

CONNECT

NEWSLETTER



**WHAT'S
INSIDE**

Rich
memories

Thank you,
team

Join a research
project



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Cover image: New Holland Honeyeater, Tasmania.

From the CEO

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

Anglicare is proud to employ 217 Tasmanians to deliver aged care services across our State. On Aged Care Employee Day (7 August) we expressed our thanks for the important work they do supporting the wellbeing of older Tasmanians. Team members tell us they find their jobs meaningful and rewarding. Turn to page 6 for an interview with Home Care Cleaner Meg, and meet Home Care Worker Tammy on page 8.

You may have seen recent stories in the media about Anglicare seeking government action on the challenging issue of illicit drug use in our State. We want all Tasmanians who use illicit drugs to have access to useful services, support and treatment.

This means taking an approach that is health-focused and based on evidence. Our Social Action and Research Centre published a position paper on this topic and we are talking to members of Parliament about it.

Turn to page 11 to find out about a new Anglicare research project about housing that may be particularly interesting to you.

Best wishes,

Chris Jones, CEO

The Aged Care team is busy - in a good way!

Our social connections project is coming along well. We are currently fine-tuning a set of activities that we will be able to use with clients who may be feeling unoccupied and/or lonely. If this interests you, please let your care manager know.

We have some new projects in the wings that we are looking forward to sharing with you in the coming months. One is focused on making sure that all of the people we support are receiving adequate food and nutrition. Another will encourage our team members and our clients to understand the concepts of inclusion and diversity, so that we can make sure that our service provides a safe and welcoming space for all Tasmanians.

We won't be requesting artwork for the calendar this year. However, we know that so many of you are artistic and creative, so if you would like to see your work published in this newsletter, please get in touch with your care manager.

If you're a home package client, you will have received a letter about our new client management system that we started using on August 3.

The only change that you and other clients will notice is in your package paperwork. This includes your statement, your budget and your care plan. There won't be any changes to the level of care we provide you, or the number of people we employ to deliver your care.

The new system will enable your support workers to access your care plan easily using their mobile phone. It will also



*Ellen Nicholson,
General Manager
Aged Care Services*

streamline the processes that our scheduling team members follow if they need to change your service temporarily.

As always, we welcome your feedback - both positive and constructive! You can email us at homecaresupport@anglicare-tas.org.au

You can also use your mobile phone to scan this QR code to be taken straight to the feedback page on our website. Ask your worker if you need assistance.

Best wishes as we move into the new season,

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



Rich memories

John Glover's life turned upside down when he broke his hip late last year. A service from Anglicare is helping him get his life back on track.

John (82, of Ulverstone) had been looking forward to leaving hospital when he tested positive for COVID on the day he was due to be discharged. Instead of going home, he found himself in the hospital's COVID ward.

Wine and food have played a huge role in John's life, and he found the loss of taste and smell one of the most difficult challenges of his COVID experience. Luckily, some six months later, it is slowly returning!

"Anglicare's service has helped us no end," says John. "Every Wednesday [Home Care Worker] Tammy bounces in the door. She has so much experience and she's a good conversationalist."

John and his wife Sue are committed to lifelong learning, taking on new challenges and sharing their knowledge and passions with others.

The couple operated a renowned country-style restaurant called Gossips at Whitmore between 1988 and 1999. John welcomed diners at the front of house and Sue was in charge of the kitchen.

John had previously worked at the paper mill in Burnie and as an aerial 'fire watcher' for the Forestry department.

His love of viticulture started with a course in wine appreciation in Melbourne. He spent time travelling around mainland wineries building his knowledge before teaching wine appreciation himself through TAFE at Burnie, Deloraine and Launceston.



Every Wednesday [Home Care Worker] Tammy bounces in the door. She has so much experience and she's a good conversationalist.

John



"The 70s and early 80s were exciting times for the new Tasmanian wine industry," John recalls. "After we moved on from Gossips I offered wine tours, educated people at cellar doors and was involved in the development of several vineyards on the North West Coast."

John and Sue were interviewed in 2020 on City Park Radio's popular 'Hot Seat' program. You can find a link to the interview in a longer story about the couple in the 'News and media' section of our website, anglicare-tas.org.au

Anglicare client John Glover and his wife Sue have embraced challenges and opportunities in their life together.



