

CONNECT

NEWSLETTER

ISSUE
4



WHAT'S
INSIDE

From little thing
big things grow.

Putting values
into action.

Following
your dreams.



CHRIS JONES
CEO - Anglicare Tasmania

Message *from the* CEO

Welcome to the winter issue of the Connect newsletter

There have been many changes to our lives because of the coronavirus pandemic. I trust that in the midst of these, you have experienced kindness. Even the smallest acts of kindness can make one feel brighter.

The caring Anglicare team is here to listen and to provide support that's right for you. Since the pandemic first reached our island home, we have continued to deliver essential services, following all of the measures set by public health authorities. Your safety and wellbeing are important to us.

To protect your health, please be sure to keep up any regular medical appointments and your prescribed medications. Our friendly Home Care staff can assist you to safely access health care, including making use of new technology like telehealth.

In this issue, you'll read how Anglicare is staying in touch and bringing support to older Tasmanians during the coronavirus situation. We are here for you.

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Connie's connections



CONNIE BRUCKARD
General Manager Home Care Services

Welcome to our winter edition of Connect. We trust you are safe and well and now, as restrictions are easing, that you are comforted by the company of some family and friends.

First we want to thank you for working with us to adapt to the changes that were necessary to safely deliver services during this difficult time. We have all had to make such great changes in a short amount of time and you have been so understanding and willing to support us in this. Some clients put their services on hold at the beginning of the pandemic and we are delighted they now feel confident to resume those services.

Also thank you for all the positive messages that you sent to your care managers and support teams regarding our weekly calls to you while your services were on hold and from others to ensure that you had all the services that you need at this time. Your team want you to know that we are here for you.

It is important that we acknowledge how fantastic our staff have been during this extremely trying time. The team stepped up despite their own personal circumstances and really put you,

our clients, first. They have been so willing to adapt to changes and they have come up with many great ideas to help us support you better during this time. They have delivered shopping and medications, learned how to communicate by video online and stayed on top of infection control practices.

We have enjoyed rewarding them with some treats during this time including supplying special breakfasts and the occasional lunch delivered to the offices. This edition features lots of photos of our team in action, adapting, innovating and delivering services safely.

As we head into winter, it is so important that you continue to have your health monitored. Let us know if you need assistance to collect your medication, get your flu vaccination or use telehealth services. Our team are here to help.

Again, our heartfelt thanks for your continued support. Stay safe and warm.

Connie and the Aged Care team.

From little things, big things grow



Di Harcourt is a resilient and creative lady on a mission to make a difference in her community. She describes herself as a keen gardener, a history buff and a local explorer who is “determined not to get old and mouldy”!

Nearly 12 months ago now, at a time when her health was in crisis, Di moved into a sunny complex of 12 independent living units at Kingston, south of Hobart. Anglicare’s home services helped her then and during several ups and downs since.

“I’m not one for sitting around in coffee shops, when my Anglicare support workers visit once a week, we go to local nurseries in search of new plants and also visit nearby attractions like the very interesting Museum at Margate - there’s always something new to see and share.”

I am very grateful for Anglicare’s service - it’s made a BIG difference to my life at the time when I needed it most.” she says.

Di explains that at first she found her new environment challenging.

“I was the new kid on the block and found it difficult to make friends, even though I am a very outgoing person. When the coronavirus came along, I saw an opportunity for our little community to come together, so I set my mind to thinking, what can I do to change things for the better?”



Editor of the Village Voice, Di Harcourt, at home in her lovely garden at Kingston.

With her public service background, computer skills and a long-held love of the English language, Di landed on the idea of a newsletter that could be popped into her neighbours' letterboxes and the weekly Village Voice was born.

"Some residents don't have computers or internet access, so I offered to help them out with jobs and projects, like writing letters, researching family history and so on. I also try to keep the newsletters full of encouragement and hints and tips," she says.

"The positive feedback I've received means a lot to me and I would love to see this community spirit continue!"

Di's tips for healthy and happy living are:

- stay interested in people
- recognise that everyone has different personalities and skills
- enjoy the sunshine, the trees and the birds; and most importantly,
- keep moving!

