

# CONNECT

## NEWSLETTER

ISSUE  
**3**



WHAT'S  
**INSIDE**

Always  
aiming higher.

Keeping  
connected.

**GIVE-AWAY**  
*Quick Stick*  
the upright vacuum.





CHRIS JONES  
CEO - Anglicare Tasmania

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## Message *from the* CEO

Welcome to the latest issue  
of the Connect newsletter.

The past summer saw many lives and homes tragically lost to bushfire. Disasters like these make clear what's important to all of us – our relationships with family members and friends, a sense of safety and belonging, and communities that care and work together for the common good.

I trust that in our own small way, Anglicare's Home Care Services are supporting you to focus on what's of most value in your life. We are here to help you stay connected with people you love, optimise your health and wellbeing, look after your home, and participate in community activities that bring you meaning.

The many compliments we receive are a huge encouragement to our committed Home Care team. We also welcome your ideas for improvement. In this issue, read more how we ask people about their experience of using Anglicare services – and the actions we take in response.

## Anglicare Tas Facebook



**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**

See more of Anglicare Tas on Facebook

Log In

[Forgotten account?](#)

or

Create New Account

[Not Now](#)

# Connie's connections

CONNIE BRUCKARD  
General Manager Home Care Services



All of us here at Anglicare hope you enjoyed the Christmas and New Year festivities and that your family and friends were safe from the destructive fires around Australia.

We hope you enjoyed receiving our gifts to you, they are a small token of our appreciation that you have chosen Anglicare to provide your support. We trust the calendar is already useful and your homecare workers are noting appointment reminders for you!

There is a huge year ahead of us. We are looking forward to continually improving the way we do things so that you receive the best possible care from us. We'll continue to provide opportunities to get together with you and talk about what is going well, and where we can focus on any improvements.

An ongoing priority for us is investing into our staff with a range of professional development opportunities. This type of investment is a way we can really express our values to both our staff, and to you. Continued investment in our staff means that they are engaged, educated and fulfilled, and in this way, the quality of care provided is our very best. As well as our general work health

safety, we will focus on some specialised areas of training including:

- Supporting people living with mental illness
- Hoarding in the home
- Supporting people living with Parkinson's Disease

Speaking of professional development, our very own State Manager of Home Care Services (aka my right hand), Sharon Scarlett, has been awarded the 2020 Jerrim Fellowship. Sharon will visit England in June to investigate evidence-based, holistic support for people affected by hoarding behaviour. She will share what she learns with staff across Anglicare so we can provide a coordinated, multi-disciplinary response to the complex needs of clients and their families.

In this edition we give you an insight into the work we do in the community service sector, particularly around financial counselling. Unfortunately too many Tasmanians experience poverty but we make it easy to get help and explore options when challenges relating to money make life difficult. If you or a loved one are experiencing any financial strain, please contact us for some practical assistance.

# Always aiming higher

## Connie Bruckard heads Anglicare's Home Care Services team and is passionate about making sure we provide safe, quality home care.

Given the new national Aged Care Quality Standards we thought we'd ask Connie about how Anglicare maintains a reputation as a leader in the community aged home care sector in Tasmania.

### **Q. What motivates Anglicare to provide good home care?**

Our values of compassion, hope, respect and justice underpin everything we do. We believe all people are to be treated justly, accorded dignity and respect, and have their basic rights protected.

This guides the way we deliver support to older Tasmanians living in their own homes. At the same time we strive to ensure a safe and fulfilling work environment for our employees.

### **Q. Have the new Quality Standards meant any changes?**

These standards ensure a greater focus on choice, wellness and re-ablement. Our care workers are at the frontline of this change and play a critical role in meeting the new regulatory and consumer expectations.

We recently provided training to all staff, Embedding the Aged Care Quality Standards into Anglicare's Practice Framework. This involved practical guidance on how to deliver care and services that are safe and provide quality for the people we support. It's important that this happens in a way our staff can be proud of.

