

CONNECT

NEWSLETTER

ISSUE
TWO



WHAT'S
INSIDE

Caring for the
carers – respite
made easy.

Keeping
your home
fire safe.

Anglicare's
pastoral care
support.



CONNECT NEWSLETTER



CHRIS JONES
CEO - Anglicare Tasmania

Message *from the* CEO

Whenever I can, I like to walk at the beach.

Over summer, I usually share my local stretch of sand with other people enjoying the beautiful Tasmanian outdoors. With daylight savings in full swing, many make the most of the warmer evenings - so I pass others strolling along the shore, families playing cricket, and children paddling at the water's edge.

In this issue of *Connect*, meet a North West couple who have faced some major health challenges together - and how respite care provides a break they both look forward to.

There's also an article about our pastoral care service. All of us need support at times, and being able to talk freely about spiritual matters can be hugely helpful.

As the Christmas season approaches, Anglicare is out and about in communities, distributing groceries to people in need. Kindness is a gift that all of us can give to others, whatever our age or our circumstances.

From all at Anglicare, we wish you a joyous and peaceful Christmas. Enjoy the newsletter and the loveliness of this season.

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Connie's connections



CONNIE BRUCKARD
General Manager Home Care Services

Thank you to everyone who called to tell us you enjoyed our spring copy of Connect, we were delighted to hear from you. Our summer edition is full of articles that you told us would be of interest to you so put your feet up and settle in!

We know from talking with you, our clients, that you are interested in the opportunities for professional development that we provide for our staff. So I thought I'd provide a bit of an update.

I was fortunate to be invited to speak at the 32nd National Summit for Aged & Community Services Australia in Melbourne, *Purpose, People and Performance*. The title of my presentation was *Professional Care Workers: Investing in our most valuable assets*. I was able to highlight how Anglicare Tasmania has developed career pathways for our home care staff and how our formal training calendar enhances the quality of care that we provide. It was very gratifying to be recognised for our innovation in these areas.

Our Clinical Team has recently attended the *Tasmanian Palliative Care Conference* where experts discussed the best possible care for people with a life-limiting illness. Our nurses support many clients during this period of their lives so this was an important development opportunity and one we made sure our team could attend.

All staff have completed a one-day training session *Embedding the Quality Aged Care Standards in Anglicare's Practice Framework*. This followed a day of training where staff completed our Quality and Wellness Training Framework.

We were so pleased to see so many of you at our information sessions around the state during November. We will be making our way around again so take note of the *Dates for your Diary* segment.

I hope that you like our gift to you this Christmas. Thank you for making the decision to choose Anglicare to provide your support.

Best wishes to you and your family during this holiday season.

Anglicare Tas Facebook



Did you know that you don't need an account with Facebook to look at the Anglicare Tas Facebook page and keep up to date with the news we share? **Simply go to the page and when it asks you to Log In or Create New Account, select Not Now**

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Respite care making life much easier.

Respite care delivered by Anglicare provides a much needed break for carers.

Reg Kanofski from Wynyard accesses this service through his home care package and says it provides a welcome break for his wife Irene.

"It makes life much easier for Irene," said Reg. "And this makes me very glad".

Irene has been Reg's full time carer for the past 14 years. "She deserves a medal," said Reg. "I get nine hours of respite each week. This means Irene can play lawn bowls again. She plays pennant during the summer months. I'm glad she can go out and enjoy herself".

Anglicare has delivered respite care and domestic services since Reg secured his Home Care package three years ago. "It took a long time to get," said Reg. "But it has made a big difference to our lives. It happened after a specialist doctor in Hobart wrote that I'd need care for the rest of my life". The package covers some support with clinical feeding (which Reg requires six times each day), and contributes towards the costs of the food supplement and associated medical equipment.

"I have a wonderful Anglicare worker, Denise. She comes on Tuesdays and Thursdays," said Reg. "She's around the house to make sure I'm okay, but she doesn't bother me. I like the peace and quiet.

She busily cleans the bathroom, sweeps and vacuums. Before she leaves, she always takes the washing off the line and leaves this folded on our dining table".

The respite care also gives Irene time to enjoy her garden. She grows a variety of vegetables and her lime and lemon trees are laden with fruit.

"My time playing bowls is good for me. I enjoy the game and the company. And gardening has always been a pleasure for me. This means I'm in a much better place to provide Reg with the care he needs," said Irene.

Reg and Irene have been married for 32 years. They met in mid-life, when they were both living in Bowral, NSW, famous as the home of Sir Donald Bradman. Back then, Reg was employed as a youth and community services worker and Irene had a job at the TAB. The couple shared a love of gardening and travel.

"I'm originally from Nanango, near Kingaroy in south eastern Queensland," said Reg. "Would you believe in the 1940s and 50s, I used to pick peanuts for Sir Joh Bjelke-Petersen?"

After they were married the couple moved back to Nanango. "Flo Bjelke-Petersen was actually the patron of my bowls club, but she didn't bring us pumpkin scones," laughed Irene.