Please feel welcome to provide us with feedback at any time.

You can either talk to your care manager or call **1800 466 300**.

"It takes a little darkness for us to see the stars and a whole lifetime to reach them, but we won't give up on getting through this virus!"

- excerpt from the Village Voice



Following her dreams

At just 19 Sophie Martin has qualifications, a meaningful job in aged care, and is on her way to achieving her dream of home ownership.

It's hard to believe that at the beginning of last year, Sophie faced homelessness. Her future changed the moment she arrived at Eveline House in Devonport where Anglicare provides supported accommodation for young people aged from 16 - 24. Here she felt safe and secure, and able to pursue her goals.

How did you find out about Eveline House?

I am from Devonport and had been living in share houses since I was 16, but at 18 I found myself on my own and unable to pay the rent. I did have a casual job at a café for a few hours a week, but this wasn't enough, I needed to find somewhere else to stay.

In desperation I called a Women's Shelter and they referred me to Eveline House. I was so lucky there was a place available and I moved in 2 days later. It was such a relief to be offered a home that I could afford and where straight away, I felt safe.

Eveline House is a large modern complex and we all have studio apartments. They are small

but really nice, and each has a kitchenette and bathroom. We live independently, but there are also shared facilities, like the laundry, a small gym, lounge areas and a study area with computers available. There is also support on hand, to make sure we are achieving our goals.

It did take me a while to adjust to having so many people living around me, but now I love it. It's good to bump into other people in the corridors and chat. Eveline House is a friendly place to live.

The staff have also been really nice. I meet with them every couple of weeks or so, to check in. They are genuinely interested in how I'm going, and always ask me if I need anything. And when I do achieve things, they acknowledge this which makes me feel they care.

What has Eveline House meant for you?

Ever since primary school, when my parents separated, it has been my dream to buy a house and to make a stable home for myself. This would be amazing, and a big accomplishment for me.

When I arrived at Eveline House I realised that I'd been given a chance to achieve my dream. It gave me security to know that I could live here until I was 24, and because it was affordable it would be possible for me to study to find a better job, and then time to work hard to save for a house deposit.

I was motivated to study because, with the challenges in my life, I hadn't finished years 11 or 12. But I'd always known that to get anywhere, I'd need something behind me, a qualification.

It was the beginning of the year when I moved into Eveline House and this timed well with me starting the eight month long Certificate III in Aged Care at TasTAFE. It's just next door to Eveline House so this was easy to get to. And also, I was able to continue my casual job at the coffee shop on the weekends, which meant I could cover my living expenses and start to save.

I like to help people, and do practical tasks, so I thought working in aged care would suit me. On the last day of my final placement as a student, I was offered a job at the residential aged care facility I was at. I've been working here as a casual worker ever since, for about 60 hours a fortnight.

How are you finding work?

I love it. It keeps me busy and I'm not on Centrelink anymore but fully supporting myself. The staff are so nice, and you come home knowing you've done something for someone else which is a good feeling.

Every day is different, as we move around the facility. It's constantly busy and I like the fast pace. But I also enjoy the last hour of each shift, when things are quieter. This gives me a chance to chat with the people who live at the facility, and also talk with their families.

Working in this area has motivated me to study nursing which I can do at TasTAFE. It is really competitive to get into, and I will have to study hard for the tests involved with the application process.

While at Eveline House, you also learnt to drive?

Yes! Being able to drive has made a big difference. When I first started to work at the aged care facility I had to walk for about an hour to get there, and then home again. For the late shifts, which finished at 11pm, I'd have to wait for 45 minutes or so for a taxi. Now I can drive myself.

When I arrived at Eveline House I already had my L1 license having passed the online road rules test. I also had an old second hand car available to drive, but I did need help for the next step, to learn to drive.

I approached the staff at Eveline and they referred me to the Easy Ps learner driver mentoring program run by the Devonport Chaplaincy. There was a lovely lady who volunteered to mentor me, and with her support I was able to drive the 50 hours I needed to sit for my Ps.

