

## Keep in touch!



*Social distancing rules didn't stop Dayana having her weekly chat with a friend. Dayana is using the Zoom video conferencing app to stay in touch.*

The Coronavirus outbreak and its impact on group gatherings has forced us to rethink the way we work and communicate.

The administration team, many of whom have been working from home for a number of weeks, are keeping in touch with daily meetings via Zoom.

This technology is also being used to present meetings and training sessions to support workers.

The next step is to support clients to take part in fun activities using Zoom, so they can interact with people in a new way.

To learn about the Zoom app and how it can help you stay connected to others, visit <https://zoom.us/>

**SEE INSIDE FOR MORE  
CORONAVIRUS INFORMATION  
AND RESOURCES**

# What's On?

## JAMIE'S TIPS: THINGS TO DO AT HOME

- **Podcasts:** Listen to talks about things you're into, just type podcast and the topic into Google. I do this all the time.
- **Facebook Messenger:** I use the video chat in Messenger so I can see the person I'm talking to.
- **Social media:** I use Facebook to see what friends and family are doing and what's going on.
- **Sport teams:** Google news and videos about your favourite sports team. I've been watching Melbourne Storm interviews.
- **Youtube:** Type the name of the band you like plus the word live into the Youtube search, then pick a live concert to watch.
- **Listen to music:** Put on a CD and enjoy your favourites.
- **Declutter:** Go through your stuff and throw out what you don't need or put it aside to donate to the opp shop later.
- **Get some fresh air:** I like to sit in the sun now and then, outside the unit, but I make sure I keep my distance from other people.



*Jamie Watkins*

*Can you suggest activity ideas for others to do at home? Contact me C/- MSS so I can include the details in my column!*



**APRIL**

**Rupert, Cassie,  
Emma**

## ARE YOU HAVING DIFFICULTY GETTING THROUGH ON THE PHONE?

Please note that electricity, internet and other technical issues impact on our office phone system.

If you need to contact us during office hours and cannot get through on the landline, you can phone the on-call mobile number.

**Office: 5772 1888 | On-call: 0427 579 961**

Email: [reception@menziessupport.org.au](mailto:reception@menziessupport.org.au)



**1800 800 110**  
[ndis.gov.au](http://ndis.gov.au)



### When you call Triple Zero (000)

- Do you want Police, Fire or Ambulance?
- Stay calm, don't shout, speak slowly and clearly.
- Tell us exactly where to come. Give an address or location.

For more information visit [triplezero.gov.au](http://triplezero.gov.au)

# Makeovers for charity



*The Menzies Makeovers team, with hair stylist Karla, raised \$578 for the Leukaemia Foundation.*

The day finally arrived for the Menzies Makeovers team to have their hair shaved or coloured to raise funds for the Leukaemia Foundation.

Luke registered a team with The World's Greatest Shave, and invited clients and staff to join him.

Hair stylist, Karla Johnson, gave

the team their makeovers at our office, with products provided by Alexandra salon, Nadine and Co.

Onlookers enjoyed the fun, and congratulated the team on their fundraising success.

Well done Luke, Nicole and Rai. Thank you Karla, and all those who donated.





Australian Government



# Coronavirus: 5 things to do right now

You might be feeling worried about the coronavirus (COVID-19).

You might be wondering what you should be doing.

**Here are 5 things to do right now to keep yourself healthy.**



1 Stay away from lots of people.



2 Wash your hands many times per day.



3 Try not to touch your face.



4 Sneeze or cough into a tissue or your elbow.



5 Call the doctor if you feel unwell.

# FROM THE CEO

Over the past few weeks we have implemented many changes to the way we operate and deliver supports. Large group activities, including social support outings and centre-based meals, were put on hold mid March.

Following new advice from the Victorian Department of Health and Human Services, we have further refined the activities we can now continue.

We will be supporting clients to take part in activities in alternative ways, including use of the ZOOM video conferencing app and social media.

Individual 1:1 supports continue and staff are following social distancing and infection guidelines. Staff have completed Covid-19 training via the Department of Health, and



*Melinda Burgess*

are receiving regular support and updates on any changes as they occur.

If you have any concerns or questions about services, please contact myself or the administration team via the office phone system on 5772 1888 and please Stay Safe.

