

CONNECT

NEWSLETTER

**WINTER
ISSUE**



**WHAT'S
INSIDE**

Meet Lloyd

Thank you,
nurses

40 years



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*Front cover: Aurora australis,
Cloudy Bay, Bruny Island, Tasmania.*

From the CEO

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

This year we're celebrating 40 years of serving the Tasmanian community.

Set up by the Anglican Church in our State, we started as a tiny organisation in 1983 with a part-time financial counsellor and a \$25,000 grant to provide the Debt Help service.

In those early days, no-one could have envisaged the broad range of supports that today's team delivers. There have been many changes over the years, but our mission and our values have remained constant. Anglicare's work is done in response to God's love. Hear from members of our team on page 10, and read about our advocacy focus on older Tasmanians on page 9.

We have some tips for keeping your home warm (page 8), and recognise our wonderful nursing team (page 6) to mark International Nurses Day.

This month we launched our annual Winter Appeal. The funds donated to our Appeal provide practical support and hope to clients in need. Thank you if you are a regular supporter - every little bit helps. Turn to page 12 to see how you can become involved.

Best wishes,

Chris Jones, CEO

Ellen Nicholson,
General Manager
Aged Care Services



Hello everyone.

Happy 40th birthday Anglicare!

Aged Care Services may not have been there at the very beginning, but we have proudly supported older Tasmanians for 20 years – and we are continuing to grow.

Today, we support more than 1600 Tasmanians to stay in their homes, right around the State. We are on the look-out for new team members, so that we can meet demand for our services. If you have a family member or friend who you think might be interested in joining us, please pass on this information to your care manager.

Social Inclusion project update

Our Social Inclusion project is moving into its next phase. Workers recently participated in a series of focus groups to identify those of you who might be feeling unoccupied and/or lonely. They are helping us develop a set of enjoyable activities that will boost your feelings of wellbeing and connectedness with others. Please reach out to your care manager if this sounds interesting.

We are currently investing in technology so that we can improve the way we schedule your service. It will give your worker easier access to your care plan so that they can assist you to communicate your needs to your care manager. It will also make it more efficient for the team to access your details in the case of an emergency such as a bushfire.

Face masks

We have made the wearing of face masks mandatory again for team members coming into your homes, in line with Public Health advice. COVID-19 is circulating in our community and we've heard that it could also be a particularly nasty flu season. I trust you will ensure that you're up to date with all of your vaccinations.

Lastly, thank you for the many compliments and suggestions for improvement that you have sent over the past month or so. You can use your mobile phone to scan the QR code below to reach our website feedback page.

Best wishes for staying warm and well this winter,

**Ellen Nicholson, General Manager,
Aged Care Services.**



We have created a feedback page on our website. Use your mobile phone to scan this QR code to get there. Ask your worker if you need assistance.

A yearning for learning

Lloyd O'Malley (78, of Howrah) has been an Anglicare client for 12 months. His wonderful childhood in the Huon Valley is the subject of the first of two memoirs he's had published so far.

Award-winning historian James Boyce provided the foreword to *Clever Ducks and other stories from a Tasmanian childhood*, which is available for loan through the State Library. He wrote: "In the twenty first century we have become like lost children searching for a way home - *Clever Ducks* is a signpost that can lead us there... And can this bloke write! Lloyd is what I have never been - a natural writer and storyteller."

"My parents had no formal education but they were very clever people," Lloyd explains. "They were down to earth, practical and honest. I was a bit of a romantic.

"When I was young all I had to read was the weekly farmer's magazine. It was hung up on a nail in the dunny and not meant to be read, if you know what I mean. I had to read the articles in one go or they wouldn't be there the next time I visited. My parents couldn't understand why I was in there so long - they made me drink cod liver oil! - but I learned a lot about farming."

Leaving school at 14, Lloyd worked in a local sawmill at Mountain River and then an apple orchard. Next was a stint as a labourer at Silk and Textiles in Derwent Park. By the tender age of 19, he'd been appointed a foreman there.

Lloyd says he likes change, and this is reflected in his career history. He worked across industries that included agricultural chemicals and providoring. Later, he spent a decade

as the production and sales manager at the Mount St. Canice laundry and gave back to his community as an adult literacy tutor.

Lloyd was determined that his children should have the educational opportunities that he missed out on. He is very proud that his grandchildren are working and studying in the fields of speech therapy, engineering, microbiology, travel, public health, architecture and diplomacy.

Every inch of Lloyd's garden is used for growing produce including pumpkins, espaliered on a sunny high wall. "I've been gardening since I was six years old," he said. "Preserving vegetables saves me a lot of money and gives me something to do."