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Thank
you to our
team



August 7 was Aged Care Employee Day. We thanked all of our team members for the work they do every day.

Meg Direen, pictured above, joined Anglicare in February as a Home Care Cleaner. We are supporting her to gain the qualifications she will need to become a Home Care Worker and she's excited about the prospect.

What do you enjoy most about your job?

I absolutely love my job. Being able to support our clients by helping them do things they may have difficulty doing now and in the long run, keeping them independent and able to stay in their own home where they are comfortable and happy, is such a privilege.

And the challenges?

My only struggle is leaving a client who I know loves and needs the company.

Do you have a personal goal to learn a new skill?

Yes. This is my first job after years of being a stay home mum, raising my two children. Anglicare has already given me plenty of opportunities to get my foot in the door and I can't wait to keep gaining more experience and qualifications in the community services sector.

Which of the Anglicare values resonates with you most?

Compassion - in this world we need more of it. I love being able to practice this in life and working for an organisation that has this as one of their values is a good fit for me.



What's on for Seniors Week?

Seniors Week celebrates older Tasmanians and recognises the contributions they make to their communities.

There will be events held right around the State between 16 - 23 October where you can connect with others, share experiences, learn something new and find out useful information.

Last year there was an incredible range of events, from researching your family history, to seated line dancing, a talk on medical mysteries and understanding your digital device.

Look out for the event guide in your local library and on the Council of the Ageing Tasmania (COTA) website, cotatas.org.au/programs/seniorsweek/ in September.



Congratulations, Andrea!

The Anglicare values are respect, compassion, justice and hope. Each year, Anglicare chooses to celebrate the efforts of colleagues who have shown special dedication to bringing these values to life.

We do this through the Values in Action awards, which are the highest accolades in our organisation.

This year's Respect award for treating others with dignity and encouraging their participation was won by Andrea Mazengarb, Client Liaison Consultant.

Client Liaison Consultant Andrea Mazengarb (left) is congratulated by Ellen on winning a Values in Action award.



Time is a gift, says Tammy

Tammy Gordon joined Anglicare two years ago. She has no regrets about moving from working in residential care to in-home, community-based care.

Tammy was accompanying her husband on a working holiday around Australia nine years ago when someone suggested how easy it would be to gain work if she had an aged care qualification. This sparked her interest and she enrolled in a course on her return home to Brisbane.

Moving to Tasmania several years later, she was quickly offered a position at a nursing home on the North West Coast, where she

worked for the next six-and-a-half years as a carer and in a leisure and lifestyle role.

“Moving into community care and having the time to spend with my clients, one-to-one, is wonderful,” she said. “Seeing them happy and comfortable in their own homes is very rewarding.”

Tammy’s work history and her life experience is highly valued by the Home Care team.



Having the time
to spend with my
clients is wonderful.

Tammy



Picture by Rodney Woods - The Advocate

Tammy is one of our most experienced Home Care Workers. She has around 15 regular clients who live in the region spanning Railton and Penguin in the North West.

She mentors new workers who come to Anglicare with a wide variety of backgrounds, and welcomes new clients into the service.

She has also recently joined a committee where she will represent her colleagues in discussions about how to improve Anglicare's services.

Thank you to our client Heide Wetzel of Devonport, pictured left with Tammy, for taking the time to speak with The Advocate about the service she receives from Anglicare. It includes personal care, cleaning, shopping and gardening. She is also receiving support with using her laptop.

Despite some health issues and limited mobility, Anglicare's service means Heide can remain living at home: "I am much happier, knowing that I don't have to go anywhere," she told The Advocate.

Heide keeps busy with a craft stall at the Penguin Market each Sunday. Her wares include hand towels, shawls, beanies and blankets.

Do you know someone who might like to join us?

Anglicare has around 60 team members working along the North West Coast but we need more!

If you have a family member who may be interested, please encourage them to take a look at the Careers page of our website to find out what we have to offer, and how to apply.

What you've said

Thank you for taking the time to tell us about your service and the team members who support you.

Here are just a few we've received recently.

"Your domestic assistance workers have all been great, respectful and hardworking but I have to give a special mention to Aastha - she is sent from heaven! Not only does she work hard from the minute she arrives, her smile lights up my day! She is so intelligent and I enjoy the discussions we have."

