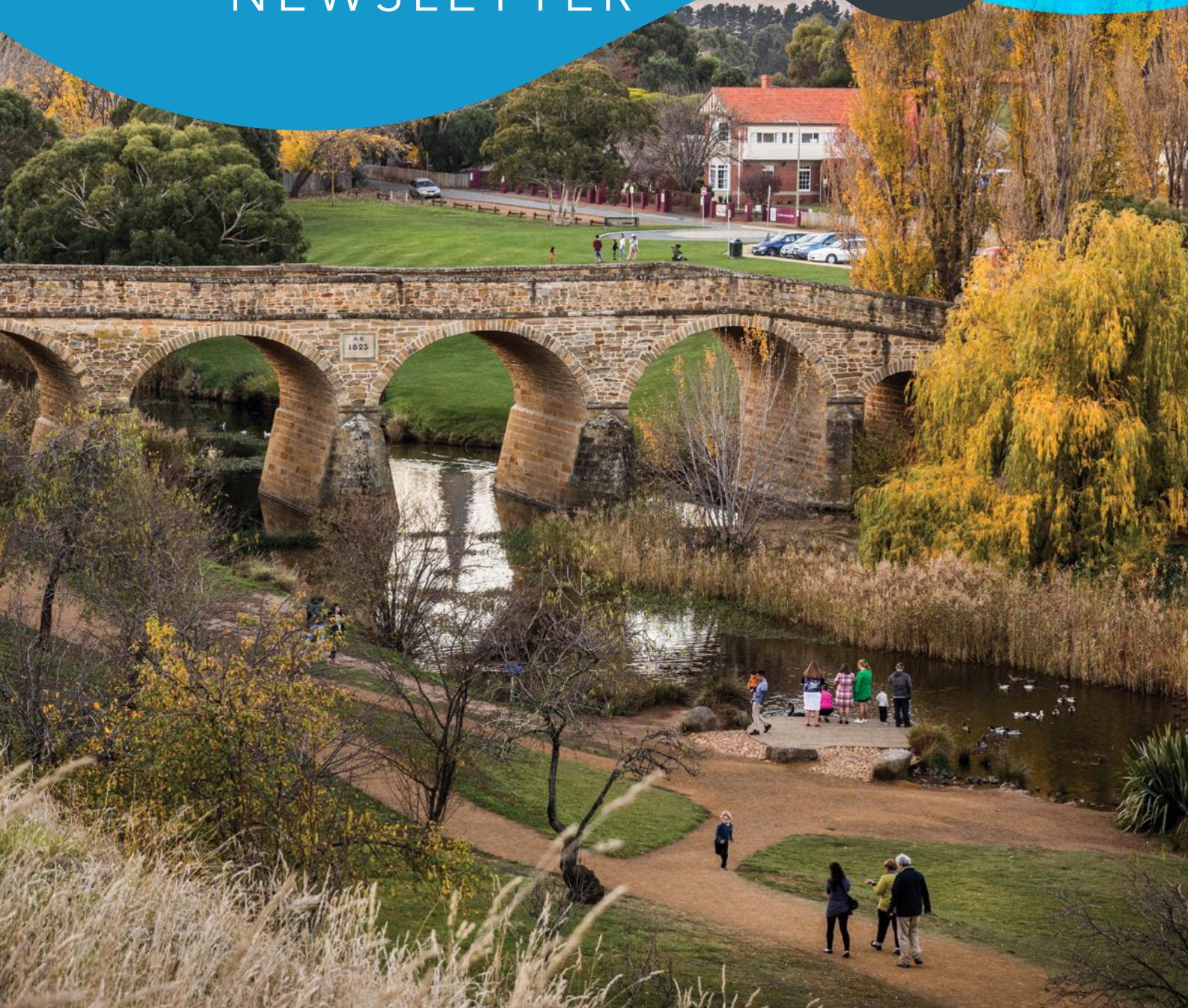


**AUTUMN  
ISSUE**

# CONNECT NEWSLETTER



**WHAT'S  
INSIDE**

New  
crossword

Meet  
Ellen

Happy  
feet

# CONNECT

## NEWSLETTER



## From the CEO

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

## Contents

- 2** From the CEO
- 4** A pioneering spirit
- 6** Does your home have working smoke alarms?
- 8** Are your feet happy?
- 9** Stay positive and connected
- 10** Famous animals crossword
- 11** Tell us what you think
- 12** Money matters

I trust that you are finding ways to stay connected with family and friends in these challenging times.

