

CONNECT

NEWSLETTER

**SUMMER
ISSUE**



**WHAT'S
INSIDE**

**Taking
good care**

**All about
pets**

**Green
fingers**



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Cover image: Sunrise at Cape Tourville, Freycinet Peninsula, Tasmania (Shutterstock)

From the CEO

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

It's jam-packed with useful information about your service and stories about fellow clients. Gordon's energy in the garden (page 10) puts me to shame!

There are tips to protect yourself from scams (page 5) and how to prepare yourself for the prospect of bushfires this summer (page 8).

We warmly invite you to join us in urging parliamentarians to stay committed to minimising the harms from poker machine gambling (page 9).

We've launched our Christmas Appeal (page 12) to help families who are struggling with the rising cost of living as we head into the festive season. We are very grateful for our parish partners for joining us. And as always, it's wonderful to be a recipient of the ABC Giving Tree Appeal.

May God bless you and your families this Christmas and I look forward to talking with you again in the New Year.

Chris Jones, CEO



Ellen Nicholson, General Manager
Aged Care Services

Hello everyone. Welcome to your last edition of **Connect** for the year. Where has the time gone?

Quality and safety

We work hard to keep you as safe as possible and to continually improve our services. Anglicare has an incident reporting system and process for reporting all incidents, complaints and feedback.

We respond to individual incidents as quickly as possible. We review all incidents each month to check we followed the correct procedures and to see what we can learn from. Team training, procedures and policies are updated and developed from this process.

The government is introducing a Serious Incident Response Scheme for in-home care aged care this month. It's designed to ensure you are receiving safe, high quality care.

If a serious incident happens in your home staff must check you and others are okay, record what happened in Anglicare's incident management system and report the incident to the Aged Care Quality and Safety Commission.

Please talk to your care manager if you have any questions about this process.

An inclusive service

Our team of trained professionals comes from a wide range of cultural backgrounds. Our service mirrors the diversity that exists in Tasmania today, as it should.

Our staff provide your care in line with the Anglicare values - *Respect, Compassion, Justice and Hope*. Anglicare is enriched by cultural diversity, and I'm proud to lead a multicultural team.

Face masks

Anglicare's Aged Care team follows Public Health advice about wearing face masks. This advice is based on the current level of COVID-19 risk in the community. However, at any time, you can ask your worker to wear a face-mask in your home. They will be happy to put one on.

Staying well in the heat

And lastly, just a reminder to make sure you stay hydrated when the next bout of hot weather comes along.

With best wishes for the Christmas season and New Year,

**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.





Brian and Judy Cullen wait for a break in the weather before heading off for a walk. Judy is holding Benjie, who is a great source of comfort since the beloved family dog passed away.

Taking good care

Carers Week is held around Australia each October. It celebrates the role of carers and emphasises the importance of taking care of themselves.

Brian and Judy Cullen of Sandy Bay have been supported by Anglicare since January 2021 and it's been 'beaut', according to Brian.

Brian cares for his wife Judy, who has dementia. Anglicare provides Judy with personal care sessions three days a week, and the couple also appreciates a fortnightly garden service.

Brian lists patience, understanding and keeping your loved one safe as the most important elements of being a carer. He says he and Judy are grateful for the support of their daughter, a retired nurse who used to be in charge of the geriatric ward at the Royal Hobart Hospital.

Brian also appreciates the respite that Anglicare's service provides him for nearly a



Walking is good for our pains and it's something enjoyable that we can do together.

Brian Cullen



full day each Wednesday. Once the shopping is out of the way he likes to spend it with family, his friends at the Veteran Car Club and working on his model boat project.

"My granddaughter has two babies, aged 4 months and 18 months," he says. "On

Wednesdays they go to swimming lessons. I like to go along and watch, and then we go back to Sarah's place for something to eat and to play some more."

The proud owner of a 1953 MG, Brian joins fellow car club members on Wednesdays on a drive to the club rooms near Brighton.

"We chat about this, that and the other and I think that's good for my mental health," he says.

Judy is very physically active around the house and she and Brian head out for regular walks to a nearby park.

"Judy is fitter than me," Brian says. "At the height of COVID I got into the habit of sitting and watching television more than I should and I feel that my fitness has gone downhill. Losing our dog last year and then some radiation treatment earlier this year hasn't helped. Walking is good for our pains and it's something enjoyable that we can do together."

