### Return your unwanted medicines to your pharmacy for safe disposal

If you have medicines that are out of date, or not prescribed for you, and you are worried about how to dispose of them safely, then you can return them to your pharmacy for their safe disposal.

**Think before you throw**
Unwanted medicines are often dumped into the toilet, tipped down the sink, or put out with the garbage, which starts a journey that can seriously harm the environment.

More than 500 tonnes of medicines find their way into waterways and landfill every year. We need to change our behaviours to solve this problem and give the environment a chance.

**Don’t flush medicines down the toilet**
Sewerage plants can’t treat all the medicines – separate those expired medicines into a container for return.

**Don’t pour medicines down the sink**
Household medicines contain highly soluble chemicals which, when entered into water systems, can harm aquatic life.

**Don’t throw medicines into the garbage bin**
Household medicines disposed of this way end up in exposed landfill sites.

**Returning Medicines**
By returning out-of-date and unwanted medicines to your local pharmacy, we can make our homes a safer place. This is all you need to do… it’s really easy (or ask your McLean Care staff member to assist you)

1. Go to your home medicine area.
2. Check expiry dates on all your medicines, and separate all expired medicines into a container for return.
3. Check that you actually need all the medicines – separate those medicines no longer needed into the container for return.
4. Take the container to your local pharmacy for disposal.

For more information go to The RUM (Return Unwanted Medicines) Project at www.returnmed.com.au

### How can we help you today?
Getting to know your care coordinators

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<tr>
<th>TM</th>
<th>Inverell</th>
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<tr>
<td>Vera Banks</td>
<td>Megan Walters</td>
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<td>Sharon Carpenter</td>
<td>Kerry Hocking</td>
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<td>Davina Cross</td>
<td>Darlene Motum</td>
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<td>Julie Bolitho</td>
<td>Sue Gerke</td>
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<td>Ruth Ryan</td>
<td>Jackie Philpott</td>
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### ‘Herd immunity’ and responsible contact: protecting our elderly during the flu season

With four strains of influenza circulating this year, the Department of Health is urging all Australians to consider getting the flu vaccine.

The more people who receive the flu vaccination, the lower the amount of circulating flu; this means the more effective our ‘herd immunity’ is, and the less it spreads through the community, which means we are all better protected, especially vulnerable people including those that are older.

We know that, like the very young, older people are more susceptible to the flu, other viruses and infections than the broader community, many often already having complex health issues and compromised immune systems.

Four strains of influenza, A (H1N1), A (H3N2), and the two B strains, B/Brisbane and B/Phuket, have been circulating worldwide. Of these, the H3N2 strain remains the dominant one, and we know people in older age groups are more susceptible to this strain in particular. The 2017 flu vaccine contains all four strains, and represents a far broader protection mechanism.

Influenza is spread easily, mainly through coughing and sneezing. People with influenza can be infectious to others for the 24 hours before any symptoms start, and we are asking the community to abstain from visiting our care facility if they are showing any flu-like symptoms or have been in contact with anyone who has.

McLean Care offers flu vaccinations to all our residents each year, which we can administer by consent, and our community care team can help clients attend medical appointments to have their vaccines administered by their own health professionals.

We ask the community and our families to not only strongly consider their own vaccinations, but to also be prudent when planning visits to their relatives in care. Catching this type of virus is of grave concern for older people, who are more susceptible to the flu, other viruses and infections than the broader community, many often already having complex health issues and compromised immune systems.

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Complaints and Complaints

McLean Care welcomes your feedback, which enables us to improve our services to you. Compliments or complaints regarding our services or services provided by a staff member may be made via the phone or in writing.

If after discussion with us you are not satisfied with how we have handled your complaint, or its outcome, or you are not comfortable raising your concern with us, you may want to contact the National Aged Care Advocacy Program or the Aged Care Complaints Commissioner.

Aged Care Complaints Commissioner is contactable online at agedcarecomplaints.gov.au or by telephone on 1800 550 552. If you need an advocate, contact the National Aged Care Advocacy Program (NACAP) by calling 1800 700 600.

Privacy of Information

McLean Care is committed to protecting the privacy of your personal information, including sensitive and health information, as required to comply with the Australian Privacy Principles found in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth).

Please let us know if you have any concerns about how we have managed your personal information.

McLean Care gratefully acknowledges the support provided by the Australian Government.

5 steps to get help at home through a home care package

STEP 1: Be assessed for your home care package

In order to receive subsidised home care services, you first need to have a free assessment by a member of an Aged Care Assessment Team (ACAT).

An ACAT member will then arrange a time to visit you, and discuss what kind of help you may need, and what types of services may be best for you.

STEP 2: Receive your assessment letter

The ACAT will write to you to tell you the outcome of your assessment, and specify the type of service(s) that can best support you.

If you are eligible for home care services, the ACAT will approve you for a specific home care package level (home care level 1, 2, 3 or 4) based on your individual needs and circumstances. Once you have been approved for home care services, you will automatically be placed in the national queue.

If your situation changes at any time, for example if your health deteriorates, you should get in contact with your ACAT to check whether you should be reassessed, or you can contact McLean Care on 1300 791 660 and we can arrange this for you.

STEP 3: Work out your costs

You may be asked to contribute to the cost of your package.

For a formal income assessment you can call the Department of Human Services on 1800 227 475, or you can contact McLean Care on 1300 791 660 for assistance.

You’ll be pleased to know that your home is not included in the income assessment, only your income is considered.

STEP 4: Confirmation of your home care package

When you receive your letter confirming you have been assigned a home care package, you will have 56 days to enter into a Home Care Agreement with McLean Care or another provider of your choice.

If you need more time, you can contact the My Aged Care Contact Centre and request a 28 day extension, or you can contact McLean Care on 1300 791 660 and we can arrange this for you.

STEP 5: Enter into a Home Care Agreement

Before you can start receiving care and services, you will need to enter into a Home Care Agreement. Your Home Care Agreement records the administrative details relating to your home care package.

McLean Care will also work in partnership with you to design a care plan based on your needs, and an individualised budget for your home care package. Once you have a Home Care Agreement and care plan in place, your care and services can begin.

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Upcoming Dates

3-4 May 2017  Australian Celtic Festival, Glen Innes
8-14 May 2017 National Volunteer Week
21-28 May 2017 National Palliative Care Week
26 May-8 June 2017 Gunnedah Eisteddfod
22 June 2017 ACS NSW & ACT State Awards of Excellence

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