

CONNECT

NEWSLETTER

**WINTER
ISSUE**



**WHAT'S
INSIDE**

**Meet our
schedulers**

**All about
arthritis**

**Join a new
program**



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Front cover: Echidna | Photo by Taylor Wilson-Smith (Shutterstock)

From the CEO

Welcome to the Winter edition of **Connect**.

Winter appears to have come early this year and I trust you are keeping warm and safe.

We will launch our Winter Appeal this month. Gifts to the Appeal will help us offer emergency accommodation, warm clothing and sturdy footwear, nutritious food and power bill payments to Tasmanians in need.

You'll meet our friendly scheduling team members on page 4. I find it's always valuable when I can put a face to a name.

If you find it challenging to access technology, we encourage you to sign up to a new digital inclusion program (page 5).

We know that many readers will have had an arthritis diagnosis. Turn to pages 6-7 for tips on how you can manage your symptoms.

Housing and homelessness has been a big focus recently for our Social Action and Research Centre team. Find out more on page 9.

We hear that it's likely to be a long and hard 'flu season this year, on top of the COVID that is still circulating in our community. Please make sure that you and your loved ones are protected by being vaccinated.

With best wishes to you and your families,

Chris Jones, CEO

Left: Ellen Nicholson, General Manager Aged Care Services
Below: Values in Action award winner, Laura Stanley, pictured on the road between home visits.



Hello everyone, I'm delighted to bring you this Winter edition of **Connect**.

COVID continues to affect many community members in Tasmania. You will still see our team members in their Personal Protective Equipment when they visit you.

You can stay in touch on developments with the COVID situation by visiting the website www.coronavirus.tas.gov.au or calling the Public Health Hotline on **1800 671 738**. You can also contact the National COVID Older Persons Support Line: 1800 171 866 (8.30 am – 6 pm, Monday to Friday.)

You may have heard that there are some changes coming to the Federal Government's at-home aged care program.

From July 2023, a single Support at Home program will replace the current Commonwealth Home Support Program, the Home Care Packages program and the Short Term Restorative Care Program.

We will keep you up-to-date on what it will mean to you when we have more information.

Well done, Laura!

Laura Stanley is an Aged Care Intake and Quality Home Care Worker who is based in the Launceston area. Last month she was announced as the winner of the 'Respect' category in Anglicare's prestigious annual Values in Action Awards.

This month we launch a new rewards program for our team members. Compliments from clients will play an important part in qualifying them for a \$100 voucher, so please let us know when you receive outstanding service so that we can recognise them.

Please ring us on **1800 466 300** if you have questions or comments about your service. You can also email us at homecaresupport@anglicare-tas.org.au

Stay warm as we move into winter,

Ellen and the Aged Care Team.

Meet your scheduling team

When you ring Anglicare to talk about the timing of your service, you'll reach a member of our friendly scheduling team. It's their job to make your service as seamless as possible.



Tahlia



Sofia



Christina



Jenna



Rhiannon



RJ

Coming soon

The six-member team is based in our head office in Hobart but they have excellent knowledge of your local area. They know how long it will take a support worker to reach your home and also visit nearby places of interest.

The team uses a special computer program to manage clients' schedules on a daily basis and in advance, says Team Leader Tahlia Rowbottom.

"If your usual worker is unable to come because they have become unavailable we can see at a glance where the next available worker is located and we can adjust your schedule so that we can have that person to you as soon as possible," she said.

"COVID has definitely made our role more challenging and we have all become very good at juggling! That's why we appreciate how understanding and patient you are when we need to make a change to your service, particularly if it is at short notice.

"The program also helps us plan your service in advance when we know that we have staff on leave," said Tahlia.

Fast facts

- Anglicare currently has around 1400 aged care clients across all parts of the State.
- We have 184 team members who provide home care, cleaning services, clinical nursing services and administrative support.
- We provide close to 220,000 hours of service each year so that people can live independently in their homes, for longer.



New digital program

Technology can be a great way to stay connected with family and friends, and improve your overall quality of life.

Anglicare is working in partnership with an organisation called Work Ventures on a 'digital inclusion' program that will start soon.

We're looking for 20 people using our service who are currently unable to access and/or use technology.

You may live in a rural or remote area, or be unable to afford and maintain your own internet connection. Or you simply may not know where to start in the 'online world.'

The program will run for 12 months. There is no cost to you, and you will receive ongoing support from Anglicare and the Work Ventures team.

If this sounds like it could be interesting and useful, nominate yourself by phoning us on **1800 466 300**.

Arthritis in the spotlight

Have you been diagnosed with arthritis?
There are ways to manage it so that you
can keep doing the things you love.

Arthritis is the name given to a group of conditions that cause damage to your body's joints, typically resulting in pain and stiffness.

Osteoarthritis, the most common type of the disease, is caused by mechanical wear and tear on the body's joints. Rheumatoid arthritis is an autoimmune disease in which the body's own immune system attacks the joints.

