



SEPTEMBER 2020

# CONNECT

## NEWSLETTER

ISSUE  
**5**



WHAT'S  
**INSIDE**

Connections  
across  
continents.

Independence  
at 100 years old.

Returning  
to the  
'new normal'.



CHRIS JONES  
CEO - Anglicare Tasmania

## Message *from the* CEO

Welcome to the spring issue of Connect.

Spring is a time of new life and growth. Whatever our age, we can keep growing - learning new things, expressing our creativity, strengthening relationships and deepening our faith.

Life brings many changes and ongoing adjustments. Even in the midst of challenging situations there are actions we can take to make it a little easier for ourselves and others.

Anglicare's Home Care team is here to support your health, wellbeing and independence. In this issue, read some of the messages of thanks and encouragement you shared with workers on Aged Care Employee Day. Enjoy the memories of 100 year old Agnes Hogan, who is considering a return to the artist's brushes, and a story about a heart-warming connection between mothers and sons that stretches from Tasmania to Nepal.

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# Connie's connections

CONNIE BRUCKARD  
General Manager - Home Care Services



Welcome to our fourth edition of Connect. This edition marks the one year anniversary of our newsletter and we do hope you enjoy receiving it as much as we enjoy producing it!

As our thoughts and prayers have been with Victoria and other states experiencing increases in COVID-19 cases, we continue to maintain strict protocols around infection control and to follow the directives of Public Health.

Difficult as it is, the message for those at risk is to stay at home as much as possible, but we are here to help make this as easy as it can be for you. If you find yourself feeling isolated, lonely or down, please call us so that we can arrange some extra time for a cup of tea and a chat.

Your complimentary infection control packs have been delivered and we trust they are being put to good use. When your team visit and time permits, they are focussed on cleaning all of those frequently touched places in the home such as light switches, door handles, fridges and pantry

handles. If you need a little extra time devoted to cleaning, contact us and we will arrange this for you.

We are delighted to be able to help you start returning to the 'new normal' as restrictions around shopping have been eased. Travelling in the car is a little different now, but this is how we can best keep everyone safe. The team are making sure they clean down seatbelts and door handles in the car after a journey.

We have included some photos and lovely messages that were shared on Aged Care Employee Day. Thank you for sharing your messages of thanks and appreciation with our team. It truly meant so much to us all.

Enjoy this spring edition of Connect!

Warmest regards,  
**Connie and the Aged Care team.**



Home care worker  
**Gobinda Poudel**  
and **Veronica Roberts.**

# Connections across continents 'Hello' becomes 'Namaste'

Meet one of our newest Home Care workers, **Gobinda Poudel**, and one of our long-term clients, **Veronica Roberts (86)** of Clarendon Vale.

Gobinda moved to Tasmania in September 2019 after coming to Sydney from Nepal in 2015. He joined us in February this year and quickly became a valuable member of Anglicare's Home Care services team, building a wonderful rapport with clients and colleagues.

Several clients have contacted Anglicare to compliment Gobinda on his friendliness, happy disposition and high level of initiative.

But his biggest fan is Veronica, a self-described "lively lady" with a great sense of humour, an impressive home gym set-up and a keen interest in people. She is also an avid reader, currently reading the Bible for the fourteenth time.

"Gobinda is a lovely, happy young man and nothing is ever too much trouble," she says. "He loves Australia and like all Nepalese people, he cares for and respects older people. I really hope that I can have him all the time!"

"I don't say to Gobinda 'Hello' anymore. I say, after putting my hands together and bending forward, 'Namaste!'"

Several months ago over a customary cup of tea, Veronica and Gobinda discovered a connection in common: Veronica's son Stephen is a long-term resident of Nepal and lives quite close to Gobinda's mother.

"Stephen is retired and enjoys coaching girls' and boys' cricket teams," she says. "He sends me photos of the teams and I'm keen to show them to Gobinda in case there's someone he knows. Stephen is also looking forward to meeting Gobinda's mother. He tells me that once COVID-19 isolation finishes, he will look after her like Gobinda looks after me."