As you would be well aware from your own life experiences, challenges can also bring opportunities. This could be the perfect time to take up an old hobby where you left off, or try something completely new.

I enjoyed hearing how Valerie's writing career sustains her in difficult times (page 4). Joining a local writing group motivated her to draw upon her personal experience and become a published author at the age of 78. Now she can't imagine a life without writing.

It's encouraging to see the mobile foot care business FEET2U thriving and expanding (page 8). Anglicare Tasmania is a proud supporter of Tasmanian small businesses and service providers.

This edition also includes some important reminders about looking after our mental health (page 9), how working smoke alarms will keep your home safe from fire (page 6) and reaching out to a financial counsellor if you suspect you or someone you know may be experiencing financial abuse (page 12).

Front Cover: Richmond | Photo by Natalie Mendham

## Welcome, Ellen

I am very pleased to introduce you to our new General Manager Aged Care Services Ellen Nicholson. Ellen was appointed to the role in December last year following the retirement of Connie Bruckard.

Ellen has a Masters of Public Health and Health Promotion. Her career includes a role as Quality Improvement and Transformation Manager at a 700-bed hospital in the UK. She also managed client services at BreastScreen Tasmania.

Ellen joined Anglicare in 2019 as the Coordinator of our Social Action and Research Centre. She tells you a little more about her approach and interests below. I look forward to talking with you again during the year.

**Chris Jones, CEO**

Hello everyone, I hope you find this issue of the **Connect** magazine informative and enjoyable.

The things I enjoy most at work are providing care to the community, helping a team to flourish and improving the quality of a service. Taking on the General Manager role is giving me opportunities to do all of these things.

What I've seen right away is that the Anglicare Aged Care team cares very deeply about their work and the people they support.

On a more personal note, I also like to spend time with my partner Jon and our greyhounds Ray and Sally. I enjoy reading fantasy fiction, and spending time in the garden.

While the COVID-19 situation has been difficult for everyone, the Anglicare team has been working hard to keep delivering essential services and limit any disruption to



Ellen is pictured with one of her two greyhounds, Ray.

you. We have appreciated your patience and understanding as we have dealt with some staff shortages and the sometimes necessary rescheduling of services.

We value your insights and experience – so please get in touch if you have ideas about ways to improve our services. You can phone the friendly Aged Care team on **1800 466 300** or email us at [homecaresupport@anglicare-tas.org.au](mailto:homecaresupport@anglicare-tas.org.au)

We have also started sending short Information Updates via email. If you would like to receive these, please provide an email address (either your own or a family member's).

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

# A pioneering spirit

Valerie Kennedy of Riverside is living a life in which her pioneering spirit is never far from the surface.

Valerie emigrated alone from Birmingham in the UK to Queensland in 1957 when she was just 18 years old. During the next four years she worked as the secretary to the Chief Geologist of Mount Isa Mines. Valerie married a local man and they travelled the world together, before settling in Brisbane where they raised four children. The family moved to Tasmania in 1976.

Valerie has received a cleaning service from Anglicare for the past 10 years. "It's a wonderful service that gives me the time to do what I love best - writing," she says.

Valerie had dabbled in short story writing over the years but the demands of her roles as a parent and shorthand writer often made it hard to finish what she'd started.

"It wasn't until my husband died that I decided that I really wanted to write fiction. My children were living on the mainland and the last of my grandchildren had left, too. How was I going to fill my time? Joining the Launceston School for Seniors Writing Circle opened up the world for me. The best part of any day is walking into my library, knowing I've a whole day to write. I like to be at my desk by 8am. I write until lunchtime, have a nap and then spend the afternoon checking my work. My television never goes on until 6pm."

Valerie's first novel, *One Corner of an Ancient Land*, was published in 2017

when she was 78 years old. It's an anthology of events and people in north-west Queensland in the 1800s.



**The book was based on stories told to me by my husband's grandfather," she says. "It's where my second book, *The Shorthand Writer*, is set. The outback is never far from my thoughts.**



Writing a wartime romance called *The Owl and the Pussycat* kept Valerie sane during lockdown.

"This was a new genre for me and I quite enjoyed it. In no time at all I got to 65,000 words," she said.