## YOUR CONTACTS AND RESOURCES DURING THE CORONAVIRUS OUTBREAK

### KEY PHONE NUMBERS

**If you have a question about your supports:**

Menzies Support Services  
5772 1888 (8.30am-5pm)

**If you are concerned about the coronavirus and your health:**

Call your doctor, or call the Coronavirus hotline 1800 675 398 (24 hours)

**If you have an emergency, including difficulty breathing:**

**Call Triple Zero 000**

### NEWS AND ADVICE

**State Government Victoria Coronavirus updates:**

[coronavirus.vic.gov.au/](https://coronavirus.vic.gov.au/)

**Department of Social Services information for people with disability and their carers:**

[dss.gov.au/disability-and-carers/covid-19-information-and-support-for-people-with-disability-and-carers](https://dss.gov.au/disability-and-carers/covid-19-information-and-support-for-people-with-disability-and-carers)

**Beyond Blue advice about looking after yourself during the coronavirus outbreak:**

[beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the-coronavirus-outbreak](https://beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the-coronavirus-outbreak)

**NDIS Coronavirus updates and support:**

[ndis.gov.au/coronavirus](https://ndis.gov.au/coronavirus)

## KEY POINTS

- All group activities are on hold, including day programs at The Mount.
- Individual supports are continuing, following infection control guidelines and within the limitations of social distancing rules.
- Staff have completed training in infection control, provided online by the Department of Health. Further training and support ongoing, including Zoom video conferencing meetings to keep support workers informed of developments and changes.
- Office staff are working from home in line with social distancing rules, but can still be contacted via the landline, or by email.
- Use of The Mount property and the office building are strictly limited, by prior arrangement only. Social distancing rules and infection control measures must be adhered to.
- We are dedicated to providing continuing support to clients, staff, families and our community.

# Staying home, staying safe: Ian

**When did you begin self-isolating at home?** Tuesday 17th March.

**How are you spending your time?** I've been using the computer catching up on the news. I've been sorting my CDs, labelling them or throwing them out if they're no good. I mowed the lawns, and pulled out some weeds.

**Have you used technology to maintain contact with family and friends?** I don't have email so I've been using my phone to talk my sister, brother and office staff at MSS.

**Have you had any difficulty obtaining groceries and other essentials?** No, MSS support workers have been doing the shopping for me.

**Who is helping you and how?** I've had MSS workers coming over daily, and my sister and brother has been phoning me to check in.

**How have you stayed up to date with news?** Local radio UGFM, and the TV.

**Have you maintained your connection to your local community, and how?**

Radio UGFM phoned me for an interview on the weekend, and put me on air so I could report on my holiday.

**Have you watched a movie or TV series you would recommend to others?** I like John Wayne movies. I've been catching up on TV shows I recorded while I was away. On Tuesday nights you can watch CSI Miami, one of my favourite shows.

**What has been your go-to activity at times of boredom or loneliness?** Playing games on my computer.

**What is your biggest challenge during this time?** Not being able to see the people I know around town.



*Ian, active community member and UGFM radio presenter.*

**What are you looking forward to the most, when you're able to resume your regular activities?** Doing what I used to do, like going back on the radio on Thursdays.

**What is your top tip for people staying at home?** Just do what you enjoy at home, and don't think about why you're there.

## Looking after your mental health during the coronavirus outbreak:

Beyond Blue recognises and understands the feelings of anxiety, distress and concern many people may be experiencing in relation to the coronavirus (COVID-19) outbreak, and offers the following wellbeing advice.

- Remind yourself that this is a temporary period of isolation to slow the spread of the virus.
- Remember that your effort is helping others in the community avoid contracting the virus.
- Stay connected with friends, family and colleagues via email, social media, video conferencing or telephone.
- Connect with others via the Beyond Blue forums thread: Coping during the coronavirus outbreak.
- Engage in healthy activities that you enjoy and find relaxing.
- Keep regular sleep routines and eat healthy foods.
- Try to maintain physical activity.
- Establish routines as best possible and try to view this period as a new experience that can bring health benefits.
- For those working from home, try to maintain a healthy balance by allocating specific work hours, taking regular breaks and, if possible, establishing a dedicated work space.
- Avoid news and social media if you find it distressing.

Visit [beyondblue.org.au](https://beyondblue.org.au) for more resources.

# Staying home, staying safe: Marg



*Margaret Abbey, DPMC  
Committee of Management.*

Hello, I'm Margaret Abbey the Vice President of Dame Pattie Menzies Centre Inc. On 2 March I left Melbourne for Dublin on a trip to Ireland and the UK. I didn't expect that in less than three weeks I would be back in Melbourne. The coronavirus moved so quickly that I needed

to come home as soon as possible.

Because I have been overseas I am in quarantine for 14 days. This means that I have to stay in my home, not leave my property and not have any visitors.

