

# CONNECT

## NEWSLETTER

**SPRING  
ISSUE**



**WHAT'S  
INSIDE**

**Prevent  
a fall**

**Balance  
your budget**

**Meet Lee of  
Lindisfarne**



## From the CEO

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

Thank you to everyone who contributed to our Winter Appeal. We had a fantastic response from parishioners and the general community and have been able to support many Tasmanians in need. We've included a winter warming recipe on page 12 as it's unlikely that we are completely out of the woods yet.

Take a look at the checklist on page 4 for some simple changes you can make that will minimise the risk of you having a fall.

As Ellen explains on the next page, we've reached some important milestones recently. This means we need to grow our team (page 6).

The current cost of living pressures mean it's more important than ever to have a balanced budget. Please don't hesitate to contact our financial counselling service if you or someone you care about needs support (page 8.) It's free, confidential and completely without judgement.

Lee is a client with a passion for art, flowers and fashion (page 10). She was very generous in sharing her time and story with us - thank you, Lee.

With best wishes to you and your families,

**Chris Jones, CEO**

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Hello everyone. I'm delighted to welcome in the new season with this Spring edition of **Connect**.

I'd like to take you back to July, for a moment. It was a good month for our team!

We passed an important milestone when we reached our target of 400 aged care packages. The knowledge that we are supporting more people than ever to remain in their own homes makes us proud and hopeful.

It also brought a 5.8% pay rise to our home care support workers and our cleaning team. This was independent of any government decision. It displays how highly we value our people and the work that they do. It also makes them more highly paid than others who work in similar roles in our sector.

Anglicare Tasmania is a proud supporter of a national campaign that advocates for better care for older Australians and better employment conditions for the people who care for them. Head to this website - [careaboutagedcare.org.au](https://careaboutagedcare.org.au) - for more information and to sign a petition. Aged care reform is a priority area for our peak body, Anglicare Australia.

### It's not too late to register

Would you like to become more comfortable using your technology?

There are still spots available in a FREE, 12-month program that will help you access digital technology. We will support you to develop your skills and become more connected with family and friends and the world at large. If this appeals to you, please phone us as soon as possible on **1800 466 300** so that you don't miss out.




*Ellen Nicholson, General Manager Aged Care Services*

In the last edition we flagged that there would be changes coming next year to the Federal Government's at-home aged care program. We've recently learned that the program will stay as it is until 2024. As before, we'll let you know what the changes will mean to you when we have more information.

Enjoy Spring and the joy it brings,

**Ellen and the Aged Care Team.**



**Go digital!**

If you would prefer to receive this Connect newsletter by email please let us know.

You can email us at [homecaresupport@anglicare-tas.org.au](mailto:homecaresupport@anglicare-tas.org.au) or ring **1800 466 300**



# Stay in your home for longer

Do you feel at risk of having a fall at home?  
Or have you had a fall recently and become worried about the future?

Ellen Nicholson says a fall doesn't necessarily mean that it is no longer safe for you to remain at home.

"It's important that you tell us when you've had a fall so that we can support you to make some simple changes to your home environment and routine that can make all the difference," said Ellen. "This means you can stay in your home for longer."

**Take a look at this simple checklist to see what you can do to minimise the risks:**

- ✔ Are there tripping hazards such as rugs or clutter in your home that you could remove?
- ✔ Are you aware that it may not be safe to do things that you used to take for granted? Reaching for something that's fallen onto the floor is a common precursor to a fall.
- ✔ Have you had your blood pressure checked lately? It's common for people to remember feeling dizzy before they fall.
- ✔ Are you wearing appropriate footwear? Even slippers need to be supportive.
- ✔ Are you staying as active as you can? There are simple exercises that you can do even if you need to stay seated. (Always seek medical advice before starting an exercise regime.)
- ✔ Are you getting plenty of protein and calcium to keep your muscles and bones strong?

- ✔ Are you getting enough Vitamin D? Sitting in the sunshine to have a morning cup of tea can make a big difference. Many older Tasmanians need to take a supplement.
- ✔ Do you have a glass of water on hand during the day? It's easy for older people to become dehydrated. This can make you physically weak and feel confused.
- ✔ Are you sleeping well? Insomnia can affect a person's physical and mental health.
- ✔ Have you thought about getting a personal alarm? This will give you and your family members valuable peace of mind - and practical help in the event of an emergency.

You may benefit from a session with a physiotherapist or occupational therapist who can recommend products and devices to keep you safe, like walkers and shower chairs.

Sometimes the costs of home modifications such as a chair over the bath, grab rails and ramp can come out of a home care package. This is also something that we can look into with you.

