



# BeWell news



## Welcome to the December edition of BeWell News

As we emerge from lockdowns and search for a COVID normal, complacency is now our biggest threat. This holiday season, we all need to be ever vigilant and ensure that we are being COVID safe at all times. Our best defence is vaccination, but other key mechanisms of defence are the same as they've always been; wash our hands frequently, maintain safe social-distancing and wear masks indoors and whenever social-distancing is not possible.

Since restrictions have eased, many of us have discovered a refreshed enthusiasm and genuine enjoyment for the things that at one time we took for granted. Simple things such as dining out at our favourite restaurant, or visiting the local playground, have suddenly become treasured destinations. A lot of us have re-discovered local shops and cafes just a few minutes away during

lockdowns and working from home. These businesses add to the community life we all enjoy, so please consider supporting them and be patient and respectful if changes to their services are required because of current COVID-19 regulations.

As we move into 'COVID Normal', you will be required to show proof of vaccination at a number of services. Assistance in getting this proof is provided in this edition by our wonderful Library service. Wishing you and your family all the best for the holiday season.



Mayor Stuart James

### IN THIS EDITION

- Continuing to keep you safe and reduce the spread of coronavirus (COVID-19)
- Heatwave Safety
- Choosing the right shoe
- What does a Podiatrist do?
- How to prove your COVID-19 Vaccination Status
- Good Sam Program
- Service Team

Next Edition: April 2022

#### Public holidays 2021:

- Saturday 25 December, Christmas Day
- Sunday 26 December, Boxing Day
- Monday 27 December, Christmas Day (in lieu)
- Tuesday 28 December, Boxing Day (in lieu)

#### Public holidays 2022:

- Saturday 1 January, New Year's Day
- Monday 3 January, New Year's day (in lieu)
- Wednesday 26 January, Australia Day
- Monday 14 March, Labour Day

- Friday 15 April, Good Friday
- Saturday 16 April, Easter Saturday
- Sunday 17 April, Easter Sunday
- Monday 18 April, Easter Monday

Feedback on: 9518 3553  
[communitysupportmonash.vic.gov.au](mailto:communitysupportmonash.vic.gov.au)



CITY OF  
**MONASH**

**REMINDER**

Please be aware that you must keep all pets restrained or outside in a secure area during delivery of our services, to ensure the safety of our care workers.

## MESSAGE FROM THE MANAGER



**Continuing to keep you safe and reduce the spread of coronavirus (COVID-19).**

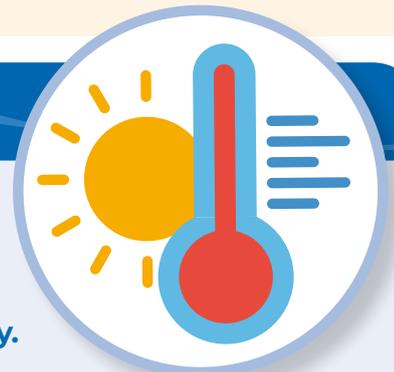
**At the time of this update we are living differently and during this time it is important that we support each other as we adjust to this new way of life.**

This continues to be a challenging year for the community. The situation is evolving and I would encourage you to always follow official health advice on actions you can undertake to keep yourself and others safe. An important reminder for us all to continue to practise good hand hygiene, physical distancing of 1.5 metres, mask wearing around others and, if you are even slightly unwell, get tested, follow the Department of Health advice and stay at home to stop the spread of the Coronavirus.

Your safety and wellbeing are of paramount importance to us, as is the safety and wellbeing of our staff. It is now a mandatory requirement for all local government employees to declare their COVID-19 vaccination status. All staff are to be vaccinated unless they have a medical exemption.

**Mary Martin**  
**Manager, Aged and Community Support**

## HEATWAVE SAFETY



**As we move into summer, it is important to remember that we may experience heatwaves. Here are some important tips on keeping cool, hydrated and safe in a heatwave as well as looking after friends, family and people who are vulnerable in the community.**

**Drink water,** even if you don't feel thirsty. Take a bottle with you always.

**Never leave kids, older people or pets in cars.** The temperature inside a parked car can double within minutes.

**Keep cool.** Seek out air-conditioned buildings, draw your blinds, use a fan, take cool showers and dress in light and loose clothing made from natural fabrics.

**Plan ahead.** Schedule activities in the coolest part of the day and avoid exercising in the heat. If you must go out, wear a hat and sunscreen and take a bottle of water with you.

**Check in on others.** Look after those most at risk in the heat – your neighbour living alone, the elderly, the young, people with a medical condition.

**Pets can experience the impacts of a heatwave just as we do.** Keep pets indoors in a cool place, and make sure they have plenty of water.

**Increased heavy rainfall and flooding creates ideal conditions for disease-carrying mosquitoes.**

To avoid being bitten by mosquitoes you can try covering up with loose fitting clothing and using mosquito repellent on exposed skin. Remove any stagnant water around your home where mosquitoes can breed.