Reg and Irene share a positive outlook on life.

Reg and Irene moved to Tasmania 22 years ago. They'd been here on holiday and fell in love with the climate. They bought a house at Somerset and settled down to enjoy their beautiful large garden.

Unfortunately, in 2006, Reg was diagnosed with cancer in his tongue, throat and jaw.

"This was 6 months after turning 70," said Reg. "But I said to myself, 'this disease is not going to get me'. So, with Irene by my side, I've tried to keep living life. I've kept as active as I can".

"We think my cancer was the result of my having been a smoker," said Reg. "I had quit years earlier. One day I went to the shop and discovered the cost of a carton of smokes had gone up by 20 cents. I couldn't believe it. It was more than I was going to pay. The shop owner laughed and said he'd leave the carton on the counter for when I came back in. Well, I never did go back in. I never smoked again".

In the first years after Reg's cancer diagnosis, the couple still felt confident to travel. They bought a motor home and took a road trip through south eastern Australia, visiting family and friends along the way.

Later, the couple sold their Somerset property and moved into a low maintenance home in Wynyard. It is flat and a short walk to the grocer. Sometimes Reg joins Irene to visit the shop, using his walking frame. He is also an avid reader.

The couple share a positive outlook on life.

"We do have one miracle," said Irene.

"There was a man who came here one day and was smoking.

I asked him did he know what caused my husband to look like he does. Cancer. And that man quit smoking as a result. So Reg has made a difference to someone else's life at least".

Although Reg can no longer eat, the only thing he really misses is a cappuccino. Reg is happy to be able to still obtain adequate nutrition and protein. "When I was most unwell I dropped from 92 kg down to 40. Now I'm back up at around 80. And at least I can still smell coffee. Oh, and Irene making herself bacon and eggs at 5:30am most mornings," he chuckled.

Reg says his physical challenges have not diminished the couple's bond. "We have each other and that's the main thing," he said.



Getting the right person for the job!

Helping to keep people safe with working smoking alarms.

Anglicare collaborates with the Tasmanian Fire Service to encourage older people to improve the fire safety of their homes.

Anglicare's Home Care service promotes the Tasmanian Fire Service message about the importance of installing smoke alarms in all bedrooms. Working smoke alarms provide early warning and give the best opportunity to save lives and limit damage to property.

"All the statistics show people are most at risk between 8 pm and 8 am," said Peter Middleton from the TFS Community Education Unit. "Smoke alarms should ideally be either hard wired into

the mains power or have 10 year lasting lithium batteries. Whatever the type, it must meet the Australian standard".

In rented properties - landlords are now required to install smoke alarms and ensure they are working between occupancies. Tenants are responsible for testing and cleaning them, and reporting any faults to landlords.

"For homeowners most vulnerable in our community - there is limited TFS assistance through *Project Wake Up!*," said Peter.

The TFS receives referrals for *Project Wake Up!* from organisations like Anglicare. We let the TFS know about the people we support who are eligible for the program. The TFS then arranges for brigades to visit their homes.

"Firefighters attend and conduct a free home safety check and install smoke alarms if necessary," said Peter. "It's rewarding for firefighters to be able to offer this service to vulnerable people in their communities".

Recently Anglicare organised for Ken O'Brien from Magra, near New Norfolk, to benefit from the project.

"My house is large with high ceilings. My wife and I built it over 60 years ago to overlook the river. It's just lovely," said Ken. "But there was only one smoke alarm".

Anglicare identified this was not enough and with Ken's approval contacted the TFS so he could participate in *Project Wake Up!*

"The Magra fire station is only a couple of hundred yards down the road," said Ken. "Two fellows I know came. Local blokes. And they turned up in a fire truck. They were even wearing their uniforms."

"They didn't take very long. First they went round to work out where the most efficient places were to put more alarms. Then they installed two more. These both have batteries that should last for about 10 years - so I'll be 105," chuckled Ken.

The new alarms emit a loud sound if they detect smoke. It is easy to tell if they are working properly. There is a small green light which blinks if there is power.

To enquire about your eligibility for *Project Wake Up!* contact your care manager.

Are you losing control of your remote controls?

Feel like they are taking over your couch?

Have to get the grandkids to operate them for you?

We've got three One For All television remotes to give away so that you can de-clutter the couch!

It's ergonomically designed so you can manage the extra large buttons with ease and it features a wrist strap so you won't lose it easily. The best thing about it is that it only features the keys that you need and the black and white buttons are large.



We will have one of these to give-away at each of our light luncheons around the state so be sure to RSVP and get in the running!



Anglicare staff are all ears at this workshop!

Keeping our workers hearing aid maintenance skills sharp.

Hearing Australia recently delivered training to keep the hearing aid maintenance skills of our home care workers sharp.

At Anglicare ongoing professional development is a priority, with regular training opportunities for all our workers to refresh skills and extend their expertise.

"It's important for our home care team to be aware of the signs of hearing loss. And to know how to properly maintain hearing aids," said Connie Bruckard, Anglicare's Home Care Services General Manager.

