD MEMBER—James Paxman :** As a local Northam resident James has a keen interest in supporting his local community and making a positive difference to improving the lives of those who may be disadvantaged or experiencing life challenges. James has worked in the community sector for 13 years and is currently a lecturer in youth/community services work at CY O'Connor Institute. As a member of other peak community service bodies, James is aware of the major issues facing the community sector. Outside of work, James enjoys cooking, archery, socialising with friends and family as well as travelling.

## BOARD OF MANAGEMENT



**CHAIRMAN - Ann Gibbs** is long time resident of Northam, married to Ian and has been involved in not for profits that include Rocky Bay Village Morby Cottage Committee Chairman for 15 years, a Penguin Public Speaking Club member for 15 years, Charter member of the Inner Wheel Club of Northam Inc (27 years), Chairman of District A40 Inner Wheel Inc. (State Level), and Paul Harris Fellow for service to Rotary. Currently Ann works part time and her Interests include reading, gardening and music. Ann has 4 children and is a grand mother to eleven grandchildren.



**VICE CHAIRMAN - Trisha Ellis** was born and educated in Northam and after moving away and returning several times, has now settled in town with her husband, Daniel, and two young children.

Trisha's work experience is largely in Local Government and the not-for-profit sector, now working in health. Her current role complements the work of Share and Care and she is excited about working with the Board.

**TREASURER** - This role is completed by an independent accountant: Mr Steven Pollard.

## Farewell & Good Luck

Held at the Duke's our farewell to Andre & Yvette was tinged with both sadness in seeing them go after nearly 5 months and a joy for them that they were close to closing another chapter in their studies.

Both of them felt they had learned much from our teams, including flexibility, having to find other ways to work with clients other than in the modality they would normal utilise, complexity of service provision when there is not always the services they would find to refer to in the city and much more

Partnering with UWA has given us the ability to share a little of what we all do on a daily basis and to learn from others about both ourselves and the consumers we service. We also get to make friends with some pretty incredible young people who will go on I am sure, to make a difference in many lives.



## Taking Time Out...from the CEO

Well it's that time of the year again. Time to take a break, celebrate as you do on your personal path, enjoy family and friends and take a well earned rest for at least a couple of days!

**To all our team here, our Members, the Board, each and every colleague and our volunteers, I wish you a year ahead filled with all you need, lots of love, laughter and friendship.**



To our funding officers, (many who have become familiar faces), I wish the same for you and yours too.

We have had a wonderful, busy year, we simply all make a great team!

**Be safe and happy & may the New Year be everything you hope for**

## Financial Counselling Services Page 21

Well another very busy time for the Financial Counsellors. Genie and I attended our annual Financial Counselling conference in Perth in October. It was very informative bringing us up to date with the changes to our funding and updates for all the ombudsman services, all the major banks were there and some of the smaller ones as well.

This conference gives us a great opportunity to talk to other Financial Counsellors and find out how their services run and if we all have the same problems and achievements, we also share ideas that maybe we can put into practice in our service.

The major consensus coming out of the conference and that has been experienced in our service over the past few months is the complexity of the cases presenting to us, last week alone I saw 7 clients who are all in full time employment but can't meet the necessities in life, the mining industry has plummeted and left a lot of people out of work with huge mortgages and car loans.

A piece of interesting news coming out of Channel 7 is that in November 2015, 330 people per day on average have lost their jobs in Australia.

These are scary times we now live in there is now more than ever the need to ask "Are you ok" cos quite often their not. Ask your family, your friends and your workmates and lets all give thanks for what we do have.



## Men's Lodge



The Men's Lodge has been busy with five clients accommodated at different times during this period.

The Coordinator continues to involve residents of the Lodge in different projects as these projects can ensure the client base develops self-worth, improved mental health and a sense of achievement.

We are pleased that Men at the Lodge were able to complete the Chicken Coup project and we have managed to obtain a number of chickens...

The Men accommodated at the Lodge during this period also fixed the front gate and planted seedlings in the vegetable garden.

All clients that were accommodated at the Lodge attend weekly information workshops with other services and agencies such as the Financial Counselling Service, Homemaker Service, and Regional Men's Health Service and so on. The Coordinator provides direct support to clients on a daily basis to assist the client base with immediate accommodation and look at future longer term housing.