Her next project, an anthology titled *A Century of Conflict*, is already underway. Valerie's first two books are published under the name V. Parker Kennedy and can be ordered from Amazon and Booktopia. *The Owl and the Pussycat* is written under Val Kennedy and is currently only available as an e-book from Amazon.



Do you have an interest you'd like to rediscover, or are you open to trying something new? You might simply like to meet new people. Ask your Anglicare care manager if this is something that we can assist you with.

*Photo: Author Valerie Kennedy with her second book, *The Shorthand Writer*.*



# Does your home have working smoke alarms?

As the cooler weather rolls in, many of us turn to our wood heater, clothes dryer, electric blanket and wheat-filled heat packs for practical comfort – but they also come with a real risk of fire.

There could be a build-up of soot in your chimney or lint in your dryer. Your electric blanket could have developed a fault, or you have overheated your wheat pack in the microwave.

**Accidents happen, and the best warning devices you can have in your home are working smoke alarms.**

Smoke alarms detect toxic smoke that can cause serious injury and potential death. Early detection provides you and your family with the opportunity to evacuate.

Smoke alarms can either be wireless, or wired into your electricity. Always check the manufacturer's instructions that come with the alarm. These provide the best information about installation and maintenance.

You will need to book an electrician to install wired-in alarms but you can replace the back-up battery yourself.

Wireless alarms can be easily installed onto your ceiling.

The 10-year inbuilt lithium battery type of wireless alarms are definitely worth considering. As long as you check and clean it regularly, you don't need to change the battery, and at around \$35 each they are very cost-effective.

### **Thank you to the Tasmania Fire Service for providing us with the following hints and tips:**

- All smoke alarms have a use-by date of 10 years. After this time, the entire alarm must be replaced. Look on the back of your alarms to see a manufacture date or a replace-by date.
- Replace wireless lead/alkaline battery alarms with alarms that have an inbuilt, 10-year lithium battery.
- Install a smoke alarm in every bedroom, the hallway, living area and at the top of a staircase if you have one. Locating them in the middle of the ceiling is best, as smoke rises.
- These smoke alarms should be interconnected so that when one goes off, they all go off - giving you and your family the earliest warning.
- If you have a personal alarm that is already connected to a telephone and your door bell, it may also be able to be connected to a specialised smoke alarm. Talk to your alarm provider or an assistive technology business if you would like more information.
- If you are hearing-impaired and take your hearing aids out at night to sleep, you can buy a smoke alarm for your bedroom that has been specially designed to alert you to a fire.

- Young children are likely to sleep through the sound of a smoke alarm. If you have grandchildren staying you must keep this in mind and alert them to a fire at once.

### **Regular maintenance is essential**

Your smoke alarms should be tested monthly and have any dust and cobwebs removed every six months. The easiest way to do this is with a vacuum cleaner.

Your Anglicare worker can check and clean your smoke alarms if they can do this safely while standing on the floor.

### **A special warning on heat packs**

You should never use a wheat-filled heat pack to warm your bedding, or store it before it has cooled down. If yours doesn't come with clear heating instructions, discard it.



### **More information?**

Visit the 'Home Fire Safety' section of the Tasmania Fire Service website at [www.fire.tas.gov.au](http://www.fire.tas.gov.au) for more information. They also have a free call information line: **1800 000 699**. Always phone Triple Zero (000) if there's an emergency.





# Are your feet happy?

We'd like to introduce you to one of our valued service providers, FEET2U.

When Barbara Watson started her mobile foot care service in 2012 she was a team of one, covering the Hobart area. She now operates statewide with 11 more team members who, like her, are all trained nurses.

"We help people care for their feet and nails so that they can stay as mobile as possible," explains Barbara.

"We currently assist about 20 Anglicare clients. Our service complements the wonderful care delivered by Anglicare staff."

Barbara said the COVID-19 pandemic had seen FEET2U find new ways to keep its staff and clients safe.

"As an 'essential service' we have still been able to deliver care. Our clients have welcomed a friendly face to break what for some people has been a difficult period of social isolation," she says.

If you'd like to know more about the FEET2U service, talk to your care manager. You can follow FEET2U on Facebook or telephone them on 1300 333 828.

"Whether you have a problem with your feet or just need some pampering, we look forward to tickling your toes," says Barbara.



Penny Khan of Glenorchy has used services from Anglicare for around two years and enjoys her appointments with FEET2U.