Anglicare assisted Lloyd to find his current home, so it was an easy choice when he was looking for a Level 2 home care package service provider.



I respect the philosophy of helping people when they are down, and the service is excellent.

Lloyd O'Malley





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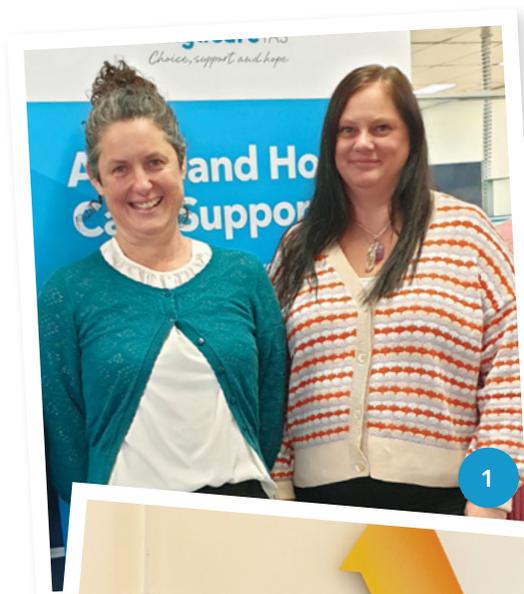


Last year, Lloyd started painting Tasmanian landscapes in watercolours and acrylics. Often he completes two paintings in a day. He recommends the ABC program 'The Joy of Painting' with Bob Ross for advice on techniques.



Thank you to our nurses

Anglicare's regional nursing teams provide support to people who have home care packages.



1



2



3

1. Vanessa (left) and Penny are in our Hobart office.

2. North West-based nursing team members (from left) Tamera, Robyn, Miranda and Bec.

3. Launceston nurses Kellie (left) and Clare.

The team has doubled in the past 12 months to meet growing demand.

We celebrated International Nurses Day on May 12 - the birthday of Florence Nightingale, the founder of modern nursing - with gatherings around the State.

"We marked the day by thanking our team for the expert, professional and compassionate care they show each working day," said Ellen Nicholson.

"I'm proud to work alongside our nurses in caring for our community," adds Clinical Lead Miranda Wynwood.

Please phone us on [1800 466 30](tel:180046630) to find out more about our clinical care services.

Meet Penny

Penny is the newest member of our nursing team. She is based in our Hobart office.

Can you tell us a little about your career background? I started working in aged care in 2003 as a support worker in the community. I'd always wanted to do nursing but felt I'd missed the boat when my children came along. In 2015 I decided they were old enough for me to start studying. I completed my Diploma in Enrolled Nursing in 2017 and started work in the dementia unit at Snug Village. I really enjoyed it, although it was challenging working there through COVID.

What brought you to Anglicare? I needed a change! Community care was always my passion, so when I saw the Anglicare job advertised on Facebook I was really excited.

What were your first impressions of the Anglicare team? I was blown away! Everyone has been so helpful and made me feel included. I love being part of a team where everyone has the same common goal - to



Anglicare's newest nursing team member, Penny.

help people stay safe and supported in their homes for as long as possible.

What do you enjoy most about your job? I really love the diversity of our clients. I love going out and visiting people, hearing their wonderful stories.

What do you like doing outside of work? I have three kids so I'm always running them around to footy training or ballet lessons. I also love catching up with my friends and family, going to the beach, camping and a good Netflix series. Since starting at Anglicare I've been catching the bus. I've discovered podcasts and I'm really enjoying them. I have embarrassed myself by laughing out loud, though!

Find a service nearby

Anglicare is a proud founding partner of the FindHelpTas initiative.

FindHelpTAS is a community initiative led by a partnership of Tasmanian community service organisations, supported by the peak body, TasCOSS.

It's the largest and most up to date online local Tasmanian directory of services that support the health and wellbeing of Tasmanians. And it's free!

The directory includes a dedicated section for older people. Here you'll find listings for service clubs, various health hotlines, free community lunches, your nearest Neighbourhood house, what to do in the event of elder abuse, respite options and much more.

You're sure to find something for friends and family members too - it's definitely worth a browse. Go to findhelptas.org.au to get started.



Winter warmers

Sometimes it's the little things that make a difference when it comes to keeping your home warm without breaking the bank.

Here are financial counsellor Danielle's tried and true tips:

- Sun up? Open your curtains. Sun down? Close your curtains.
- Chase down the drafts - roll up an old towel to make an effective door snake.
- Have a throw rug at the ready, so that you are not tempted to turn up your heater.
- Get your family involved. Kit your grandchild out with a tea towel for a cape and they become Captain Energy, on the lookout for signs of heat loss.
- Cut up large pieces of bubble wrap and fix them to the insides of your windows if they are very draughty - it does work!