Carers Tasmania can provide advice and support if you are caring for a loved one at home - phone [\(03\) 6144 3700](tel:0361443700) or email intake@carerstasmania.org.

New dementia resources in the wings

Over the next few months the Aged Care team will trial a new set of resources with clients who have dementia, ahead of a roll-out in the New Year.

In the meantime, there are some excellent resources on the Dementia Australia website - www.dementia.org.au

Dementia Australia has three offices in Tasmania. They are located in Battery Point in the South, Newnham in the North and Devonport in the North West.

The National Dementia Helpline operates 24 hours a day, seven days a week, 365 days a year. Phone the Helpline on **1800 100 500** or email helpline.nat@dementia.org.au



Gone phishing?

Last month the Australian Competition and Consumer Commission (ACCC) held Scams Awareness Week to educate the community about how to recognise a scam.

You might have heard the word 'phishing'. Phishing is an attack that attempts to steal your money, or your identity, by getting you to reveal personal information - such as credit card numbers, bank information, or passwords. They lure you in, so to speak.

The ACCC's Scamwatch website, www.scamwatch.gov.au, offers the following tips:

STOP. Take your time before giving money or personal information to anyone.

Scammers will offer to help you or ask you to verify who you are. They will pretend to be from organisations you know and trust like a business you deal with, police, government or fraud service.

THINK. Ask yourself could the message or call be fake?

Never click a link in a message. Ask a trusted friend or family member what they would do. Only contact businesses or government using contact information from their official website or through their secure apps. If you're not sure, say no, hang up or delete.

PROTECT. Act quickly if something feels wrong.

Contact your bank immediately if you lose money or personal information or if you notice some unusual activity on your cards or accounts.

All creatures great and small

Dogs and cats are wonderful companions, especially if you live alone. At Anglicare we understand that you love your pets dearly. We love ours, too.

We have a pet policy because we want everyone - including your pets - to be safe during your service.

The main component of the policy is that we ask you to put your pets in another room or have them on a lead or leash when our workers are there.

It's common for pets to be frightened when they see a broom or vacuum cleaner. We want to spare them any anxiety and prevent them causing a trip hazard to either you or our staff member.

We are required by law to provide a safe working environment for our staff. Some of our workers have had previous bad experiences with dogs and feel nervous around them.

Thank you for your understanding and as always, if you have any questions or concerns please talk to your care manager.

We'd love to see more of your pets, big or small, furry or feathered. Send your photo to clientsupportconsultant@anglicare-tas.org.au



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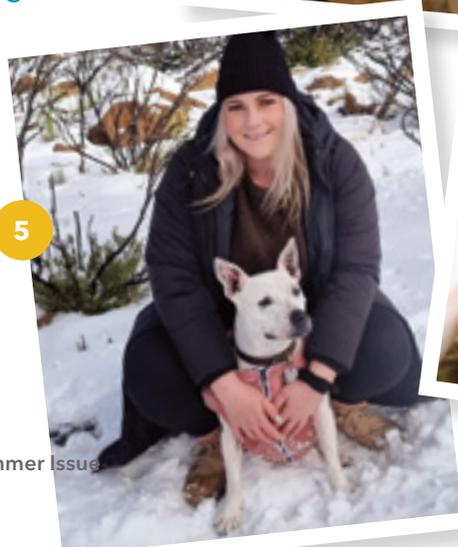


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5



1. Clinical Lead, Miranda Wynwood and Hercules
2. Business Manager, Kylie Docking and Mummasheep
3. Max and Sam are Miranda's Italian Greyhounds
4. Ellen Nicholson with Ray
5. Team Leader Amy Jamieson with staffy Milo



Haydn uses his desktop video magnifier to zoom in on grandson Kieran's achievements.

Technology supports Haydn's independence

Assistive technology is making life better for Home Care Package client Haydn Kohl, of Margate.

Haydn, 86, has macular degeneration and glaucoma, which compromises both his inner and outer vision.

A continuing deterioration in his eyesight meant the standard magnifying glass that he used for reading tasks was no longer up to the job.

Earlier this year the Low Vision Clinic in Hobart recommended he reach out to VisAbility, an organisation that provides support for people with vision impairment.

The staff there suggested that a desktop video magnifier would enhance his reading experience and Haydn was open to the idea.

After consulting with the Anglicare nursing team, he purchased a Topaz reader using funds from his level 3 package.