## Barbara's top tips for happy feet

1. Rubbing Vicks VapoRub into a toenail that has nail fungus on it may sometimes help.
2. If you have trouble reaching your feet to put moisturiser on them, buy a long-handled edging paintbrush from your local hardware shop and use that - it's ideal.
3. **Q:** What is the first thing you should put in your shoe? **A:** Your hand. It's very important to feel inside your shoe before you put it on. You never know what may be hiding in there. Socks, pins or even bobbles from lining or seams can cause problems with your feet.
4. Wherever there is a corn, there is pressure. You can treat the corn but if you don't remove the pressure it will come right back.



**Everyone walks around the world at least three-and-a-half times in their lifetime. I bet some of you are on your fourth lap right now!**

Barbara, FEET2U



# Stay positive and connected

It is normal to feel anxious as we move through the latest wave of the COVID-19 pandemic. You are not alone.



It is important to look after your mental health. Here are some of the things you can do:

- Eat well – plenty of fresh fruits and vegetables, and quality protein
- Exercise – keep your body moving with a daily routine
- Ensure you are getting enough sleep
- Make time for hobbies that you can enjoy doing at home
- Keep talking – share your worries and concerns with your loved ones
- Be prepared – do you have enough food, supplies and medication at home if you have to go into isolation?
- Limit the amount of time you spend listening to and reading about COVID-19, and make sure your information sources are trusted and credible.

Seek professional support early, if you feel that you or someone you care about is struggling.

Ask your GP about a Mental Health Care Plan. This will give you access to mental health professionals through Medicare.

You could explore some online resources. An excellent place to start is the Australian Government's Head to Health website, [www.headtohealth.gov.au](http://www.headtohealth.gov.au)

There are also many support services available over the phone – many of which operate 24 hours a day, 7 days a week:

**Lifeline Australia:** 13 11 14  
(24 hours a day, 7 days a week)

**Beyond Blue:** 1300 22 4636  
(24 hours a day, 7 days a week)

**Tasmanian Mental Health Helpline:**  
1800 332 388 (24 hours a day, 7 days a week)

**National COVID Older Persons Support Line:** 1800 171 866 (8.30am-6pm, Monday to Friday)

**MensLine Australia:** 1300 78 99 78  
(24 hours a day, 7 days a week)

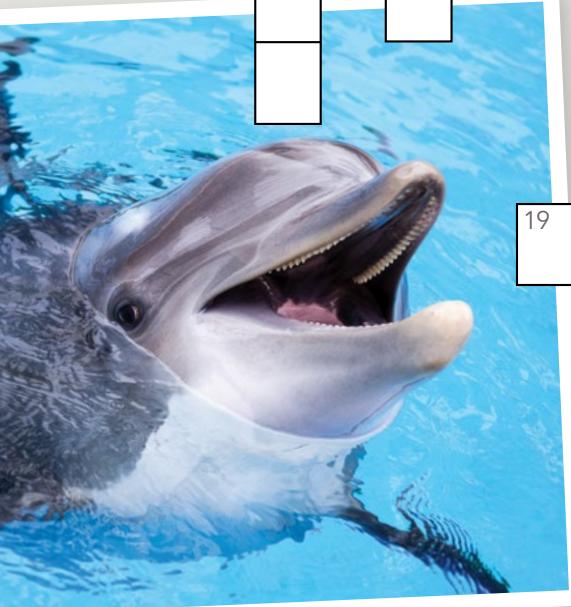
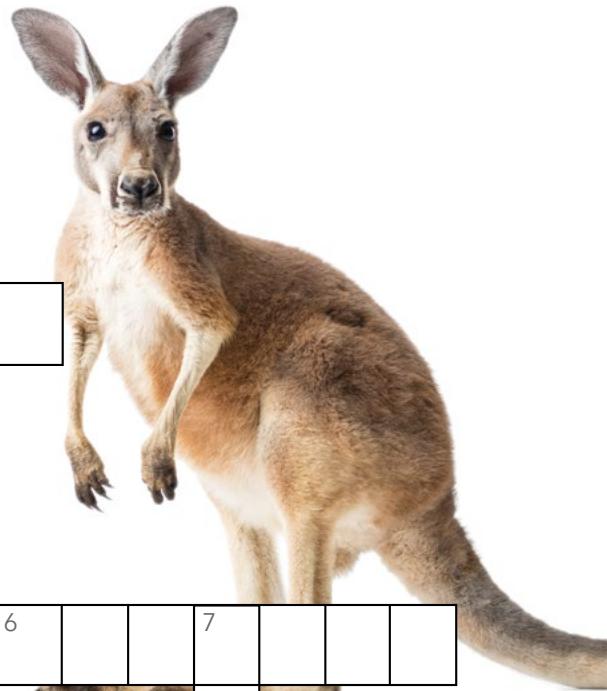
And please don't hesitate to reach out to your Anglicare care manager. They understand what a challenging time this is and they will listen to your concerns with respect and compassion.