Gobinda says: "Thank you to Anglicare for making me part of this amazing team and giving me an opportunity to meet with a beautiful soul like Veronica."



# Help our research to improve support

New research by Anglicare will look at ways to better support older Tasmanians who have challenges related to hoarding or maintaining a healthy home.

A key focus will be how to ensure family members and carers have good access to useful information and assistance.

Our Social Action and Research Centre is seeking family members or carers to participate in this research. You can help by either completing an online survey, or talking to the researcher.

Any information you share will be confidential. The research findings will be used to talk to government and other agencies about how

to support people in situations where there is an issue with hoarding. It's part of our wider work to support people to live safely and independently at home as they age.

To find out more, visit the Anglicare website and look for details of the 'Treasured Lives' research project. Or you can call Anglicare and we can send you the survey or you can speak directly with the researcher.

[anglicare-tas.org.au/treasured-lives](https://anglicare-tas.org.au/treasured-lives)

## 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](https://anglicare-tas.org.au/snapshot-newsletter)



On the day we visit Anglicare Home Care client **Agnes Hogan**, she has baked lamingtons for afternoon tea and her Sandy Bay unit is bursting at the seams with cards and flowers to mark her **100th birthday**.

### Agnes treasures her independence

Agnes turned to Anglicare relatively recently to help her with shopping chores, when it became difficult for her daughters (now in their 70s) to assist her. With just a walking stick and her Anglicare support worker alongside, she enjoyed regular trips to the Lower Sandy Bay shops.

During the COVID-19 restrictions Anglicare delivered her shopping.

"It's important to stay independent: people can't believe how old I am when they see me down at the shops!" she says.

One of twelve children growing up in the Mallee wheat-belt, Agnes recalls plagues of mice, rabbits and grasshoppers, drought and

*“Every day comes and every day passes and you just live it. Looking forward and keeping active is the key - sitting around reading books is not good!”*

*- Agnes Hogan, 100, of Sandy Bay.*



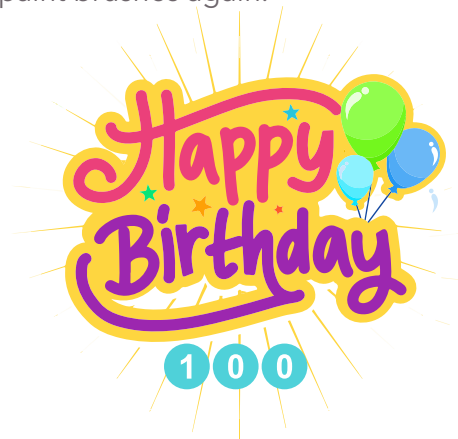
depression and the “dreaded milking”. But there were also magnificent balls and suppers, a Christmas picnic put on by the soldiers and horses to ride. “Everyone was poor, but we made do,” she says.

Agnes studied hard to become one of only 200 registered mother-craft nurses in Australia, working in Toorak and on a big sheep station in New South Wales. “It was a great life but it was lonely, so I moved back to Melbourne and met my husband-to-be Jack at a dance in Moonee Ponds. He was wearing a dreadful blue suit but we were engaged just six months later!”

Agnes, Jack and their three children moved to Hobart in 1957 and in the following years

she worked at the Strathaven Home and helped set up knitwear manufacturer TasTex. Travel was a highlight, particularly Lapland and the Norwegian fjords.

Agnes loves being able to have friends and family back in her home, and is also considering taking up her paint brushes again.



## 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



Just some of  
your Aged Care  
team.

# Aged Care Employee Day

## Thanks for caring

August 7 marked national Aged Care Employee Day. The theme Thanks for Caring was designed to recognise each and every team member involved in caring for the 1.3 million older Australians receiving home care or residential care services.

Aged Care Employees Day puts these heroes in the spotlight, celebrates them, and highlights the many different roles of those involved in the aged care journey.

Your messages of thanks meant so much to our Anglicare team in Tasmania. Here are some of the images and messages we shared on the big day.