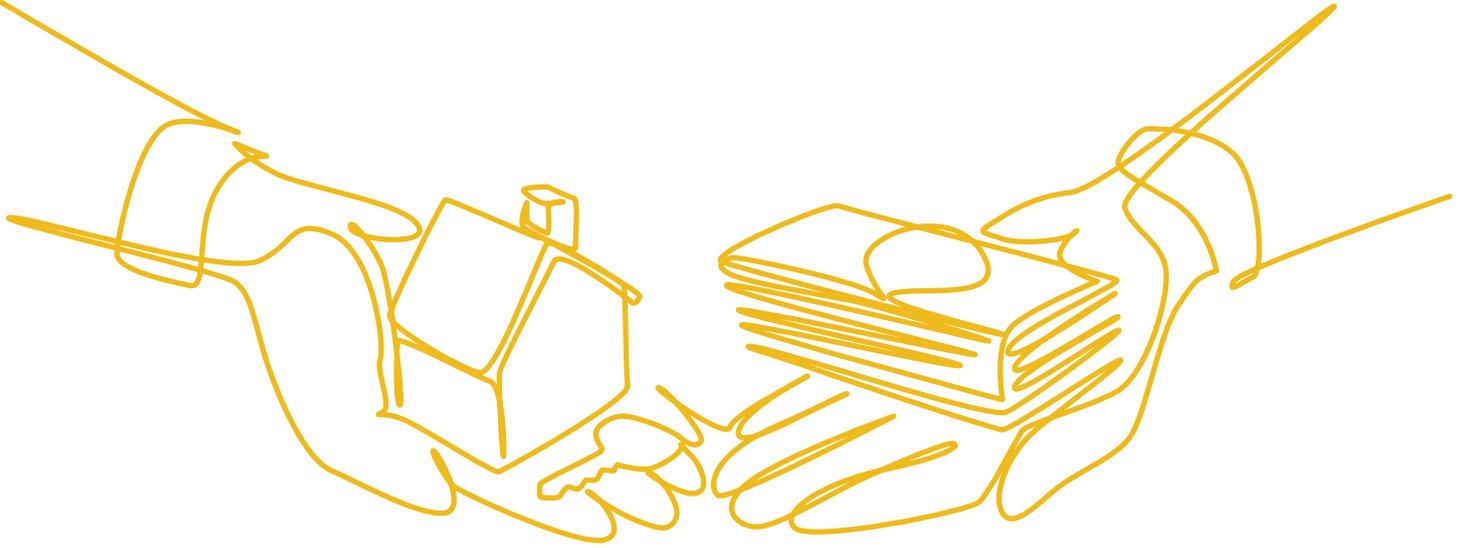
Always be mindful of potential fire and burn risks. Make sure you store and use your electric blanket correctly, and follow instructions on how to heat and store a wheat-filled heat pack. We recommend not using a hot water bottle as they have been known to burst. If you have a wood heater, ask someone to check it's operating properly and that your firewood is dry.

If you have a tip of your own, please pass it on via your worker or care manager so we can share it with others.

If you are worried about your next power bill, our friendly financial counsellors can advise you on your next best steps. They can even support you to negotiate a payment agreement with your energy retailer. Please ring **1800 007 007** to start the process. You may be able to arrange a face-to-face appointment in your area.

The Tasmanian Government offers a range of electricity and heating concessions to older people on low incomes. They should be applied to your account automatically. You can find all the details at https://concessions.tas.gov.au/concessions/electricity_and_heating.

There was also some power bill relief for people on low incomes announced in the Federal Budget last month.



Advocating for change

Our Social Action and Research Centre (SARC) works to reduce poverty and disadvantage so that we can build a more just Tasmania.

One of its current focus areas is educating people that older Tasmanians need their own homes in their own communities – and that a sharehouse may not be appropriate for their needs.

This was a key message in the annual Rental Affordability Snapshot that we released in April.

The Snapshot reviewed all properties listed for rent in Tasmania on a weekend in March, then assessed if they were affordable and appropriate for 14 types of households on low income. It showed that rents are rising up to 10 times faster than income support payments, and an increasing number of Tasmanian children are being brought up in homelessness.



Wayne's* story

Wayne's story resonated with readers of this year's Snapshot. Aged 67, Wayne lives in Devonport. He's lived in his home for 20 years. The rent, at \$190 a week, is slightly more than 30% of his income, but he finds it affordable. He enjoys walking to the local shop each day and going to the footy occasionally with a few close mates who all live close by.

Wayne has received an eviction notice because his landlord wants to renovate the unit and put it back on the market at \$300 a week – which he cannot afford.