During this period the Coordinator signed three families up to the NPAH Service, and managed to accommodate one client in a Department of Housing Property. When homeless clients are signed up to this service the Coordinator provides intensive support by referring clients to the Financial Counselling, Emergency Relief and Emergency Accommodation Services.

These referrals often assist clients to deal with any existing debts with the Department of Housing, and obtain assistance with emergency supplies while they await Department of Housing accommodation.

The NPAH Coordinator provides ongoing support for clients that are accommodated through this service. The Coordinator has noticed that one of the issues that has been affecting a number of client tenancies has been the fact that some tenants have had family and friends staying at their houses indefinitely against Department of Housing regulations. In cases such as these, the Coordinator works with the clients and the Department of Housing to resolve the issue and possibly prevent loss of tenancy.

## Sleeping rough

A "staggering" 1.4 million Australians, or 7.8 per cent of the population, have been forced to sleep rough at some stage in their life, research from RMIT University has revealed.

The study, by Emeritus Professor Chris Chamberlain and Dr Guy Johnson from the Centre for Applied Social Research, also found that 13 per cent of currently housed Australians experienced homelessness during their lifetime, with half of those experiencing it more than once.

Professor Chamberlain said the results found that 900,000 men and 500,000 women have slept rough in parks or improvised dwellings, dwarfing previous estimates.

"Our survey contradicts the popular conclusion that rough sleeping is rare in modern Australia," Chamberlain said.

"It's been generally estimated that about 100,000 Australians have ever slept rough yet our research reveals a staggering 1.4 million have done so.

"The statistics are startling because they are so unexpectedly high. Nobody had any idea that the numbers were this big."

Chamberlain and Johnson randomly surveyed 1349 people with the intention of comparing their findings to Census data.

"The Census is carried out in August when it is bitterly cold and Census collectors are not going to find people sleeping rough at that time of year," Chamberlain said.

"Most people are hiding away for warmth and, of course, hiding away for safety.

"The 2011 Census counted just 6800 rough sleepers, but crucially, the Census does not ask if people have ever experienced homelessness."

He said the study also contradicted the belief that women experiencing homelessness are not sleeping rough.

"Our findings show men are more likely to experience homelessness than women, but a significant number of Australian women have been in the same boat and half of them have slept rough," he said.

<http://www.probonoaustralia.com>

## Phubbing = Phone & Snubbing

If you've ever absent mindedly begun scrolling through your phone when you're with another person, you're not alone- but **you could be damaging your relationships and setting yourself up for depression.**

Never heard of phubbing? You're not alone there either- the combination of the words "phone" and "snubbing" is used to describe the act of ignoring the person you are with in favour of your phone, which is something many people do consistently in today's world.

A recent study done at Baylor University found that phubbing could actually harm your romantic relationships and lead to depression, two things you definitely don't need happening in your life.

The study surveyed more than 450 adults to discover the effects that phubbing might have on a person's life. They found that when people perceive their romantic partner to be a phubber, it created conflict in the relationship to varying degrees. The study found that 46.3 percent of participants are being phubbed by their partners, and 22.6 percent said the phubbing led to issues in their relationship.

"What we found, not surprisingly, when people perceive their partners to be phubbers — they spend more time paying attention to their (phones) — that created conflict in the relationship," James A. Roberts, marketing professor at Baylor University Hankamer School of Business and leader of the study told Today. Researchers also found that along with conflict, being phubbed can lead to depression, as more than one third of the study's participants reported feeling depressed at least some of the time.

"It is hard for a person who is looking for an intimate connection to not feel somewhat put off or rejected if you are constantly looking at something [else]," added psychiatrist Dr. Gail Saltz, **"Maybe you have to think about how (phubbing) makes people feel. Most people don't."**



## Emergency Accommodation

The Emergency Accommodation Service has assisted 26 clients over the last three months; unfortunately this is a 23% increase in the number of homeless clients we have assisted compared to the last period.