One afternoon when I went out for a lesson, I had only driven part way down the street when my car broke down. The staff at Eveline ran to jump start it for me which was nice of them!

Where to from here?

I'm grateful that there is no pressure for me to move out of Eveline House. This means I can stay on track to save for a house deposit. Luckily houses are affordable in Devonport so my dream is within reach.



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 Compassion, Hope, Respect and Justice.

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



What you imagine working from home is like!



Helping clients keep on top of their health.

The Anglicare team in action during COVID-19 pandemic.

Thank you for all the kind words and positive messages you sent to the Anglicare team. They worked so hard to continue delivering your essential services and they loved keeping in contact with you. The odd puppy at work and tasty lunch treats helped keep morale high!



Our clinical team helping a client connect to GP online telehealth.



Morale boosting lunch for the hard working team.



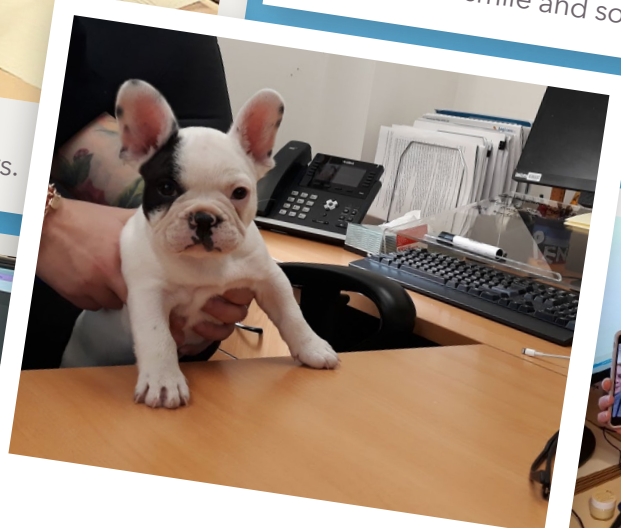
Another proud new edition to the team. Increasing our workforce due to demand.



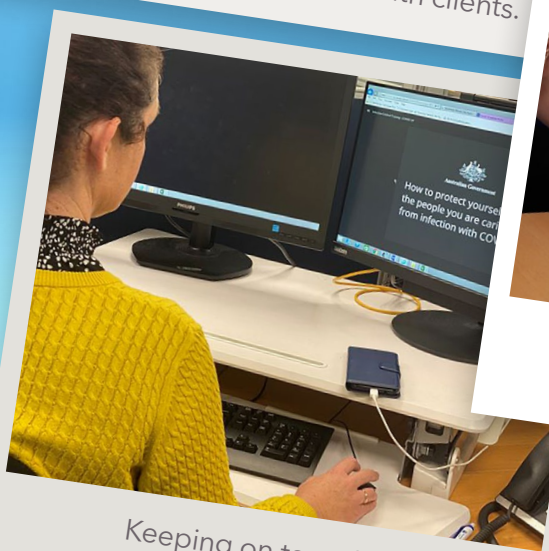
Welfare checks with clients.



Groceries delivered with a smile and some chat.



New scheduler in training!



Keeping on top of our training commitments.



Video calling from home - big smiles at the ready.



Home care worker
Michelle Redman

Michelle puts our values into action

Anglicare's values – Compassion, Hope, Respect and Justice – guide our employees in their day-to-day work.

We'd like you to meet Michelle Redman, one of our Home Care Workers based on the North West Coast, announced recently as a winner in our annual Values in Action awards. Joining Anglicare two years ago with a solid background in aged care, disability support and education, Michelle says she feels very lucky – and the feeling is mutual!

A typical day for Michelle includes personal care, shopping, doctors visits, supporting clients with daily tasks including their medication schedule, preparing and cooking meals, and simply spending time with them chatting and finding out about their day.

She describes winning the Values in Action award for compassion as "a lovely surprise."

