

APRIL 2017

## COASIT – STAY INFORMED! Navigating the Aged Care System

CO.AS.IT.SA

# STAY INFORMED! RIMANI INFORMATO

Keeping the Italian community informed on topics related to ageing, welfare and health.

Mantenere la comunità informata su tutti i temi legati all'invecchiamento, il benessere e la salute.

### INSIDE THIS ISSUE:

COASIT STAY INFORMED	1
BE SUNSMART	2
CONGRATULATIONS	2
ITALIAN COMMUNITY VOLUNTEER AWARDS	3
NAMASTE	3
MY AGED CARE	4

This edition we want to emphasise the importance of staying informed!

In late 2016 we launched our COASIT community information forum held on Tuesday 8th November, which was a resounding success and broadcast live on Radio Italiana 531 AM. This year we have now delivered this information to our community across the metropolitan area.

The commencement of the 'Stay Informed' forums were the outcome of

community consultation used to assess each of the issues that require addressing in our ageing Italian community. Navigating the aged care system, changes in accessing services and My Aged Care have been the focus of these sessions.

COASIT has developed some basic information to aid in this education process and if you would like further help please do not hesitate to contact the COASIT office!

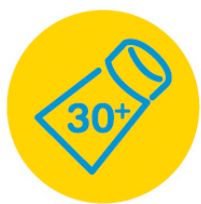


**Rimani  
Informato!**

Se avete bisogno di assistenza con questa pubblicazione in italiano si può contattare l'ufficio COASIT su 8223 3311. Aperto Lunedì, Martedì, Giovedì & Venerdì (9.30am - 2.30pm)



# BE SUNSMART!



Cancer Council SA is reminding the community to be SunSmart everyday, with high UV levels a daily occurrence and unprotected skin at risk of damage.

Two in three Australians will be diagnosed with skin cancer before the age of 70 and the disease claims over 2,000 Australian lives every year.

When UV levels are three and above, they are at skin damaging levels and measures should be put in place to protect the skin. We are now seeing UV above 3 on a daily basis and people are often caught out when temperatures turn cooler, but UV remains high.

People relying on factors such as the temperature and cloud cover when determining whether they protect their skin from the sun are putting themselves at great risk.

When UV is 3 and above, protect your skin in 5 ways – Slip on a shirt, preferably with long sleeves and a collar. Slop on some SPF 30 or higher sunscreen and reapply it every two hours. Slap on a broad brimmed or bucket hat which shades your head, face, neck and ears. Seek shade when you are outdoors and Slide on some wraparound style sunglasses to protect your eyes.

It is also important that we not only protect our skin from overexposure to UV radiation, but get to know our skin well and check all areas regularly.

Thoroughly checking your skin at least four times per year will increase the likelihood of you noticing changes which can be checked by your GP for the early signs of skin cancer.

You can do your skin self-check in the privacy of your home, using a mirror or someone you trust to help you inspect areas of skin you might not be able to see such as your back, scalp and soles of your feet.

Remember to check from head to toe, as melanoma can appear on areas of the body not normally exposed to the sun. If you are concerned about any spot on your skin, see your GP immediately.

For more information about being SunSmart visit [myuv.com.au](http://myuv.com.au) or call Cancer Council on 13 11 20.

\*SunSmart's free App, with daily UV levels, can be downloaded from Cancer Council SA.

# ATTENTION! ATTENZIONE!

Our newsletter will no longer be posted in hard copy!

We hope that you understand this decision will not mean the community becomes less informed. In fact, we anticipate that this will allow us to spend more time on delivering outcomes and allow us to work towards a greater on-line presence!

If you have any queries regarding this change please do not hesitate to email us at [admin@coasitsa.org.au](mailto:admin@coasitsa.org.au) or call the COASIT office on 8223 3311 so that we may assist you.



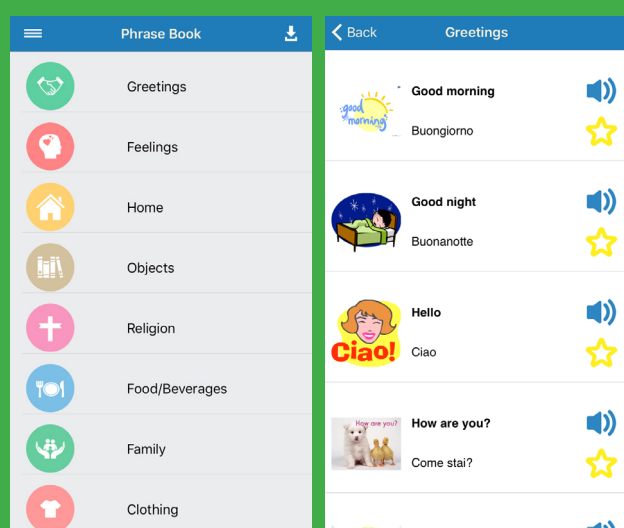
## DOWNLOAD CIAO BY CO.AS.IT. SA!

IMPROVE YOUR ITALIAN WITH THE  
NEW FREE APP CIAO BY CO.AS.IT. SA!  
AVAILABLE ON THE APP STORE.



Ciao by CO.AS.IT. SA  
Custom Business Apps

GET



## Congratulations Antonietta!

We would like to formally acknowledge and congratulate Antonietta Perrotta the President and Social Support Coordinator of the Unley MENSA.

Antonietta was awarded Unley Citizen of the Year 2017 at the Unley Council on Australia Day.

Antonietta's hard work and dedication has helped ensure that many ageing community members in her area continue to have a social support program and meal to look forward to each fortnight. She was involved from the inception of the Unley Mensa, which has offered fortnightly lunches to the local community for the last 29 years.

Antonietta was humble in receiving her award by dedicating it to both past and present volunteers. Antonietta remains an example and inspiration to all of us.