**Please talk to your Anglicare care manager or your GP if you'd like more information or resources.**



It's important that you tell us when you've had a fall so that we can support you to make some simple changes to your home environment and routine that can make all the difference.

Ellen Nicholson



## What are time windows?

Sometimes we use time bands to help schedule services.

Time windows provide a time period within which you will receive your support. The time window can be in the morning or in the afternoon.

You share your time band with one other client. For example, one of the morning time bands is 7.00 am to 9.10 am. The expectation is that one client will receive their one-hour service at 7.00 am and the other at 8.10 am

"Our priority is to make sure that you receive the care you need within your time band," says Scheduling Team Leader Tahlia Rowbottom. "We factor travel time into our scheduling so it's less likely that we will be late for your visit.



**We try to be as flexible as possible so that we can provide you with the best support.**

Tahlia Rowbottom



"If you need to make a once-off change to your schedule (for example if you have a medical appointment) please let us know as soon as you can. We try to be as flexible as possible so that we can provide you with the best support," said Tahlia.

If you have any queries or concerns, please contact us on 1800 466 300.





I was working in residential aged care and thought I would try something different. I decided to give community support a go. I'm so glad I did, as I love it.

Nerissa







# We're on the look-out for new team members

Do you have a friend or family member who is already working in the aged care sector?

If they're interested in a change, or making stronger connections with the people they support, we would be very keen to meet them.

There's a growing demand for in-home, community-based aged care in the Launceston area and on the North West Coast.

We've set up a Home Care Support Worker Hotline on [0418 546 347](tel:0418546347) to assist people who might be interested in finding out more about opportunities with Anglicare.

We're looking for people who share our values of justice, respect, compassion and hope - people like Nerissa, pictured out grocery shopping with client Nancy Gibson.

## What brought you to Anglicare, Nerissa?

I've been with Anglicare for four years. Before that I was working in residential aged care and thought I would try something different. I decided to give community support a go. I'm so glad I did, as I love it. Being able to have quality one-to-one time with my clients is very special and makes such a big difference.

## What is it like to be a member of the Aged Care Services team?

Anglicare cares about every individual person - clients and employees. Regular meetings and training give me the opportunity to stay up to date with my skills and raise any issues. Assisting people to remain independently in their homes is so rewarding.

## Which of the Anglicare values most resonates with you?

Compassion. It's a value that I was brought up with. In my role it's important to understand different situations and life circumstances.

## What has been the highlight of your career so far?

There is one that I'll never forget. A client and I were going for a walk and we came across a pedal buggy for hire. She looked at me and said 'I've always wanted to have a go on these', so I said, 'Why don't we?' We hired a buggy and pedaled ourselves along the waterfront in Ulverstone and the smile on her face said it all."

Home Care Support Worker  
Hotline [0418 546 347](tel:0418546347)



Mathew O'Brien, Program Manager - Financial Counselling

# Balance your budget for free, with Anglicare

Anglicare operates the National Debt Helpline in Tasmania. It's a free service for Tasmanians, operated by Tasmanians. Mat O'Brien, Anglicare's southern program manager, explains.

"You don't have to be in financial crisis to ring the Helpline," Mat says. "You don't need to have accumulated any debts, despite the name of the service! We all know that the cost of living has risen. You might need some simple hints and tips on how to balance your budget and make your income go further. We're here to support you whatever your situation."

Mat said the earlier you reach out, the better.

"Our conversation will be about much more than numbers," he said. "We will challenge you and motivate you. We will explain the

consequences of the choices you are making about money. If you are in debt we can assist you to negotiate an affordable repayment plan. And in some cases we can arrange for a debt waiver."

A financial counsellor can coach you on how to have conversations about money and financial commitments with others in your family, including children and younger people.

"We explain the dangers of Buy Now Pay Later products, such as the hidden fees and charges," said Mat. "It may become difficult to





## We explain the dangers of Buy Now Pay Later products, such as the hidden fees and charges.

Mat O'Brien



get approval for a loan to buy a car or a house in the years ahead if you have this kind of debt.

"We show people where their money is going. We explain how working more to earn more to cover the cost of material things is not the answer. We talk to people about what it will feel like to achieve a long term financial goal.

"What happens after you make that first call is up to you," explains Mat. "We can continue talking to you over the phone or we can arrange to meet you in person. We can continue the conversation for as long as you need it. The beauty of our service is that it is free, friendly and confidential."

Financial counselling is about budgeting and goal-setting. It doesn't cover investments or growing your wealth. Your financial counsellor will tell you if they think you need legal advice.

Ring an Anglicare financial counsellor on **1800 007 007** between 9.00 am and 5.00 pm, Monday to Friday.