Haydn is pleased that he can enjoy family photos again. The reader came in very handy recently when The Mercury ran an article about the Deep South Chorus. It featured a photo of



It's not ideal - particularly for reading books - but it's a big advancement from the magnifying glass.

Haydn



the director, his grandson Kieran.

"I also use it to check the directions on my medications," he explains. "It's not ideal - particularly for reading books - but it's a big advancement from the magnifying glass. I can recommend it."

Check in with your care manager to see if assistive technology could make a difference in your life.



Stormy weather...

Over the last few months Tasmania has been battered by high winds, damaged by floods and covered in snow – and the rain has been relentless. Bushfires could be next.

Your Anglicare team is here to support you during any extreme weather events. Some of you who live in the Meander Valley or Latrobe areas will recall us checking in on you during the floods in October.

Now is the perfect time to get prepared for bushfire season. Tasks include cleaning up yards and gutters and removing flammable waste from around your house. Check with your care manager to see if this is something we can help you with.

It's also time to prepare your 5 Minute Bushfire Plan. The Tasmania Fire Service advises that

leaving early is always the safest option.

We have a database of clients who live in communities that the Tasmania Fire Services has identified as at risk of bushfire. We will mail you out an information package.

The TFS has also introduced a new bushfire rating system. Go to their website, www.fire.tas.gov.au for all the information you need in one spot. If you're on Facebook, follow @Tasmania Fire Service to stay up to date.

If you'd prefer some printed material, call us on **1800 466 300** and we will mail it out to you.

Shirley's world opens up

Client Shirley Brown, pictured right, has started lessons with a technology teacher in her local community as part of Anglicare's digital inclusion program.

"Accessing the internet is a real challenge for me," she says. "It's good when I'm having my lessons but not so good when I'm at home on my own!"

Shirley is keen to acquire the skills she will need to research her family history. In the meantime, she's using the laptop that Anglicare has provided her with to explore maps - "I was in London last week!" she said recently.



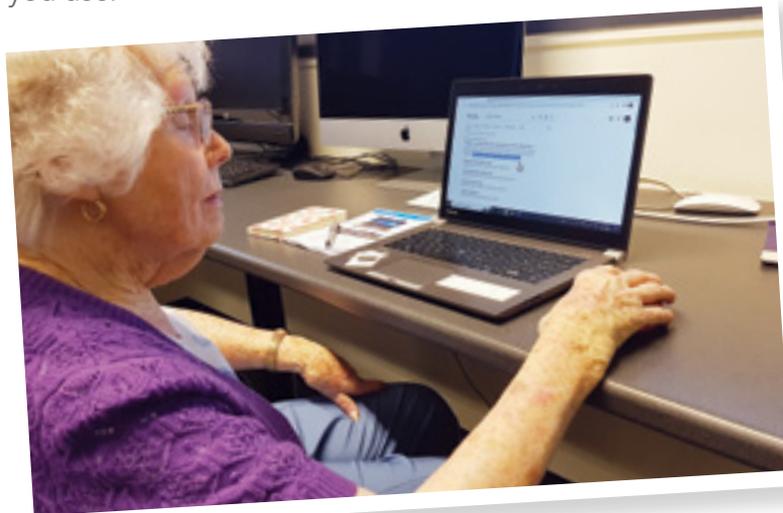
Accessing the internet is a real challenge for me.

Shirley Brown



Other participants are learning how to send emails, or access television programs. If this sounds something you could be interested in, contact the Aged Care Team on [1800 466 300](tel:1800466300).

And please, reach out to your support worker if you need assistance with any of the devices you use.



Shirley is learning how to navigate the digital world.

Help us advocate for change

The Tasmanian Government has announced it will introduce mandatory pre-commitment for poker machine gambling.

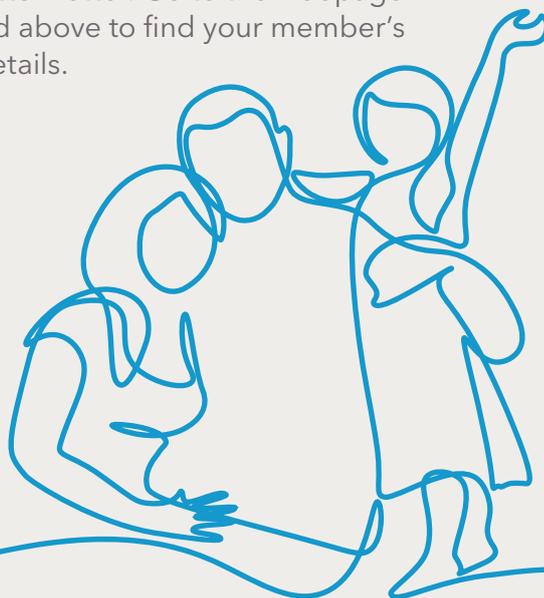
The system will feature a card with daily, weekly and annual limits. It will protect people from losing more than they can afford.