"Tina arrives every week with her lovely smiley face. She works diligently all the while and leaves me with a super neat and clean home. She is the highlight of my week."

"I really look forward to the support with Manish. If I am ever feeling down I know that the visit is going to boost my mood. He is great to have a chat with and he has a wonderful sense of humour. I appreciate everything that Anglicare does for me."

Donations support people in need



1. Pictured left to right are Julian, Grant and Ringo who live at Anglicare-managed Bayview Lodge.

2. Eveline House student Evelyn presents Paul Crabtree (left) and Peter Colgrave of the Rotary Club of Devonport North with a certificate of appreciation for their generous donation of pantry staples.



Many individuals, businesses, schools, parish partners and other organisations generously donate time, money, food or other gifts to Anglicare each year.

We use these funds to assist the people using our services who might be in the most need, usually because they are living on very low incomes.

The St Marks parish in Bellerive has developed a strong relationship with the older adults who live close by at Bayview Lodge. The Anglicare team used funding it had received to purchase new items for residents' rooms. This is what they had to say:

"My blanket keeps me warm at night." Julian

"I am very thankful for my new lamps." Grant

"My rug is helping me live a better life." Ringo

The young people living and learning with Anglicare at Eveline House in Devonport were able to re-stock their pantries recently thanks to a very generous donation from the Rotary Club of Devonport North.

The students, aged 16-24, have been homeless or at risk of homelessness. Developing skills such as budgeting and shopping for groceries and learning how to cook nutritious meals is an important part of the Youth2Independence program.

"The students are on low incomes, and like everyone in the community, they find making their budgets stretch to include good food a challenge," said Youth Development Coach Christian Benton. "The donation enabled us to purchase items for food hampers that were distributed to each student. It came at exactly the right time and the young people were extremely grateful."



It's important that your voice - and the voices of other older Tasmanians - is heard.



Susan



Susan Banks encourages Connect readers to participate in a research project about older Tasmanians' experience of housing.

What does 'house and home' mean to you?

Anglicare's Social Action and Research Centre (SARC) wants to learn how older Tasmanians are experiencing the 'housing crisis'.

A new research project called Right to Belong will explore this issue, and SARC researcher Susan Banks is currently looking for people to take part.

"It's important that your voice - and the voices of other older Tasmanians - is heard," says Susan. "Being part of the study means you will be helping us to tell government and other organisations what matters to you about housing policy."

Susan would like to interview people in or near the place where you live. The interview will probably take between 45 minutes and hour. If you agree, Susan will audio-record the

interview and print out a copy that you can make changes to if you want to. Three or four weeks after your interview, Susan would like to talk to you again and see what you think about the recommendations she is developing.

We will write your story so that you are not able to be identified. You can withdraw from the study at any time. We will support you if you become upset at any stage of the project.

Participating in this project won't affect the service you receive from Anglicare now or in the future.

If you are interested in sharing your story with Susan and want to find out more, please contact her on (03) 6213 3577 or susanb@anglicare-tas.org.au



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We encourage them to stay socially connected in their local communities.

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Ellen, General Manager

When elder abuse is subtle

The term 'elder abuse' conjures up images of older people having money stolen from their bank account or subjected to threats and actual violence.

Clearly this type of behaviour is wrong - and sometimes criminal. But what happens when the abuse is less overt?

Some people may not be aware that the way they treat their older family member is potentially abusive.

Some warning signs include when they rearrange the older person's home environment without permission, take away their ability to choose their meals or what they wear.

Anglicare's Aged Care team members are trained to spot the signs that indicate a person they support may be experiencing abuse.

"We check in regularly with our clients and respond to their concerns," says General

Manager Ellen Nicholson. "We support them to report their situation to police if this is what they want to do. We encourage them to stay socially connected in their local communities without relying solely on their family network. This way, we prevent their social world from shrinking and encourage them to enjoy life."

Anyone who is concerned for themselves or someone else or has any questions about elder abuse can call the Tasmanian Elder Abuse Helpline on [1800 441 169](tel:1800441169) for support and advice.

The Helpline is free and confidential. It operates between the hours of 9am and 5pm, Monday to Friday by Advocacy Tasmania on behalf of the Tasmanian Government.

1800 243 232
anglicare-tas.org.au

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Choice, support and hope