# Famous animals crossword

Do you enjoy a good crossword or word find?

We are trialling the inclusion of a puzzle each month. Suggestions on other types of quizzes, games and puzzles are very welcome.

If this one is a little on the easy side, you might like to share it with a younger family member.



*The solutions will be printed in the following issue.*

## Questions

### Across

- 1 A Disney duck
- 4 Austrian crime-solving German Shepherd
- 6 A famous race horse
- 8 A female talking spider
- 15 Bird in the film, Storm Boy
- 16 A fictional whale
- 18 Animal out of Happy Feet
- 19 A famous Disney mouse
- 20 Loony Tunes rabbit

### Down

- 2 A famous dolphin with his own TV show
- 3 Beatrix Potter's naughty rabbit
- 5 Dorothy's dog in The Wonderful Wizard of Oz
- 7 Famous German Shepherd
- 9 A Collie dog with his own TV show
- 10 A talking horse
- 11 A famous Pooh Bear
- 12 A famous Disney deer
- 13 A talking pig
- 14 A kangaroo with his own TV show
- 17 Fictional giant gorilla

## Tell us what you think



We appreciate it when our clients give us feedback about the service they receive. It gives us a different perspective and helps us to innovate and improve.

Anglicare's Participant Advisory Council (PAC) is looking for new members from our service area. It meets in person every four months in Launceston. A light luncheon is provided. You would receive a small sitting fee and we can also assist you with travel costs.

If you are interested in this opportunity, please contact our Parish Community Development Worker Margaret Savage for a chat on **(03) 6231 3656** or you are also welcome to send her an email:

[m.savage@anglicare-tas.org.au](mailto:m.savage@anglicare-tas.org.au)

And remember, you can give us informal feedback at any time by giving us a ring on **1800 466 300**.

We welcome and appreciate any feedback that will help us improve our services. Please call **1800 466 300** to share your thoughts.

Thank you for sharing your stories with us; we find them uplifting and encouraging. Email your photos to [clientsupportconsultant@anglicare-tas.org.au](mailto:clientsupportconsultant@anglicare-tas.org.au)

# Money matters

Did you know that Anglicare runs a financial counselling service? It's free, confidential and non-judgemental.

Our counsellors support people of all ages from all walks of life who find themselves - often through no fault of their own - in a difficult financial situation. Some people, like former client Anna\*, have experienced financial abuse from a family member. This is her story:

*Anna's daughter was unable to get a car loan due to her bad credit history. She asked her mother to take out a loan for a car so that her grandchildren could visit Anna more often and they could get to school more easily.*

*Anna agreed, and over the next 10 years she made loan repayments that added up to around \$49,000. During this time she never had use of the car herself, and struggled to make ends meet trying to service the loan.*

*The car subsequently broke down and was sold by Anna's daughter. Although Anna had no idea what happened to the car and didn't receive any money from its sale, she was still held responsible for the loan repayment by the lender.*

*Fortunately, Anna reached out to an Anglicare financial counsellor and he was able to support her in negotiations with the lender. Although she was unable to recover the money she had already paid in interest and late fees, she did not have to pay back the balance of the loan, which was more than \$6,000.*

\*We've changed Anna's name to protect her privacy.



## Do you need support?

If you need support, ring the National Debt Helpline on **1800 007 007** and leave your details so that a trained professional from Anglicare can return your call.

Elder abuse can be experienced in many different ways. The Tasmanian Elder Abuse Helpline, **1800 441 169**, operates on weekdays in business hours. It's free and confidential.

1800 243 232  
[anglicare-tas.org.au](http://anglicare-tas.org.au)

 **Anglicare TAS**  
*Choice, support and hope*