## Listening and improving

Each month we receive feedback from around 60 of our clients. It shows us what we are doing well and where we can improve.

We love it when you take the time to pass on your appreciation for our hard-working team members. This is what you've said recently:

*'Lovely support worker with incredible work ethics. His ironing is perfect'*

*'So happy with my case manager, such good communication and care'*

*'The best nurse ever'*

*'Over the moon'*

We encourage our team members to listen carefully to you when they are in your home. If you feel that this is not happening, please let us know by calling [1800 466 300](tel:1800466300).

And keep those compliments rolling in on the same phone number, so that we can pass them on.







“

I find that  
surrounding myself  
with colour helps me.

”

Lee Wright



*Clockwise from top: Lee paints by numbers on her tablet; Lee's fashion drawings feature intricate detail; Illustrations from Lee's children's book.*





# A life filled with love, art and colour

Lee Wright is a published author and illustrator. She owned and ran floristry businesses in Hobart, and graduated with a university degree in Fine Art at the age of 60. She talked to **Connect** about some challenging milestones and what keeps her looking ahead.

Lee's Lindisfarne unit - shared with British Shorthair cat, Puck - is full of vibrant canvases, fresh floral arrangements and fashion drawings.

Lee's Anglicare workers support her with nursing care, personal care and cleaning - giving her more time to spend on her various art pursuits. "They are all lovely," she said. "Kayla is wonderful and Jasneet is a breath of fresh air!"

Her beloved husband of 63 years, Ron, passed away four years ago and since then she has found it more difficult to focus on her artwork. "I find that surrounding myself with colour helps me," she says.

A couple of weeks ago Lee's daughter Deborah introduced her to an online 'painting by numbers' program that she uses on her tablet. "It's free and it can be as simple or as complex as you like. I'm doing a Monet flower arrangement at the moment that is really challenging my brain!"

"Something is changing in me," said Lee. "I feel more blessed today than I have for a long time. I have problems with my voice but I recently had an assessment with a

speech pathologist and we think I'm getting better. This new hobby is helping me to do something that is **me**."

Lee drew inspiration from the rugged beauty of the West Coast landscape where she and Ron lived for nearly 20 years. The Queenstown art scene was in its infancy and she ran an art studio that was open to painting and printmaking students. Ron was the president of the Tullah Progress Association and Lee was its secretary. "The community embraced us," she recalls. "We knew everyone and we all cared about each other. I learned a lot about myself and my heritage there."

At around the same time that her husband first became ill, Lee wrote and illustrated a children's book, "Molly and Pickles", that was a finalist in the Premier's Literary Award in 2003. It was picked up by Australian Geographic and sold around 2,500 copies.

Lee has a loving family and she treasures memories of her marriage with Ron.

"We lived our life in love," she explains. "His spirit is with me."



# A last hurrah for winter

When the young people living at Eveline House in Devonport come together for a shared meal in the colder months, they love to see Golden Syrup Dumplings on the menu.

Anglicare staff double the recipe below and 'set and forget' it in a large slow cooker. If you try it, please let us know what you think!

Do you have a recipe you'd like to share in the next edition of **Connect**? It will reach you in early December, so think of a dish with a summery feel, or one that would suit a Christmas table.

## Golden syrup dumplings

**Prep time:** 20 minutes

**Cooking time:** 2 hours

**Servings:** 5-6 people

### Ingredients

1 1/2 cups self-raising flour

30g butter, softened

1/3 cup milk

1/3 cup golden syrup

### Sauce

2 cups boiling water

3/4 cup golden syrup

1/2 cup brown sugar

50g butter, melted

### Instructions

1. Mix the flour and butter in a bowl until it resembles breadcrumbs.
2. Make a well in the centre and add the milk and golden syrup. Mix well.
3. Roll the mixture into balls to make the dumplings (use around 1 tablespoon for each).
4. Melt the 50g of butter in the microwave or on the stovetop in a small saucepan.
5. Mix the sauce ingredients (golden syrup, butter, brown sugar, and boiling water) and pour it into a slow cooker.
6. Place the dumplings one by one into the slow cooker.
7. Cook on high for 60-90 minutes or until the dumplings are cooked through.
8. Serve and enjoy - with cream and/or ice cream.

Winter issue solutions: **Across:** 1. Sunshine, 4. Humus, 6. Night, 10. Seedlings, 12. Germinate, 14. Grow, 15. Rain, 16. Flower, 17. Water, 18. Day, 19. Tree. **Down:** 1. Soil, 2. Shrub, 3. Clippers, 5. Shovel, 7. Hoe, 8. Annual, 9. Perennial, 11. Trowel, 13. Grass, 14. Garden, 16. Fruit.

1800 243 232  
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