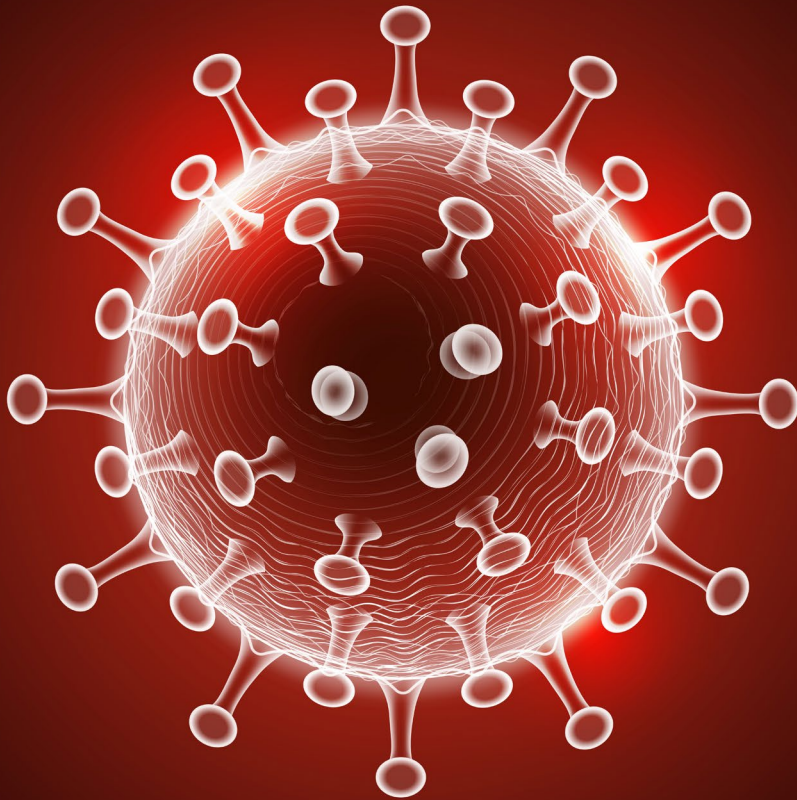
"I love what I do and I feel extremely lucky to work within a team that supports and challenges me to be the best I can be," she says.

"I get to do something different every day and help clients achieve their goals to live independently and stay at home; I travel around our beautiful State and work with an awesome team of people – what's not to love?"

Michelle has lived on the North West Coast for most of her life and enjoys being close to the sea. Very family-focused and with three gorgeous grandsons, she is also looking forward to the time when she can start planning her next holiday again, to the Whitsundays.

Congratulations and thank you, Michelle, from all of us at Anglicare.

"Michelle has been outstanding; she always brightened my husband's day. He felt safe with her. She is just so kind, approachable and understanding. My husband would not have been able to stay at home as long as he did without her kindness and support." - a former client



COVID-19

National COVID-19 OLDER PERSONS INFORMATION LINE **1800 171 866**

The new National COVID Older Persons Information Line will help older Australians get the critical information they need to stay healthy and safe during the pandemic.

The hotline provides access to a one-stop source for:

- Personal support
- Questions
- Up-to-date guidelines.

Older people, carers, people living with dementia and their families are encouraged to call the hotline to speak to friendly, specially trained staff from a senior's advocacy organisation.



Keep the grapevine growing...

We love hearing from you and we want to keep everyone as connected as we can. So what better way than to share your stories, recipes, life hacks and advice with each other.

The next edition will be spring so why not send in your favourite recipe or gardening advice? Be sure to include a little bit of information about yourself and where you live, and try to include a lovely colour photo too. Ask your worker for help with the photo, they will be happy to help.

You can send your story by post or email. We can't wait to hear from you.

**WE LOVE
GIVING
PRIZES!**

For every story we publish,
we will provide a fabulous prize.

Register at anglicare-tas.org.au/snapshot-newsletter

Anglicare's Snapshot Newsletter

If you would like to read more about how Anglicare is working to make a positive difference for Tasmanians, you can subscribe to Snapshot, our monthly newsletter which arrives by email. Register at anglicare-tas.org.au/snapshot-newsletter

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 **Anglicare**TAS
Choice, support and hope