### **Q. Is staff training something Anglicare promotes?**

Absolutely. Ongoing training is offered to make sure our staff exceed the needs and expectations of the people who use our services. Over the past year training has included topics such as bariatric care, the safe handling of food, the importance of physical activity and strength based programs, hearing aid maintenance, and how to minimise the risk of infection.

Also, we encourage our team to build on their qualifications through further study. Anglicare has a partnership with UTAS which includes significant fee reductions for employees undertaking study at the university. The Diploma of Dementia Care is a popular choice.





**Q. But how do you actually know good home care is being delivered?**

We ask. People know what good care feels like. So at Anglicare, we collaborate with our clients, to make sure we meet expectations. This means we actively listen, and learn from feedback.

To begin with, at an organisational level, we ask clients for their input. We invite them to serve on interview panels as part of our employee recruitment process. And we hold small group client engagement meetings where we ask for ideas about how to make things even better. In fact, our clients have co-designed many of our fact sheets, information guides and promotional materials.

Naturally, we also seek feedback in our everyday interactions with our clients, as we visit their homes to provide support. Plus, there's regular communication over the phone, as people speak to our schedulers and client coordinators. We also more formally seek feedback at the regular meetings between clients and their care managers.

Recently we sent our a 'Tell us what you think' brochure to all our clients and asked for specific feedback about their experiences.

**Q. So, what do people say about the quality of care they receive from Anglicare?**

The good news is that overwhelmingly, people express a high degree of satisfaction with the quality of our services. Here are some of the comments we've received:

*"Absolutely professional, caring and dedicated employees who have gone above and beyond to help my parents and myself in difficult and urgent situations. I can't praise you all highly enough".*

*"I didn't realise how good it would be to have the service but I'm glad we have it now".*

*"Always punctual and do a terrific job".*

**Please feel welcome to provide us with feedback at any time.**

You can either talk to your care manager or call **1800 466 300**.

# Financial counselling for women experiencing family violence

Abuse takes many forms – including to prevent someone from having access to money or making decisions about their finances.

For this reason Anglicare is collaborating with the Women's Legal Service Tasmania to locate financial counsellors at the WLST offices in Launceston and Burnie.

"We know that best practice is about offering a wrap-around service to women who experience trauma and family violence," said Yvette Cehtel, CEO of the Women's Legal Service. "Now women who come to us for legal services can be referred to a financial counsellor while they are here".

This partnership has been underway since September last year, funded as a trial by the Australian Government.

Financial counsellors can support women who have experienced financial abuse to learn to manage their money and work towards a more secure future.

**Financial counsellors help people develop budgets and money plans, and explain which debts are priorities.**

"Women who have experienced financial abuse, may have never managed their own finances," said Sandra Neil, a financial counsellor with Anglicare. On top of this, some women may have been out of the workforce for many years which makes it difficult for them to find a job or borrow money.

"The reason I enjoy working as a financial counsellor is because I can make a real difference supporting people to manage their own money, when previously they thought they never could," said Sandra.

Anglicare's financial counsellors work with WLST clients to empower women to ensure they are aware of their financial options.

**Financial counsellors can negotiate with creditors, including banks.**

When women leave an abusive relationship, they often find themselves in debt. They discover they are responsible for paying outstanding utility bills and credit card debts. Because these have been put in their name.

"Their former partner may have controlled the household finances and these women, out of fear, have just signed whatever forms were put in front of them," said Sandra.

Most banks have family violence policies and when approached, are understanding about the situation, especially if a financial counsellor is involved. Creditors are also open to repayment plans or even waiving debts, once they are made aware of the circumstances.

Financial counsellors are trained in counselling and can offer support into the future.





**Financial counsellors are on hand to support anyone experiencing financial difficulties.**

But sometimes, these conversations help connect women with the support they need to protect themselves and their children from abuse.

"Financial counsellors are trained to ask the right questions to find out if a woman is in a situation of family violence," said Sandra. If this emerges, women are referred to family violence services. And if safety is of immediate concern, to the police.