But, it doesn't mean that I am not having fun. I set myself a new project to do each day. I have found some recipes from my Grandmother that I loved – she had a fabulous tomato relish recipe and I now have eight jars of relish in my pantry.

And I am not missing out on contact with my friends and neighbours. I've had lots of phone calls, texts and emails. I know that if I need anything I can just call one my neighbours and they will help me out. I have also learnt some new technology. Whilst I am used to Skype meetings, Sara from MSS has introduced me to Zoom, and I have had two Zoom meetings this week. So, it is good to use this time to learn new skills.

Whilst I can't have visitors, I am receiving food parcels, delivered to my car port. I received a fabulous pot of chicken soup last night. And in return, I have left lots of tomatoes and zucchinis in the car port for my neighbours to

collect. My vege garden has been very prolific whilst I have been away.

But there are things that I miss, like going and buying the paper and reading it. Yes, I can get the news on line, but there is nothing like curling up on the sofa and reading the actual paper. Another fun thing that I am doing is keeping a diary and each day I write down the food that I miss the most. When I come out of quarantine I will have a very unhealthy splurge on croissants, cappuccinos, and coffee scrolls to name a few. I still have a week of quarantine to go so I'll probably concentrate on healthy foods next week!!!

It is also a good time to finish off those projects that have been sitting around for a long time. I have lots of lace making projects just waiting to be finished. This means I will have plenty of entries in the Alexandra and Yea shows this year.

So, my message is that whilst being in quarantine can be difficult there are many benefits, the most important one is that you are helping slow the spread of the coronavirus and protecting our community. And, you can still have lots of fun along the way.



The NDIA is making some changes to the plan review process in response to the coronavirus (COVID-19) pandemic.

If a participant has a scheduled plan review, the NDIA will contact them by phone or email to undertake their review.

As part of this plan review process, a participant can discuss having a new plan in place for up to 24 months.

In addition, the NDIA will be making changes to NDIS systems to make sure participants have the funding they need during the coronavirus (COVID-19) pandemic.

**For regular updates visit: [www.ndis.gov.au/coronavirus](http://www.ndis.gov.au/coronavirus)**

# A new face at the office



*Client receptionist Tennille helped Gabbi settle in at the office.*

Customer Service Officer, Gabbi, joined the MSS administration team on 16th March, following the Prime Minister’s announcement of the National Cabinet on Coronavirus and the measures being put in place to slow the curve of the epidemic.

Gabbi’s first day in her new position began with an administration meeting called by CEO Melinda Burgess, to discuss and implement an action plan to provide continuing support to clients in this new uncharted territory.

With social distancing rules changing the way we operate, Gabbi’s knowledge and experience in working remotely from colleagues proved invaluable at this difficult time. Gabbi, with Kate in the finance team, was integral in setting up a remote phone system app, which

enables office staff working at home to use the office phone system via their personal mobile.

## Welcome, Gabbi

**History:** I relocated my family to Alexandra late last year from Melbourne.

**Education:** Certificate IV Healthcare, patient transport officer/ambulance.

**Role at MSS:** Customer Service Officer.

**Hobbies:** Stand up paddle boarding, online shopping, horse riding.

**Favourite movies:** Jurassic Park and Transformers.

**Favourite quote:** It’s a good day to be happy.

**What are you looking forward to in 2020:** Getting to know everyone at MSS and the local community.

## DIRECTORY

**Alexandra District Health**  
5772 0900

**Alexandra Family Medical**  
114 Grant St, 5772 1699

**Alexandra Medical Centre**  
54 Downey St, 5772 1444

**Alexandra Taxi**  
0408 576 420

**Murrindindi Shire Council**  
[www.murrindindi.vic.gov.au](http://www.murrindindi.vic.gov.au)  
Access and Inclusion Officer  
Andrew Langley, 5772 0333

**My Aged Care**  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)  
1800 200 422

**NDIS**  
[ndis.gov.au](http://ndis.gov.au)  
1800 800 110  
[facebook.com/NDISAus](https://facebook.com/NDISAus)  
[youtube.com/DisabilityCare](https://youtube.com/DisabilityCare)

**NDIS Quality and Safeguards Commission**  
1800 035 544  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

**Nurse on Call**  
1300 60 60 24

**Poisons Information**  
13 11 26

**Carers Australia**  
[carersaustralia.com.au](http://carersaustralia.com.au)



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The Mount: 2456 GV Highway Alexandra  
By appointment: 31 Highett St Mansfield  
Web: [menziessupport.org.au](http://menziessupport.org.au)  
Facebook: @MenziesSupportServices

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