## CHOOSING THE RIGHT SHOE

**The right shoe can help keep your feet healthy and your body safe from injury:**

- Shoes should cushion and support your feet, feel comfortable and fit well.
- Shop for shoes when your feet are at their largest – at the end of the day or after exercise.
- Get your feet measured every time you buy shoes – it is common for one foot to be larger than the other, and your foot size and shape can change as you age.
- If you play a sport, choose a shoe designed for that sport.
- Talk with a healthcare professional (such as a podiatrist or physiotherapist) about any problems with your feet or footwear.

<https://www.betterhealth.vic.gov.au/health/healthyliving/Choosing-the-right-shoe>

## WHAT DOES A PODIATRIST DO?

**Podiatrists assess, diagnose, treat and manage conditions of the feet and legs. Healthy feet are important for everyone.**

Foot care is especially important for people with specific conditions such as diabetes, which can cause foot problems. It is also very important for infants and children whose feet are still developing.

### Services provided:

- Assessment and diagnosis
- Development of a treatment program
- Treatment and prevention of foot-related problems.

### Eligibility:

Appointments may be made directly without a doctor's referral. Your doctor or other health professional may also refer you to a podiatrist.

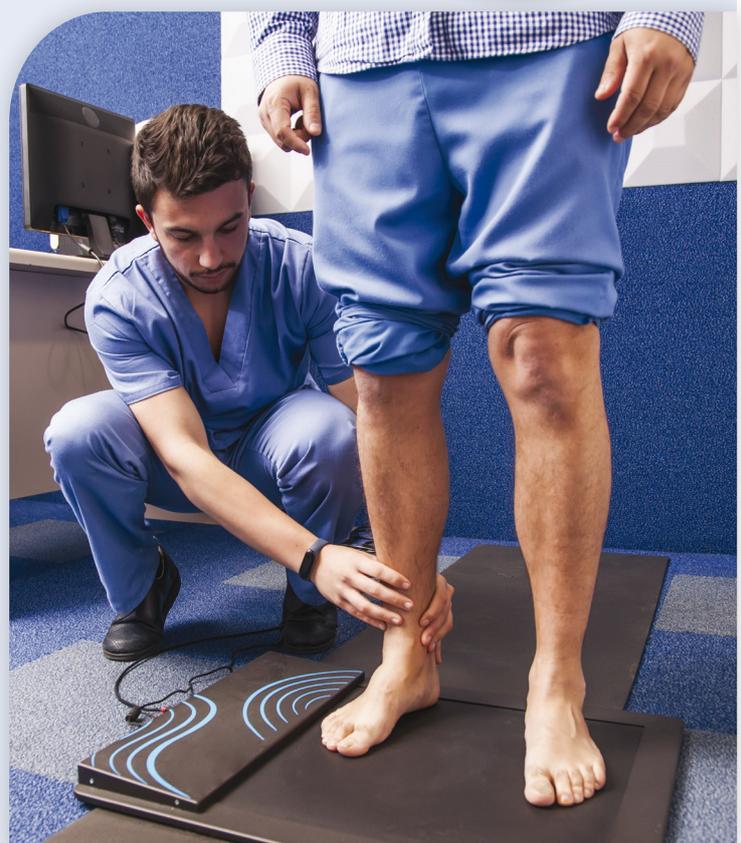
### How to access:

Go to the **Australian Podiatry Association** [www.podiatry.org.au/](http://www.podiatry.org.au/) to find a podiatrist near you.

### Costs:

Podiatrist services may be partly or fully covered by Medicare. Podiatrist's fees are covered by some private health funds, but the amount will depend on your insurance policy. Contact your insurer for more information.

<https://www.betterhealth.vic.gov.au/health/serviceprofiles/podiatrist-service>



# HOW TO:

## PROVE YOUR COVID-19 VACCINATION STATUS

There are a number of ways you can prove your COVID-19 vaccination status. You can access your immunisation history statement and COVID-19 digital certificate through **myGov** and the **Express Plus Medicare** app.

You can also link your COVID-19 digital certificate to the **Service Victoria** app. This is the quickest and easiest way to show proof of your COVID-19 vaccination status when you visit businesses, services and other venues in Victoria.

If you don't have a smartphone, you can print your COVID-19 digital certificate or immunisation history statement through myGov. You can also request your certificate through your doctor or by visiting Medicare.

Alternatively, you can call the Australian Immunisation Register on **1800 653 809** to request a copy to be posted to you.



In order to link your COVID-19 digital certificate to the Service Victoria app, you need to have:

- Received both doses of the COVID-19 vaccine.
- The latest version of the Service Victoria app downloaded on your smartphone (iPhones minimum iOS 11.0 and Android minimum 6.0).
- Your Medicare online account or Individual Healthcare Identifier (IHI) linked to your myGov account OR have the latest version of the Express Plus Medicare app installed on your smartphone.



## To link your COVID-19 digital certificate from myGov:

1. Open the **Service Victoria** app on your smartphone and at the bottom of the screen, tap the middle button to view your certificates.

