

CONNECT

NEWSLETTER

ISSUE
ONE



WHAT'S INSIDE

How our clients
(yes, that's you!)
are shaping what
we do.

Dates for your diary

Join us for lunch
in a town near you

Spring inspiration

The perfect time
to get moving





CHRIS JONES,
CEO - Anglicare Tasmania

What is it about spring that makes us feel so alive?

After the cold dark days of winter, Tassie's windy spring weather certainly shakes out the cobwebs! It's a season that delights with so many examples of natural beauty - new growth, blooming flowers, and an abundance of birdlife.

In this issue of Connect, read how Anglicare's Home Care Services supports Tasmanians to live independently at home - even after surgery. Making wise decisions about our health and wellbeing is important, and this includes choosing to keep moving, whatever our age.

Spring is the perfect time to take some small steps towards a healthier life.

*Enjoy the newsletter
and the loveliness
of this season.*



CONTENT

What is it about spring that makes us feel so alive?	2
Connies connections	3
Transforming lives	4
Keep moving	5
Getting our services right	6
Dates for the diary	7
Anglicare's Winter Appeal - A doggone success	8
Your new Anglicare website	8

Anglicare Tas Facebook

See more of Anglicare Tas on Facebook

Log In

Forgotten account?

or

Create New Account

Not Now



Did you know that you don't need an account with Facebook to look at the Anglicare Tas Facebook page and keep up to date with the news we share? **Simply go to the page and when it asks you to Log In or Create New Account, select Not Now**

Back to contents page

Connie's connections

CONNIE BRUCKARD
General Manager - Home Care Service



Welcome to our new look Connect magazine.

I would like to take this opportunity to acknowledge the many clients who have so generously given their time and expertise to help us keep moving in the right direction. Your input and feedback has been central to so many of our improvement projects as well as our day to day work and we want you to know that we couldn't do it without you.

These are some of the things you have helped us with:

- The development of our product brochure – so we could be sure it included everything a person needs to know about our services (and so it could look good too!)
- Sitting on our recruitment panels – who better to help select the right staff than the people they will work with!
- Contributing to our staff appraisals – making sure that client feedback informs their appraisals.
- Making sure our fact sheets and policies are easy to understand.

If you'd like to offer your services and get involved, our article called *Getting our services right* will tell you how.

There certainly have been some big changes in aged care over the last few months.

- **New national Aged Care Quality Standards:** A really important document as it clarifies the responsibilities of providers and helps clients to know what to expect from aged care services.

- **A new *Charter of Aged Care Rights:*** This supports the rights of clients receiving government funded support.
- **There have been changes to the *My Aged Care portal:*** To assist clients to easily compare providers' fees, charges and other information that in choosing the right provider

We have recently updated our own service agreements and welcome packs to reflect all of these changes and to make it easier for everyone to understand. If some of these changes have left you a little baffled, check out our Dates for your Diary section further along in this edition. We will be holding info sessions at each of our offices during November and we'd love to see you there.

Our dedicated home care team supported over 2,500 clients last financial year. To all our clients, I would like to thank you for choosing Anglicare as your provider of choice and for recommending our services to your family and friends.



Transforming Lives

Sandra Petersen says the decision to contact Anglicare Home Care Services changed her life for the better.

"I was recovering from an operation," she explains. "I wasn't coping and thought I'd have to go into [residential] care. I was getting further and further behind with the housework and gardening and I was lonely because I was too embarrassed to invite friends to my home".

Sandra says Anglicare's experienced and courteous team supports her health and wellbeing, and encourages her independence.

"Anglicare has given me freedom," she says. "Life is opening up for me instead of closing in".

Sandra says cleaning help from Anglicare means she can keep on top of routine household tasks. "For example, I still do the washing but the Anglicare staff hang out the big sheets which I can't

throw up and over the line," she says. Sandra also stays active in the garden but says it's wonderful to have some extra help.

"In the past, by the time I did housework I was too tired and in too much pain to invite anyone over. Now I have a table set up ready for visitors. My house is properly maintained and I have the pleasure of a well cleaned home and garden".

Although Sandra first came to Anglicare for assistance post-surgery, she quickly recognised the difference that some extra support made to her quality of life. No longer overwhelmed by household chores, it has freed up time for activities Sandra enjoys - such as artwork and study.

If your circumstances change and you'd like to adjust your support, please speak to your Care Manager about options to suit you.

Keep moving



Why not get a posse together to go for a walk?

No matter what your age, health or ability, staying active can lead to improved health outcomes and make you feel better.

Our Home Care Services team are trained to help you keep moving as part of your daily life. It's not about making you exercise but encouraging you to simply move more.

"Finding ways to encourage people to keep moving is simple, but so important," said Connie Bruckard, General Manager of Home Care Services. "Our staff work within a Wellness

Framework that encourages and supports physical activity by doing household tasks together, walking, light gardening, collecting the mail and shopping or visiting the library" she said.

Exercise physiologist Rob McMillan recently delivered training sessions to our staff. He explained that just one hour of physical movement spread over the week can make a significant difference to your level of fitness, strength, flexibility and balance. He encouraged everyone to get into a routine and try to aim for 30 minutes of movement per day.