Moving more

There can be a fine line between getting the rest you need and reaping the benefits of physical exercise.

An exercise regime will help you manage pain and increase flexibility, strengthen your muscles and improve your posture and balance. It will also help you maintain positive mental health.

It's important that you listen to your body – and your health care professional – so that you can develop a management plan that suits you and your lifestyle.

Seek support

Arthritis & Osteoporosis Tasmania has a free telephone information service for people with arthritis, their carers and family members.

It is staffed by specially trained volunteers who are able to answer most questions about living with arthritis. They cannot provide medical advice.

Call **1800 011 041** between 10 am and 4 pm on Monday to Friday. You will be provided with a free, individually tailored information pack afterwards.

For more information on arthritis, check this website: arthritistas.org.au

Depending on the type of support you receive from Anglicare, we may be able to help you with:

- occupational therapist assessments that will identify assistive devices such as tap turners
- physiotherapy assessments for mobility aids and a suitable exercise program
- devices for pain relief such as heat pads
- massage therapy
- cleaning and shopping, to give you a break from heavy physical tasks.



Kathleen's experience

Anglicare client Kathleen Moylan of Kingston has had arthritis for around two-and-a-half years and finds walking difficult.

A regular set of exercises developed by her physiotherapist helps with balance and muscle strengthening. She also has a weekly massage, which she highly recommends. A cleaning service from Anglicare helps with the more physically tiring household tasks and she also receives assistance with her shopping.

Kathleen has a strong faith and she says this also helps her to manage her condition.

"I also enjoy taking my cat out on a lead for several short walks a day. It gets me out in the fresh air so that I can catch my breath and gain some energy.



I'm not saying that I don't have pain, but I am comfortable and I feel that I have it under control.

Kathleen Moylan



Top tips to stay warm



Remember these tried-and-true ways to stay warm during Winter and avoid power bill shock.

- Set your heat pump to between 18-20 degrees. You use 10% more power for every degree increase
- Roll up some old towels and turn them into door snakes
- Invest in an electric throw blanket to stay toasty on the couch - it's much cheaper than running a costly fan heater
- Make sure your retailer knows if you have a Centrelink concession card. You could save more than \$100 on your bill.

If you're worried about your winter power bill, call the National Debt Helpline on 1800 007 007. You will be put in touch with an Anglicare financial counsellor. They can support you to negotiate an affordable payment plan with your energy retailer and find ways to manage your energy consumption.

Anglicare^{TAS}
Choice, support and hope

WINTER APPEAL 2022

Donating is simple.

Will you help us walk alongside Tasmanians in need this winter?

Call 1800 243 232 or visit anglicare-tas.org.au/donate

Voices from the front line

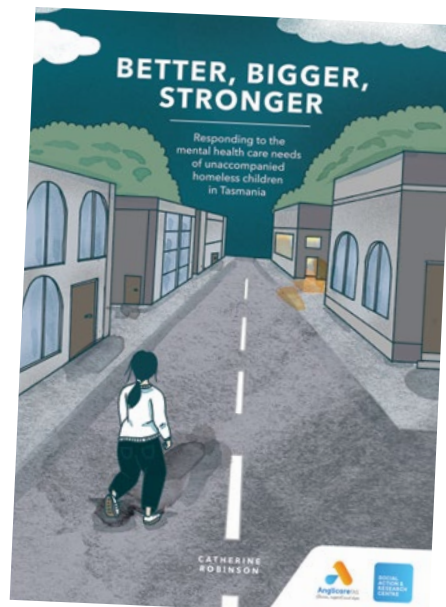
Anglicare research gives government access to perspectives they might otherwise struggle to hear.

It features the voices of Tasmanians who have experienced poverty and disadvantage. It also describes the challenges of those people who work hard to respond to their needs.

In April we released new research into the mental health needs of young Tasmanians aged 10-17 who are homeless and without the care of a parent or guardian.

It describes how difficult it is for these young people to find the support they need, and calls on government to make services “better, bigger, stronger.” It drew on the experiences of 65 community professionals and 16 young people.

Our annual Rental Affordability Snapshot, released ahead of the federal election, painted a grim picture of Tasmanians searching for a home in the private rental market.



Of the 714 properties listed for rent statewide, only one was affordable for a person on Youth Allowance, and that was a sharehouse. Only 16 were affordable and appropriate for a single parent family where the parent worked full-time on a minimum wage. Only 22 were affordable and appropriate for a couple on the Age Pension.

We called on all parties to commit to increasing investment in social housing.

If you'd like to hear more about how Anglicare is working to make a positive difference for Tasmanians, subscribe to the monthly Snapshot newsletter: [Anglicare-tas.org.au/snapshot-newsletter](https://www.anglicare-tas.org.au/snapshot-newsletter).

Trainees learn the ropes

Anglicare is giving its cleaning team members the opportunity to 'upskill' so that they can transition into a home care worker role.