We are continuing to see a rise in the number of clients that are becoming homeless after losing employment. These clients are often referred to the Emergency Relief Service by the Financial Counselling Service and we often assist them with funds to acquire cheaper rental accommodation.

This service has been working closely with the NPAH and Financial Counselling Services. After assisting homeless clients with emergency accommodation assistance, the ER Officers often refer suitable homeless clients to the NPAH Service for possible assistance to obtain Department of Housing accommodation which is more affordable for clients that are in financial hardship.

We often find that individuals that are receiving limited income struggle to maintain tenancy when renting privately, however, there are a limited number of Department of Housing properties available at any time.

*Emergency Relief & Homelessness Services Staff  
Would like to take the opportunity to thank  
everyone for their donations and support over this  
year and we wish everyone a Merry Christmas  
and Happy New Year.*

## Emergency Relief & Homelessness

Emergency Relief has assisted 345 people in total over the past 3 months. This year we will not be providing clients with Christmas Hampers as there are other services in the region providing these.

We will still however continue to assist consumers that are in need of Emergency Relief as usual.

As mentioned over previous months we have noticed an increase in complex cases presenting for Emergency Relief Assistance. Many clients are facing financial hardship after experiencing family breakdowns, drug & alcohol abuse, loss of employment or a combination of all of these events.

The Emergency Relief Officers refer all clients to the Financial Counselling Service as this offers clients the opportunity to address the causes of their financial hardship.

During this period the Emergency Relief service was able to begin operation of the Emergency Relief Food Storage Room. The ER Storage Room is a room large enough to provide us with enough space to store food, school supplies, blankets and swags for clients in need.

Fifteen percent of clients assisted over the last three months were provided with emergency food packs, blankets or school packs.

The ER Officers attended several training sessions for the SHIP Database, Client Assessments, and Emotional Intelligence etc.



## 20 important life lessons from that Dalai Lama

1. Take into account that great love and great achievements involve great risk.
2. **When you lose, don't lose the lesson.**
3. Follow the three R's: – Respect for self, – Respect for others and – Responsibility for all your actions.
4. **Remember that not getting what you want is sometimes a wonderful stroke of luck.**
5. Learn the rules so you know how to break them properly.
6. **Don't let a little dispute injure a great relationship.**
7. When you realize you've made a mistake, take immediate steps to correct it.
8. **Spend some time alone every day.**
9. Open your arms to change, but don't let go of your values.
10. **Remember that silence is sometimes the best answer.**
11. Live a good, honorable life. Then when you get older and think back, you'll be able to enjoy it a second time.
12. **A loving atmosphere in your home is the foundation for your life.**
13. In disagreements with loved ones, deal only with the current situation. Don't bring up the past.
14. **Share your knowledge. It is a way to achieve immortality.**
15. Be gentle with the earth.
16. **Once a year, go someplace you've never been before.**
17. Remember that the best relationship is one in which your love for each other exceeds your need for each other.
18. **Judge your success by what you had to give up in order to get it.**
19. If you want others to be happy, practice compassion.
20. **If you want to be happy, practice compassion.**

## Stop...and smell the roses...

Now, for those of you who don't know where to start, we've got you covered. Here's how to *not* let busyness rule your day:

**Take a hard look at your schedule.** List out everything you do on a typical day. Then note which of these tasks give you nourishment and energy, and which deplete energy, says Penman's co-author Mark Williams, PhD, a professor of clinical psychology at the University of Oxford. Seeing the reality on paper can help you come to your own conclusions about what your life needs—and what it doesn't.

**Stop fussing with things that don't matter.** Most of us get caught up by tasks we hadn't intended to do—returning emails, running unexpected errands—and suddenly we've lost a hefty chunk of the day. The solution? Rank the items on your daily to-do list (and limit that list to 10 or 12 items) to keep more minor things from distracting you, says Penman.