The last time he searched for a rental, Wayne looked up available properties in the weekend paper and rang around. Now he has to search online and apply through an app. He is not computer literate and this process is very stressful for him.

The only property he can find that he can afford is in a sharehouse in Sulphur Creek, 36 kilometres away.

Wayne lives modestly. He never dreamed he would face having to move out of his own home and his own community at this stage of his life.

The SARC team will produce additional in-depth research about the experiences of older Tasmanians trying to find affordable accommodation later this year.

**We've changed Wayne's name to protect his privacy.*



Celebrating 40 years

Anglicare began 40 years ago with a question: in the midst of a recession, how could the Anglican Church in Tasmania respond effectively to the needs of local people?

The Anglican Family Care Service was established in 1983, offering budgeting and financial counselling. Marriage guidance was also offered in those early days.

In 1984 we operated one youth shelter in Hobart. Today we manage three Youth2Independence accommodation and learning programs, with another due to open later this year.

The need for financial counselling is greater than ever due to the cost of living crisis and easy access to new forms of credit, such as Buy Now Pay Later products.

We have maintained a strong connection with the Church. Several parishes have developed long term partnerships with Anglicare clients who live nearby.

Established in 1995, our Social Action and Research Centre researches issues such as gambling harm, domestic violence in teen relationships and healthy ageing. It sets us apart from other service providers.

Anglicare team members bring our values of hope and respect, compassion and justice to life. When asked what they find most



I've worked with some amazing clients who've shown such courage and resilience in the face of almost overwhelming odds...they've been able to pick themselves up, keep going and find a way forward and that's been such a huge privilege.



Lynne, Program Manager, Financial Resilience and Wellbeing, Housing & Community Services, Launceston



Friendly faces in the paddock

Have you ever visited Agfest? The array of things to see and do is overwhelming - and mud is nearly always guaranteed.

The Anglicare team sees it as a great opportunity to talk to people about the services we offer.

This year we presented information about our Aged Care services and programs such as financial counselling, mental health support and counselling for people who use drugs and alcohol.

Recruitment, particularly to our aged care and acquired injury support services, was another focus.

There were lots of activities for children at our Agfest display.

rewarding about their work, their answers come from the heart:

"Knowing that you're helping someone live their life to the fullest." - Nell, Disability Support Worker, Acquired Injury Support Services, Ulverstone.

"Being let into somebody's life; we work as a team together, and I think that's absolutely beautiful." - Wendy, Home Care Cleaner, Aged Care Services, Launceston.

"We've got our value, hope: we can give that to a person - we can say yes, you're here at the moment, but you can succeed in life." - Cameron, Practitioner in the North West Early Start Therapeutic Support program, Housing & Community Services, Devonport.

We'll share some videos and written articles over the coming months featuring interviews with a range of people with connections to Anglicare. You'll find them on our website.



We've got our value, hope: we can give that to a person ...

Cameron, Practitioner in the North West Early Start Therapeutic Support program, Housing & Community Services



1. Dawn is one of the "Howrah Biscuit Ladies". For many years a team from the Clarence South parish has baked goodies for the young men who live at a youth shelter in Hobart that's managed by Anglicare.

2. Sherry coordinates the Youth2Independence program for 16-24 year olds who live at Thyne House in Launceston.

3. Wendy is a member of our wonderful Aged Care cleaning team. She took time out to talk to us about why she loves her job.



Because every Tasmanian matters

Positive impact

Each year Anglicare offers a \$5,000 scholarship to a third or fourth year student of the Social Work degree at the University of Tasmania.

The University has chosen Louise Adams, of Hobart, as this year's recipient.

As a single parent to eight children aged 5-25, six of whom are still living at home, juggling their needs, work and study is a challenge for Louise.



Louise Adams, of Hobart, is the recipient of the 2023 Anglicare Scholarship in Social Work.

"I am so grateful to receive this scholarship," she says. "It will have a serious and positive impact on my life - and my children's lives as well. The Social Work course has really strong themes of social justice and human rights, so it's right in my wheelhouse. I want to become an agent of change."

Help Anglicare reach out to people who are hurting.

This winter, many Tasmanians are struggling to afford the basics. The cost of living crisis has made life hard, and people are hurting.

Your gift to the 2023 Anglicare Winter Appeal will give much-needed care and support in local communities throughout the State.

We use donations for targeted assistance to people engaged with our services. This might be arranging emergency accommodation, stocking a pantry, paying an electricity bill, providing warm clothing and bedding, or money to cover the purchase of essential medications.



To donate, ring us on
1800 243 232 or
visit our website,
anglicare-tas.org.au

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 **Anglicare**TAS
Choice, support and hope