The button looks like this:



2. Tap **Add Certificate**, then **Add certificate via myGov**.
3. Log into your myGov account.
4. Scroll to the **Proof of COVID-19 vaccination** link and tap **Go to Medicare**.
5. Under **Immunisation history**, tap **View history**.
6. Under **COVID-19 digital certificate**, tap **Share with check in app**.
7. From the available app options, select **Service Victoria** and tap **Share**.
8. Read through the conditions and tap **Accept and share**.
9. Your COVID-19 digital certificate is now added to your Service Victoria app and linked to the QR code check-in function.

Alternatively, you can visit **my.gov.au** and log into your myGov account. From there, follow steps 4 to 9 as shown above.

*If you are not eligible for a Medicare card, you can still add your COVID-19 digital certificate to your Service Victoria app from myGov using your IHI number.*

## To link your COVID-19 digital certificate using the Express Plus Medicare app:

1. Open the **Express Plus Medicare** app and sign in with your myGov PIN.
2. Tap on **Proof of vaccinations**, then **View history**.
3. If you share your Medicare account with others, select your name; otherwise, it should be automatically selected.
4. Under COVID-19 digital certificate, tap **Share with check in app**.
5. From the available app options, select **Service Victoria** and tap **Share**.
6. Read through the conditions and tap **Accept and share**.
7. Tap **OK** to the pop-up alert.
8. Your COVID-19 digital certificate will open in the Service Victoria app.
9. Tap **Add certificate**. Your COVID-19 digital certificate is now added to your Service Victoria app and linked to the QR code check-in function.

**For more information on this topic, visit:**

[www.monlib.vic.gov.au/vaccination-proof](http://www.monlib.vic.gov.au/vaccination-proof)

# GOOD SAM PROGRAM

Thousands of Victorians are still with us because a brave bystander stepped in and took lifesaving action. Every day around 18 Victorians will have a cardiac arrest, with only 1 in 10 surviving.

Bystander intervention has the greatest impact on improving that rate. We know that CPR doubles your chance of survival. Using an AED (or defibrillator or 'defib') increases survival even further. October is now dubbed 'Shocktober', as Ambulance Victoria encourages all Victorians to learn how to use an AED or defib, locate their nearest AED or defib, and sign up to become a #GoodSAM Responder.

## SHOCKTOBER RESTART A HEART

Ambulance Victoria is committed to improving Victoria's out of hospital cardiac arrest survival rates and have introduced 'Shocktober', a month-long campaign to teach the community how to **Restart a Heart**.



### You can get involved

Do you know how to:

- ✓ Perform CPR and use an AED?
- ✓ Locate and register AEDs on Ambulance Victoria's AED Register?
- ✓ Sign up to the lifesaving App GoodSAM?



Head to [ambulance.vic.gov.au](http://ambulance.vic.gov.au) to find out how you can help



**Ambulance**Victoria

To learn CPR and how to use an AED, head to [ambulance.vic.gov.au/shocktober](http://ambulance.vic.gov.au/shocktober)

GoodSAM is a free app that alerts registered responders when someone nearby is in cardiac arrest. We know the app has already saved more than 50 lives and we encourage anyone who knows hands-only CPR to sign up today at: [heartrestarter.com.au](http://heartrestarter.com.au)

#### LANGUAGE ASSIST

普通话 9321 5485  
Ελληνικά 9321 5482  
廣東話 9321 5481

සිංහල 7005 3002  
Italiano 9321 5483  
हिंदी 7005 3000

Việt Ngữ 9321 5487  
தமிழ் 7005 3003

한국어 9321 5484  
Bahasa Indonesia 7005 3001

## SERVICE TEAM

### Planning your appointments

**Do you have access to a calendar? A yearly calendar can be great to arrange your appointments throughout the year, remind you about special events and public holidays.** At Christmas time there are lots of shops and business who give away a yearly calendar for free. If you place a calendar on your fridge our friendly staff can pop on a reminder for the next visit if you want them too.



### Service Team reminder

There are a lot of public holidays coming up and if you're domestic assistance services falls on a public holiday the **service is cancelled**.

### Public Holidays

**Community Support does not provide home care or respite care on public holidays.** If you receive Monash Meals, these will be delivered to you before the public holiday. Our staff will call you if you receive a showering service on a public holiday if you want the service on that day.

### NO Gift Policy

**Just a reminder with the approach of the holiday season and clients wanting to give care workers a gift, staff are not permitted to receive any gifts or money from anyone. A simple thank you is welcomed. (Client Service Information Booklet. July 2021)**

We understand you are very grateful for the care worker and the support they offer you and you want to show appreciation to the care worker. Instead of a gift you could write a letter or send a feedback card and this appreciation will go on the care worker's employee record and they will be acknowledge by the City of Monash. Each year we recognise exceptional customer service for staff and departments.



### Working with Wellness approach

**Care workers are trained to work with the client's goals and to maintain client's independence. The wellness approach, which we call "BeWell at Home", encourages clients and care workers to work together.** The phase "use it or lose it" is a strong theme here as we want all clients to maintain their independence and be as active as possible. Here are a few examples of shared tasks that clients receiving domestic assistance may consider.

- Being prepared for the service and having products and equipment ready
- Assisting with bed making
- Handing pegs out to the worker at the clothes line
- Dusting while care worker is vacuuming
- Folding washing together
- When domestic shopping is involved putting away the purchases.