"I tell women they can come back at any time for support with managing their finances, there's no

judgment," said Sandra. "For complex reasons, it can take time for women to leave a relationship".

**The collaboration between Anglicare and the WLST also extends to community education.**

Not many people know what financial abuse is and how financial counsellors can help. This means there's a need for community education about this issue. We regularly hold information sessions in local communities including Deloraine, St Helens, Campbell Town and Exeter.

**FREE**  
FINANCIAL  
COUNSELLING

**Anglicare offers FREE financial counselling services to anybody, statewide.**

You can find out more on our website [anglicare-tas.org.au/financial-counselling](https://anglicare-tas.org.au/financial-counselling) or call the **Financial Helpline 1800 007 007.**

# Keeping connected

We value your ideas about how to make our services better. So on top of your ability to speak with your care manager at any time, we regularly arrange opportunities to chat with you at a management level.

To keep up these conversations, last November we held light luncheons at Anglicare offices across the state. Connie Bruckard, our Manager of Home Care Services, was host.

***"This was a valuable chance for us to sit down with the people we support and ask how we can make the customer experience better for all our clients," said Connie.***

Patricia Yeo and her husband Tony went along in Burnie.

***"I thought going along to the luncheon was a jolly good idea," said Patricia. "It was a chance to have a chat with Connie as well as other people receiving support".***

It was an absolute surprise for Patricia to later be presented with a hamper. She'd won the lucky draw from all those who had attended the various luncheons.

Through her Home Care Package, Patricia benefits from both house cleaning services, and more recently, personal care. And she wanted to let us know what a difference we'd made to her life.

***"We'd already been getting help with cleaning but I had a heart attack and broke my arm early last year so now I have assistance with showering which is a big help," said Patricia. "And when my support worker and I are ready, Tony always has cups of tea waiting for us".***

Patricia and Tony moved from Woy Woy, north of Sydney, to Burnie nearly 15 years ago. They'd both travelled extensively throughout their lives, and Patricia had previously worked in a travel agency.





Burnie's Patricia Yeo won the lucky draw at the November client engagement luncheons.

*"Back then you could take the ferry from Sydney. We actually came down to Tasmania for a holiday," said Patricia. "But when we drove around the island we thought it was one of the most beautiful places we'd ever seen. So we decided to escape the Sydney heat and move here".*

The couple, bought a house and made Burnie their home.

*"Within 2 days we went along to the Anglican church and I made friends with a lady there. She told me she had*

*a cousin in Woy Woy," said Patricia. "And would you believe I not only knew them, I'd been sitting with them in the Woy Woy church the week before".*

Over the years the Yeos have developed a strong sense of belonging to their local community. As well as church they also attend the Burnie School for Seniors.

*"Moving to Burnie has been the best decision we ever made. It's just so green and the sky so blue," said Patricia.*

**While we don't necessarily enjoy housework, we do love these handy little upright vacuums.**

- So light!
- Nice and upright - no need to bend over
- Really effective suction (always important!)

**\* We will be giving one of these away at each of our light luncheons (see dates on pg 11) around the state so be sure to RSVP!**





# Investing in our future

Each year Anglicare provides a scholarship to a social work student in their final year at the University of Tasmania. The 2020 winner is Jessanna Gent.

Recently we caught up with Jessanna, who is based at the UTAS Hobart campus, to learn about her studies and what the scholarship means for her.

**Q. What motivated you to get a degree in social work?**

Straight from school I started out as a Law student at UTAS. It's what everyone seemed to do if they got high marks in English so I went with the flow. But it wasn't long before I realised Law wasn't the right path for me.

But it did help me to really think about what I am passionate about and that is social justice. The only subjects in Law I enjoyed were those touching on this area. And I knew from school I'd found it enormously rewarding to volunteer for charities.

So I spoke to a few people I knew about changing degrees, and Social Work emerged. I was lucky to have some amazing people in my life who worked within the social work profession and they inspired me to take up this degree. This was reinforced through volunteer work that I did with the Hobart Legal Service. I saw there were more

career possibilities for me to work in social justice if I swapped into Social Work, than to remain in Law.