Renae Fleming and Tony.



Kayla Archer.





Renae Fleming and Paula Burke.



Michelle Redman and Ros Hearn.



Dear Support Team,

Thank you for your letter with helpful information, especially during restrictions and changes.

I've been listening to Radio for an hour or more it has some interesting stories to share since Covid 19.

I am grateful for success stories and friendship with humour to help us through each week.

Thank all those who help make such a difference to family life, and during stage four struggles especially with students who are still feeling some restrictions.

But there is a chance that we can appreciate a simpler way of life bringing inspiring ideas and making do.

Thank you Connie Bruckard as Gen. Manager,

May your team of kind and caring supporters look forward to a more restful time and begin soon to look forward in faith hope and the trust you seek in your homes and great work

Many Thanks from Kay Bourke

To Anglicare Tas. and beyond our State Tas.

Thank you sincerely for your dedication, care and support.

Please know it is deeply appreciated.

Kay from Ulverstone

in Anglicare and Community for future Blessings, good work, Success.

# Aged Care Employee Day

Thanks for caring



Barry Dyke and Norlen Fernandez.



Demelza DeVries.



Michelle Redman & Lilian Anstis.



Megan Turale.



Tahmid Jamil.



Gobinda Poudel.

# Returning to the 'new normal'

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

Strange how a chore like grocery shopping can become so attractive when you can't get out and about to do it. As we adjust to the 'new normal' there's been some super-charged excitement about hopping into the car to go shopping and we are loving it!



### Leon

Leon gives the big thumbs up and tells us: "When you get to my age getting out is good. Very odd times feeling very restricted, I even missed celebrations for my 92nd Birthday."

"But my word were the girls at the shop were happy to see me, I've been going there since they opened, 2-3 times per week when I drove, weekly now with the assistance of my support team. I've been going there so long that the staff all call me 'Poppy' and even gave me a cake for my Birthday last year."



### Shirley

Shirley didn't let an opportunity slip by to get dressed up. "I feel like I'm going to see Santa" she said. When her worker Kayla checked the photo with her, Shirley said, "I look pretty good for an old girl of 86!" We couldn't agree more Shirley.



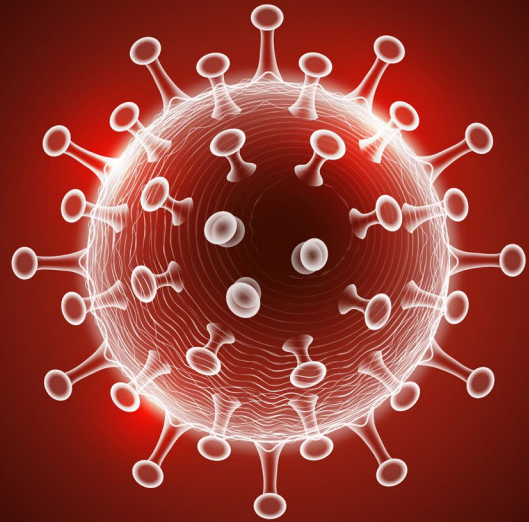
### Anne

Anne's home care worker Catherine tells us: "The first time in months we have been out together, even though it was just groceries. We are both looking forward to being able to sit for coffee in the future."

# 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.



## #checkin

Since the COVID-19 pandemic began back in March we've all had to deal with some changes and challenges in our day to day lives. It's natural and normal for many of us to feel anxious, stressed, lonely or depressed during this time.

There's never been a better time to check in with yourself and those you care about. You can find links to the latest official COVID-19 advice, as well as information about events and activities happening near you to help you reconnect with your community as restrictions ease, just visit [mhct.org/covid-19-and-mental-health/checkin/](https://mhct.org/covid-19-and-mental-health/checkin/)



Check in  
on your own  
mental health



Check in with  
someone you  
care about



Check in with  
what's happening  
in your community

1800 466 300  
[anglicare-tas.org.au](https://anglicare-tas.org.au)

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*Choice, support and hope*