**Well done Antonietta.**





# Italian Community Volunteer Awards 2017 NOW OPEN!

## Give Happy Live Happy

Do you know someone who gives freely of their time for the benefit of the South Australian Italian community? Now is the time to recognise their achievements!

'Give Happy, Live Happy' is this year's theme for National Volunteer Week and the Italian Community Volunteer Awards are now open for 2017! The volunteer doesn't need to be from an Italian background to be nominated as long as the volunteer work benefits Italian people in the community. Some examples may be driving people to appointments, preparing meals, friendly visiting, helping out in the office, the only limit is the imagination of what you can do!

Judges will be made up of CO.AS.IT. (SA) representatives and an independ-

ent representative. Judges will be considering the generosity of time, resources and energy and how the volunteer works with the community to make a difference.

The volunteer awards aim to recognise individuals who have given their time generously to the Italian community. The winners will be presented with a certificate and prize during the CO.AS.IT. (SA) Italian Community Volunteer Awards on Tuesday 9th May 2017. Simply fill in the nomination form (with the volunteer's consent) and send it to CO.AS.IT. (SA) as per our details below. The closing date for nominations is 5pm Thursday 13th April 2017.

Late nominations will not be accepted. For more information and nomination forms please contact the CO.AS.IT. (SA) Italian Assistance Association office on **8223 3311** or visit our website [www.coasitsa.org.au](http://www.coasitsa.org.au).

## Young Volunteer Award

Volunteers under 40 years of age, whose volunteer contributions and achievements have made a significant difference to the Italian community in South Australia.

## Volunteer Award

Volunteers 40 years of age and over, whose volunteer contributions and achievements have made a significant difference to the Italian community in South Australia.

**CO.AS.IT. (SA)**

**262a Carrington Street, Adelaide SA**

**Email: [admin@coasitsa.org.au](mailto:admin@coasitsa.org.au)**

**Phone: (08) 8223 3311**

**Website: [www.coasitsa.org.au](http://www.coasitsa.org.au)**



# Bhutanese language application launch NAMASTE

We are delighted to announce the launch of the Bhutanese language application – 'Namaste'.

Namaste is a basic Bhutanese words and phrases translation app which includes audio for the aged care and health care sectors or anyone wanting to learn some basic Bhutanese words. The production of this app was based on the success of our very own 'Ciao' app!

'Namaste' was launched on the 28th March 2017 at the Jack Young Centre for Seniors, Salisbury. A huge congratulations is extended by COASIT to all of the people and organisations who made this possible. Specifically, this would not have been possible without the lead Project Officer Luisa Greco, City of Salisbury CALD Program Co-ordinator Mary Ceravolo, The City of Salisbury and the Bhutanese community including their translator and volunteers who embraced this initiative. Many others assisted with the project and we congratulate all of them on their contribution.

We at COASIT are so delighted with the success of this initiative not only because of the fantastic application produced, but because it demonstrates how strong relationships can be forged between diverse cultural groups by working together!

The app is available on the Apple App Store as well as the Vietnamese language application 'Go Vietnamese'. Sign up today and download all the apps today!





# COMPLIMENTS OR COMPLAINTS

Your compliments or complaints help COASIT offer a high quality of service and we value every person who takes the time to offer us feedback.

How to communicate a compliment or complaint:

- Speak to your social support program Volunteer Coordinator
- Call COASIT directly and speak with a staff member on 8223 3311
- Call COASIT and request to speak to one of our staff members in person
- If you prefer, send us your feedback in writing

All compliments and complaints are important to us and can be made anonymously.

Our COASIT contact details are:

- **Phone: 8223 3311**
- **Email: [admin@coasitsa.org.au](mailto:admin@coasitsa.org.au)**
- **Address: 262a Carrington Street  
Adelaide SA 5000**

All formal complaints must be made in writing to the email or postal details shown above. The COASIT Client Satisfaction Feedback Form also provides formal opportunity to provide this feedback.

All complaints are acknowledged in writing by COASIT.

If you prefer to make an external complaint please contact the Aged Care Complaints Commissioner on:

**1800 550 552** or visit their website for further information:

**[www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)**



## MY AGED CARE

COASIT is committed to informing the Italian community on how to access aged care services.

The My Aged Care website has been established by the Australian Government to help individuals navigate the aged care system. 'My Aged Care' is part of the Australian Government's changes to the aged care system which have been designed to give people more choice, more control and easier access to a full range of aged care services.

My Aged Care is made up of a website and a contact centre. Together they provide information on aged care for yourself, a family member, friend or

someone you're caring for. You can call the My Aged Care contact centre on 1800 200 422 between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays. The My Aged Care contact centre is closed on Sundays and national public holidays. The My Aged Care website is:

**[www.myagedcare.gov.au](http://www.myagedcare.gov.au)**

For further questions on My Aged Care or Italian specific services please feel free to contact COASIT on 8223 3311.



## COAST IS ON AIR!



**Join us every first  
Tuesday of the month  
on RADIO ITALIANA 531  
AM from 2.30-3.00pm**

**Like CO.AS.IT. (SA) on Facebook to stay up to date with the latest news & events!**  
**[www.facebook.com/coasitsa](http://www.facebook.com/coasitsa)**

**CO.AS.IT. (SA) Inc.  
Italian Assistance Association  
262a Carrington Street,  
Adelaide, SA 5000**

**Ph: (08) 8223 3311  
Mobile: 0431 756 144  
Email: [admin@coasitsa.org.au](mailto:admin@coasitsa.org.au)  
[www.coasitsa.org.au](http://www.coasitsa.org.au)**

**CO.AS.IT.SA**

CO.AS.IT. (SA) is supported by funding from the Australian Government under the CHSP Program.