I was lucky that when I did swap degrees, I was given credit for the Law subjects I'd completed. And my friends in social work helped me manage the transition. Without them, I may not have gotten as far with my studies.

I'm much happier learning about things I'm passionate about. It's motivating to find out how we can respond to inequalities as social workers. We are taught to be realistic about what we can hope to achieve and to understand change takes time, decades even.

I've also always been a big believer in helping people to gain the skills and knowledge they need to empower themselves. And I feel like social work has been really instrumental so far in teaching me how to do this effectively.

**Q. How will the scholarship assist you?**

It's certainly going to take the pressure off my needing to work as much. The scholarship provides me with a safety net but also means I can devote more time not just to studying, but to the volunteer work I'm currently involved with.



Last year, for my placement as a third year Social Work student I spent 14 weeks at the Bridgewater PCYC. Before this I'd done some volunteer work for Share the Dignity so I asked my supervisor at Bridgewater about the possibility of a collaborative project. Now as a volunteer I'm working on this. I put together and deliver personal hygiene packs and these are made available to young women through the PCYC.

**Q. Where to next? After your studies?**

My time at the Bridgewater PCYC was really enlightening. I was struck by the strong sense of community and how much people support each other. It has sparked my interest in working as a community support worker in youth justice and child safety.

Last year I also spent time volunteering at Anglicare's Social Action Research Centre, helping with gambling analysis. I do enjoy this type of research, possibly influencing changes in government policy.

Now I'm in my Honours year, I have another work placement to do and I'm not sure where this will be yet. It will be another new area to experience.

But at this stage moving forward, I'd definitely like to start my professional career next year.

**Q. And for people thinking about studying social work - do you have any advice?**

Go for it! If you're interested in social justice it really is spot on. It's an amazing degree, so interesting and you also get to learn a lot of life skills. From what I've seen the degree can take you anywhere, with diverse possibilities.

***The \$4000 Anglicare Scholarship is a part of a wider partnership Anglicare has with UTAS.***

## DATES FOR THE DIARY

We loved meeting up with you during November so we will be on the road again this coming July.

There's always plenty to update you on and it's a great chance for you to meet some of the team and ask any questions you may have.

*We look forward to catching up with you.*

<b>Hobart:</b>	159 Collins Street
13 July	11am - 1pm
<b>Devonport:</b>	31 King Street
20 July	11am - 1pm
<b>Launceston:</b>	122 Elizabeth Street
21 July	11am - 1pm

**RSVP:** *Call 1800 466 300 weekdays between 9am and 5pm.*

**A light luncheon**  
will be  
provided.



## Anglicare's Snapshot Newsletter

If you would like to read more about how Anglicare is working to make a positive difference for Tasmanians, you can subscribe to Snapshot, our monthly newsletter which arrives by email. Register at [anglicare-tas.org.au/snapshot-newsletter](http://anglicare-tas.org.au/snapshot-newsletter)



# Home visits from the library

Did you know that some of our fabulous Tasmanian libraries do home visits? This service, which uses volunteers to help courier the books, is keeping those that aren't able to attend the library stocked up on all their favourite reading materials.

## **Home library service clients include those who:**

- have an illness or a disability which prevents visiting the library in person
- cannot carry library items home
- care full-time for someone physically unable to borrow library items
- are children of, or cared by, someone physically unable to borrow library items
- live in a:
  - Nursing home
  - Hospital
  - Hostel
  - Supported accommodation house.

## **Simply contact your local library to register.**

### **When you register, be prepared to provide the following information:**

- your preferred genres and subjects
- suitable day and times for visits
- quantity and frequency of items needed
- relevant medical conditions
- contact person in case of emergency
- access information  
(do you live in a flat, or the rear of a building?)
- formats of library materials preferred.  
For example:
  - books
  - audio books on CD
  - magazines
  - CDs
  - DVDs.

1800 466 300  
anglicare-tas.org.au

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*Choice, support and hope*