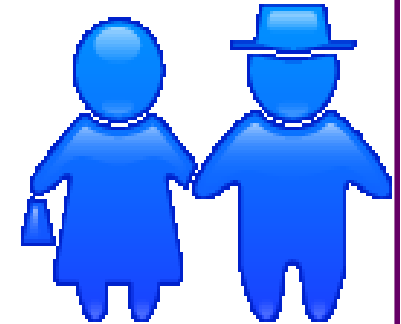
**Use the pauses in your day.** Instead of hurtling yourself from task to task, take a quick pause in between each one to clue into your surroundings, says Williams. When you get up from your desk to get a glass of water, sip slowly and savour each sensation. Instead of channel surfing at night, turn off your set between shows and use those minutes to take mental stock of how you're feeling.

**Hit the brakes.** When you feel like your day is running away from you, a quick breathing exercise can help you calm down and carry on. Or try this quick five-minute meditation from Jim Malloy, a meditation instructor: Sit in a quiet spot with your back straight, eyes cast comfortably downward, and let your breathing become deep and rhythmic. Don't worry about doing it right—you simply want to clear your head, and relax.

**Finally, just dive in.** Research shows stressed-out people tend to feel more motivated to finish a task *after* they've started. So take a deep breath and get cracking on your to-dos—mindfully, of course!

## Senior & Younger Disabled Services

We have transitioned all of our Home Care Package clients and currently have 23 packages being utilised. Our clients in Home Care Packages and their Carers and families have all embraced the consumer directed care process.



The increase in cuppa club on Mondays is working very well, we are seeing new consumers attending this day and possibly attending both days if they are able to.

Our volunteers are still working within the community to provide social support to those who need it. We have had extremely positive feedback with regards to these extra supports and the ladies have been very well received.

Our service would not be possible without the continued dedication of all of our community support workers and volunteers enabling independence throughout our consumer base.



## Mental Health & Mental Health Mobile Respite Services

Our activity room has recently started its update with an imaginative play tent area and new appliances arriving. We hope to have the room completed over the Christmas break and functioning in the New Year.

Our Mental Health Week Event in October was very successful with approximately 200 people attending. We have had some very positive feedback and have commenced planning for an event in 2016.

Our Peer Support Worker Rebecca is having some extremely positive feedback in the short period that she has been working with our Carers. Rebecca will be working on starting a consumer group in the New Year to assist Carers and consumers of mental health services.



We have recently had new clients referred through that a falling in different locations to what we have seen in the past. We have also had an increase in Carers that are caring for teenagers in the past two

## Parmesan cauliflower tater tots



### Ingredients

To make about a dozen tater tots:

- 1/2 cauliflower
- 1 egg
- 1/2 onion, finely chopped
- 1/4 cup grated cheese (Swiss, Cheddar etc.)
- 1/4 cup grated Parmesan
- 1/4 cup breadcrumbs
- 1/2 bunch of fresh chives
- Salt

Olive oil

Cook cauliflower, drain and allow to cool.

Add beaten eggs

Add all other ingredients

Shape, place on greased paper, brush with oil and bake for about 15 mins on about 220C

## Buttery Pastry Dough

2 ½ cups flour  
 3 tsp sugar  
 ½ tsp salt  
 250g cold unsalted butter, cut into cubes  
 about 1/3 cup of cold water (may need to add more)

In a food processor, combine the flour, sugar and salt and pulse to blend. Add the butter and pulse about 10 times, or until the butter is in pea size pieces; do not over process. While pulsing the processor, add 1/3 cup of the ice water, then pulse just until moist clumps of dough form, adding more water 1 tablespoon at a time if necessary.

Transfer the dough to a work surface and divide it in half. Wrap individually in plastic wrap and refrigerate for at least before rolling out.

Will make one large pie or 6 small pie crusts.

This dough can be made up to 1 day ahead, covered and refrigerated. Alternatively, it can be frozen for up to 1 month.

Pie Filling Ideas:

2x large tins of Apple, mix with some mixed spice and or cinnamon and place into uncooked pie shell and cook



### Rainbow Women's Centre:

The staff attended the Narrogin Agriculture Show with an exhibition stall with promotional material from Share and Care, clients and staff made 'scarecrows' which were the theme for the show.



The refuge in Narrogin have been down two staff, however the team have been doing a fantastic job with covering all shifts.

The Outreach staff continues to show a presence in the area, with promotional drives including Hyden and Kulin including all towns along the way.