Hearing well allows people to live life to the fullest. "If someone appears to be withdrawing from social functions or does not seem to understand what you're saying - these are signs their hearing might be a problem. This is the case even if they have a hearing aid," explained Matthew Cameron-Rogers from Hearing Australia.

"So if somebody hasn't understood you, be patient. They might not have heard you properly.

Don't shout. Slow down your speech a little, speak clearly and make sure the person can see your lips".

Even if our hearing is good, all of us can misconstrue what is being said if we cannot see the speaker's face. "This mostly happens when people are spoken to while watching television or from another room," said Matthew.

Matthew explained a hearing aid is not a cure for hearing loss but rather a device to improve a person's hearing.

"People wearing hearing aids need to have their hearing tested at least every two years. This is to monitor for any further hearing loss. Plus there's a need to make sure their hearing aid is still appropriately programmed".

Batteries should be checked weekly and replaced if necessary. Hearing aids should be cleaned at the same time. Matthew showed our support workers how to do these tasks, and for the variety of hearing aids people might be using. He also emphasised the importance of daily cleaning if a person has a cold and is producing more earwax than usual.

Matthew updated our staff about technologies that may be used to get even better results from hearing aids. "You can get microphones for discrete placement on tables when you got out to restaurants. They send voices direct to your hearing aid. It's possible also to program some hearing aids to connect through blue tooth which can really help hearing in your car".

People who suspect they have a hearing problem are encouraged to see their doctor who will check ear health. Your doctor might refer you to have a hearing test.

DATES FOR THE DIARY

We loved meeting up with you during November so we will be on the road again - this time during March. Hopefully it is deliciously warm!

There's always plenty to update you on and it's a great chance for you to meet some of the team and ask any questions you may have.

We are really forward to catching up with you.

Launceston: 122 Elizabeth Street
12 March 11am - 1pm

Devonport: 31 King Street
19 March 11am - 1pm

Hobart: 159 Collins Street
12 March 11am - 1pm

RSVP: Call: 1800 466 300
between of 9am - 5pm.

A light luncheon will be provided.



Hop online and give yourself a test! We did, it was easy

For Australia's Free Hearing test, go to hearing.com.au/onlineassessment

FREE
HEARING
TEST



You can help make this Christmas season brighter for someone.

Give the gift of kindness this season.

Christmas is an especially hard time for many people. It's tough when you can't afford to buy a decent meal or give a simple gift to those you love.

Anglicare has a fantastic team of financial counsellors. They help many Tasmanians find their way out of debt or other difficulties. But what they

are now seeing are people on incomes so low they're struggling to survive with dignity. Even with excellent budgeting skills, these every day Tasmanians simply can't meet the cost of essentials like rent, power and groceries.

Please help Anglicare to provide groceries and other essentials to people in need by contributing to the Anglicare Christmas Appeal. Your donation will also help us to assist families to prepare their children for school in the New Year.

You can make donations at your local parish or make a financial donation by calling **1800 243 232**.

Anglicare's Pastoral Care Services.

Walking beside you during the difficult times.



Anglicare offers social, emotional and spiritual care through our Pastoral Care service.

"We want to be a caring presence for the people we support," said Margaret Savage from our Pastoral Care team. "We are also here, at any time, for family members".

Pastoral care can be especially helpful if you are feeling overwhelmed, grieving or facing a difficult decision. Many people find that simply having someone available to listen makes a huge difference.

"Through pastoral care we walk beside you. It's about giving you the opportunity to work through the big questions - about life, death, faith, your hopes and fears. Through this, we hope you will find an inner peace," said Margaret.

Our Pastoral Care team can also arrange visits to or from your local church or place of worship.

If you or your family member would like to access this service, please speak with your care manager.

Choice support and hope for all Tasmanians.

Anglicare has been a trusted, not-for-profit provider of support to Tasmanians for over 30 years. We provide a wide range of services which align with our mission to support people to experience fullness of life and are guided by our values of Hope, Respect, Justice and Compassion.

Disability and mental health | Aged and home care | Housing and homelessness | Financial counselling
| Alcohol and other drugs | Gambling support | Programs for children, young people and families

1800 243 242
anglicare-tas.org.au





We all need people who
will give us feedback.
That's how we improve.

Bill Gates



Keeping connected with feedback

What is the shortest word in the English language that contains the letters: abcdef? Answer: feedback.

We were delighted to receive unsolicited feedback about the first edition of our new look Connect magazine. Of course it helped that it was positive feedback! But even so, we want to get it right for you the reader, so we'd love to hear from you about what you want to read.

You can write to us at marketing@anglicare-tas.org.au with any of your ideas but here are some suggestions:

- I'd like to learn more about Anglicare's Home Care packages
- I'd like to learn more about Anglicare's other services in Disability support and Community services
- I'd like to learn more about the team - staff profiles would be interesting
- More about your training and development
- More about Anglicare's Social Action and Research Centre

1800 243 232
anglicare-tas.org.au