Ten people have started studying the Certificate III in Individual Support (Ageing). This is an essential qualification for Anglicare's home care workers.

The traineeship involves 120 work placement hours as well as classroom sessions and assessments. You may see an additional person come to your home in the coming months. Your normal home care worker will act as a 'buddy' to the trainee as they learn the requirements of the role. We will always notify you when another person will be present.



Tracy Carr from Foresite Training (third from left) is joined by southern-based home care cleaners Vanessa Roach, Cheryl Robson and Renae Fleming at a training session.

Centenary celebration for Marlene

Anglicare client Marlene Whittaker turned 100 in March and was thrilled to be able to celebrate with family from Tasmania and interstate.

There were several generations represented at a special luncheon on the day, including great, great grandchildren.

Anglicare provides Marlene with a fortnightly cleaning service in her Rokeby home.

She enjoys getting out and about, according to daughter Barbara.

"I bring her to my place in Howrah every day for lunch and we also like to visit Eastlands together," she said. "She walks without an aid - just my arm - and loves to poke around the shops."

Congratulations, Marlene, from all of us at Anglicare.



Marlene and her daughter Barbara, with the bouquet that Anglicare presented to Marlene to mark her centenary.

Congratulations, Bonita

Each year Anglicare offers a scholarship to the value of \$5,000 to a student in their final year of a Social Work degree with the University of Tasmania.

This year the University chose Burnie's Bonita Raimondo to receive the scholarship.

Bonita describes herself as a proud and passionate North West Coaster: "I was raised here and stayed here, and this is my community. I've got a burning desire to see it thrive," she says.

During her 20s and early 30s Bonita worked in a metallurgical laboratory. She felt the need for a change and a chat with a University careers counsellor set her on her current path.

Now she combines full-time study with a youth worker role at the Seven Up Youth Hub in Wynyard.



Scholarship recipient Bonita Raimondo is pictured at the University's West Park campus at Burnie.

"I'm open to any role in the community sector when I graduate but I'm super keen to work in the mental health space with teenagers," she says. "I can also see myself working in the aged care sector further down the track."

Bonita was very grateful to receive the Anglicare scholarship.

"It's given me practical help with transport and equipment but it also helps me to maintain my focus," she said. "It gives me the space to feel supported in this final important year - I feel I can do it well and with meaning, rather than simply surviving."

Gardening crossword



The solutions will be printed in the following issue.

Questions

Across

- 1 Bright light of the sun
- 4 Decomposed plant matter in soil
- 6 Period between sunset and sunrise
- 10 Any young tree or plant
- 12 To sprout
- 14 Become larger
- 15 Precipitation
- 16 Blossom
- 17 Transparent, tasteless, and odorless liquid
- 18 Period between sunrise and sunset
- 19 Perennial woody plant consisting of roots, trunk, and branches

Down

- 1 Earth
- 2 Bush
- 3 Tool used to trim hedges
- 5 Long-handled scoop used for digging
- 7 Garden tool with flat crosswise blade and long handle
- 8 Plant that completes life cycle in one year
- 9 Having a life cycle of more than two years
- 11 Hand tool with broad curved blade used for scooping dirt
- 13 Green plant with narrow flat leaves and jointed stems
- 14 Area of land used for cultivating plants and flowers
- 16 Edible plant product

Autumn issue solutions: **Across:** 1. Daffy 4. Rex 6. Phar Lap 8. Charlotte 15. Pelican 16. Moby Dick 18. Penguin 19. Mickey 20. Bugs Bunny **Down:** 2. Flipper 3. Peter 5. Toto, 7. Rin Tin Tin 9. Lassie 10. Mr Ed 11. Winnie 12. Bambi 13. Babe 14. Skippy 17. King Kong

New faces in our nursing team

Anglicare's clinical nursing team supports Tasmanians with higher needs.

A big Anglicare welcome goes to the three nurses who have recently joined Bronwyn Menzies in the North West team. Miranda Wynwood, Kaia Mus and Robyn Hind are all experienced practitioners who are looking forward to getting to know the people we support along the North West Coast.

"I am so pleased to have joined the Anglicare team in the position of Clinical Lead," says Miranda.



It's an exciting opportunity to utilise my nursing/management experience, to contribute new ideas, and to assist our clients to achieve their goals.

Miranda Wynwood



There have also been some movements in our northern team. Sadi Bajagain has left us to work for the Launceston General Hospital (but we hope she comes back to us one day). Kellie Fitzpatrick will be joined by Megan Turale, who we all missed when she was on maternity leave.

We also recently welcomed Haleema Bukhari to our southern team. She joins Vanessa Drysdale and Jane Oswin.



North West nurses Kaia Mus and Miranda Wynwood

We welcome and appreciate any feedback that will help us improve our services. Please call **1800 466 300** to share your thoughts.

Thank you for sharing your stories with us; we find them uplifting and encouraging. Email your photos to **clientsupportconsultant@anglicare-tas.org.au**

1800 243 232
anglicare-tas.org.au