### Homemaker Service:

The staff have relocated to Jacaranda House, they have set up their new office with computers etc., they are all looking forward to the house being fully functional, providing an even wider range of services to clients, they will be having cooking lessons in the new wheel chair friendly kitchen area which has lower benches and an oven that is easily accessible for anyone in a wheel chair.



## Family & Domestic Violence Services

### Magnolia Women's Centre:

The refuge has been at full capacity these last few months, while working closely with the Accommodation Program we have successfully assisted with housing accommodation for a client and her family.

The staff had a party for a young woman here at the refuge it was her birthday so we had a sausage sizzle and birthday cake, a gift was also provided from donations received.

Two clients attended a picnic with Regional Home Care at Bernard Park for Mental Health Week Awareness, Share and Care had an information stand there also.

The Salvation Army continues to provide bread and bun donations this is always welcomed by the clients especially when it comes to making school lunches.

### Safe at Home:

This service continues to be busy as usual, there resource manual and information packs that they distribute are always an excellent source of knowledge for the clients.

The towns they visit can stretch as far as Wyalkatchem and Dowerin, providing this service to rural areas is very important for all women to be able to obtain this information.

## Cheesy Chicken and Wild Rice Casserole

- 3 Tablespoons extra virgin olive oil
- 1 medium onion, finely diced
- 3 stalks celery, finely diced
- 3 carrots, peeled and diced
- 2 Tablespoons fresh minced garlic
- 2 Cups shredded, cooked chicken breast
- 2 Cups steamed white rice
- 16 oz prepared wild rice
- 1 teaspoon kosher salt
- 1/2 teaspoon black pepper
- 1/4 teaspoon garlic salt



### CHEESE SAUCE

- 4 Tablespoons butter
- 1/4 Cup all purpose flour
- 1/4 teaspoon salt
- 1/4 teaspoon black pepper
- 2 Cups chicken broth
- 2 Cups shredded cheddar cheese

Top with 1 1/2 Cups shredded cheddar cheese

1. Preheat oven to 350 degrees F. Heat oil in a medium Dutch oven or pot, over medium heat. Sauté onion, celery and carrots until softened, about 10 minutes. Stir in garlic and cook for 1 minute. Stir in chicken, rices, salt, pepper and garlic salt. Reduce heat to low.
2. To prepare cheese sauce, melt butter into a medium saucepan over medium high heat. Whisk in flour, salt and pepper then slowly pour in chicken broth whisking continuously. Whisk until thick and nearly boiling then stir in cheese until melted. Pour cheese sauce into cooked rice mixture then transfer to a 9x13 inch baking dish. Top with additional cheddar cheese and bake for 25-30 minutes or until cheese is melted through. Serve. 8-10 servings

# Who's behind the Desk

An Interview with Lisa—Administration



**When did you first get involved with S&C?**

May 2011

**What are some of the most challenging things that you face in your role that most people would be surprised to know?**

When clients are really needing help and there is nothing we can do.

**What do you love most about S&C?**

The relationships you build with your colleagues, managers and clients.

**What are some of the lessons you have learned from your role while at S&C?**

Compassion & empathy for people aging. I had never been exposed to the suffering of the aged/disabled before.

**Who inspires you most and why?**

Too many. Mainly people who are passionate for their beliefs.

**When you are not working, what do you spend your time doing?**

Child wrangling, studying, reading, family & friends

**What was the last book you read?**

For Whom the Bells Tolls—Ernest Hemingway

**If you were not working in your role, what other career role do you think you would have taken up?**

I would love to be a practising Dietician.

# An Interview with Cathy—Support Worker

**When did you first get involved with S&C?**

July 2014

**What are some of the most challenging things that you face in your role that most people would be surprised to know?**

The range of services we can provide

**What do you love most about S&C?**

The care provided to clients and good co-workers.

**What are some of the lessons you have learned from your role while at S&C?**

Patience. How to do things properly

**What inspires you most and why?**

Helping people

**When you are not working, what do you spend your time doing?**

Gardening or reading

**What was the last book you read?**

Clive Cussler—The Jungle

**If you were not working in your role, what other career role do you think you would have taken up?**

I wouldn't choose anything. This role is what I waited a long time to do.