It's an important public health measure supported by research, and it will see Tasmania lead the nation.

It's vital that it is implemented in full and as promised by December 2024.

We've made it easy to email Government MPs to thank them for the decision by creating a special page on our website (head to **Events, News and Research** and you'll see **'Email your local MP'** at the bottom.)

You might prefer to telephone them or send a handwritten letter. Go to the webpage mentioned above to find your member's contact details.





Gordon's fingers are green

Anglicare client Gordon Poke has been the custodian of his beautiful garden in Riverside for the past four years.

It's a large block that includes 30 metres of hedging and he manages it entirely himself.

"I've always loved gardening, but now that I live by myself it's become a different passion," he says. "The previous owner deserves all the credit really, I've just tidied it up!"

Gordon enjoys pottering - "there's always weeds to pull", he says - in between visiting his wife in a nursing home nearby.

He trimmed the hedge recently during a break in the rain and is happy with how smart it looks.



I've got a purple rhododendron out, lots of roses and gerberas which are lasting beautifully in a vase inside.

Gordon





He recommends regular feeding with blood and bone, and getting inspiration from and sharing information with, local gardeners who know their plants.

"The Dutch irises are finishing but the yellow ones are coming on," he explains. "I've got a purple rhododendron out, lots of roses and gerberas which are lasting beautifully in a vase inside. I also have a little plant that looks like a mouse* and it has thrived, but is now dying off ready for the next season".

Thank you, Gordon for sharing your garden with us.

If you have a photo or story you'd like to share in Connect, email your photos to clientsupportconsultant@anglicare-tas.org.au

**If you search 'plant that looks like a mouse' on your device you'll find it easily - arisarum proboscideum.*

Have you signed up for Snapshot yet?

If you'd like to read more about how Anglicare is working to make a positive difference to Tasmanians, subscribe to Snapshot, our monthly newsletter which arrives by email. Register at anglicare-tas.org.au/snapshot-newsletter.

The December issue features new research we've released on domestic violence and abuse in the relationships of Tasmanian teenagers, and an interview with a client of our Disability Services who wants to make it easier for Tasmanians with disability to access employment.

You can also follow us on Facebook by searching '[Anglicare Tas.](#)'





She'll be apples this Christmas

We love it when you share your copies of **Connect** with friends and family members.

The last edition included a call-out for a favourite recipe. Judy, whose brother Bob is an Anglicare client living on the North West Coast, kindly shares her Apple Slice.

A few of us in the Collins Street office taste-tested the slice. It's one of those old-fashioned recipes that never goes out of style, and smells delicious in the making. We agree with Judy that it should be cold when served - and it tastes better the next day. Make it a day ahead and it becomes a stress-free and versatile addition to a Christmas table. Thank you, Judy.

Ingredients

1 340g packet of vanilla cake mix (Judy uses the Homebrand one from Woolworths)

$\frac{3}{4}$ cup of dessicated coconut

4 ounces (or 113 grams) of butter, melted

An 800g tin of cooked apples

A 400 ml carton of sour cream (full cream, not light)

1 egg, beaten

Nutmeg to sprinkle

Method

1. Line a lamington or slice tin with foil, and grease it with butter.
2. Melt the butter in your microwave or on a stovetop.
3. Mix the cake mix, coconut and melted butter together in a large bowl.
4. Press the mixture into the tin. Bake at 170 degrees Celsius for about 20 minutes. Cool slightly.
5. Spread the apples over the cooked base.
6. Mix the sour cream with the beaten egg and pour over the apple. Sprinkle with nutmeg and bake until set. This will take around 30 minutes.
7. Leave the slice in the tin until cold, and store it in the fridge.



Together we can make Christmas special this year.

1800 243 232
anglicare-tas.org.au/donate

*A silent night,
A star above,
A blessed gift
of hope and love.*

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