"Don't be put off. You don't need to launch into a seven day a week intense program of power walking or hitting the gym," he said. "You simply need to build moving into your everyday life. And you don't need to do your 30 minutes in one hit either, but can spread your activity out over three 10 minute blocks over the day".

Rob said it was okay to start out with small steps. "This might mean simply walking from the couch to the kitchen. While there, waiting for the kettle to boil, do a few light exercises to increase strength and improve balance," he said.



"Lift the carton of milk into the air, hold the bench and squat a few times or stand on one leg for a few seconds. Simply standing up from a sitting position a few times a day will significantly increase your leg strength".

"As your fitness improves, try walking outside to check the mail box or take your dog for a walk down the street. Do some gardening or wash the car. Join a yoga class. Many gyms have classes especially designed for older people".

Rob said don't believe you're not good enough or expect immediate results. "One client started out at just 57 steps per day using a pedometer and after a number of weeks can now walk over 500 steps," he said. "This is a huge achievement and has made a significant difference to his quality of life".

There is more good news. On a scale from one to ten - in terms of how hard to push yourself - Rob explained you only need to exercise at about a three. "This is enough to raise your heartrate and get you breathing more heavily than normal," he said.

Before beginning any exercise plan, Rob said older people should seek professional advice, particularly if they experience mobility or health problems.

If you are interested in increasing your daily activity, please talk to your Care Manager about how we might be able to support you with this. We can also give you a free copy of the Australian government guide for physical activity for older Australians 'Choose Health: Be Active'. To arrange this call Rhiannon Young **1800 466 300**.



Getting our services right

Getting the right people in the room is the first step to getting our services right (and tasty treats help too!)

We value your ideas about how to make Anglicare services even better.

Anglicare regularly holds client engagement meetings with people who use Home Care Services. It's a valuable chance to sit down together and look at how to improve the customer experience for all Anglicare clients.

"Clients always participate on interview panels when we are recruiting new staff," said Connie Bruckard, General Manager of Home Care Services. "Clients also co-design many of the information and promotional materials we produce".



REQUEST A GUIDE

When you call us to request your guide, we will pop you in a draw to **WIN** these excellent talking scales. The perfect accompaniment to your commitment to **keep moving!**



Clients have been involved in the creation of a range of items including the Anglicare guide to Home Care Services and a calendar. Most recently, Anglicare held a client engagement meeting to examine the Home Care Package Statement.

"What we heard is that people wanted more information to explain the different elements of the statement and what some of the words mean," said Connie. "Together we worked on the design of a factsheet to clearly set out this information".

The result of this collaboration was 'Understanding your Home Care Package Statement' - a factsheet given to all new and existing clients. Of course, if at any time you have questions about your package statement, please speak to your Care Manager for further clarification.

If you would like to join us on an interview panel, add your voice to a client engagement meeting, or share an idea, please get in touch.

Call Rhiannon Young on **1800 466 300**.

DATES FOR THE DIARY

Light luncheon

Our team is getting on the road so that Anglicare can keep connected with you.

Join us for a light luncheon and to have a chat about our products and services. If you have any burning questions about all the changes in aged care lately, we will do our best to set you right.

We have a fabulous Christmas Hamper to give away too so be sure to RSVP and pop this in your diary.

We are really forward to catching up with you.

Glenorchy:	436 Main Road
11 November	11:00 - 1.00pm

Devonport:	31 King Street
12 November	11:00 - 1.00pm

Launceston:	122 Elizabeth Street
13 November	11:00 - 1.00pm

Burnie:	6 Strahan Street
14 November	11:00 - 1.00pm

Hobart:	159 Collins Street
15 November	11:00 - 1.00pm

Sorell:	2 Cole Street
19 November	11:00 - 1.00pm

RSVP: Call Rhiannon: **1800 466 300**
between of 9am - 5pm.



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 Hope, Respect, Justice and Compassion.

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**



A doggone success

Tasmanians have generously supported Anglicare's Winter Appeal - and helped give the gift of warmth to people during the coldest months of the year.

One of those assisted was Anna, a young woman struggling on the low rate of Youth Allowance. When Anglicare first became aware of her situation, Anna's power had been disconnected for months. She was cooking using camping equipment and had no heating. She was finding it hard to remain clean and wash her clothes regularly.

Our financial counsellors worked with Anna to develop a payment plan for her electricity debt, and her power was restored. Able to move out of survival mode, this young Tasmanian impressed at a job interview. A short internship has since led to full-time paid employment.

Donations to the Winter Appeal also allowed Anglicare to purchase a therapy dog to be a 'furry friend' for people experiencing mental health challenges.

Your new Anglicare website

Our brand new website has been built so that it is more accessible to people living with disability and for those with changing needs due to ageing.



We have provided controls that are simple to navigate and they allow users to:

- Determine the font size (AA)
- Adjust the website layout - making larger spaces between the images and text, and
- Adjust the colour contrast - this is great for those with colour blindness or for anyone who doesn't like a white background.

1800 243 232
anglicare-tas.org.au

