

CONNECT

NEWSLETTER

**AUTUMN
ISSUE**



**WHAT'S
INSIDE**

**A caring
culture**

**Hearing
matters**

**New
activities**



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Front cover: New Norfolk in Autumn

From the CEO

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

On page 4 we explain the benefits of a diverse and inclusive service with a focus on our Nepalese team members. We know you enjoy reading about fellow clients, so it's a pleasure to introduce you to Kevin (page 9) and Lorraine (page 10). We bring you an update on the trial of a new activity kit (page 6) and explain how we can support you with your hearing (page 8). On page 12 we take a look at what our Social Action and Research Centre is working on in 2023.

Some of you might have heard that Anglicare is reducing our delivery of some disability services funded by the National Disability Insurance Scheme. We are working hard to make this transition as easy as possible for affected clients and family members.

Please rest assured that Anglicare's aged care service is continuing as usual. Our committed team is delighted to be delivering in-home services to older Tasmanians across the State.

With best wishes to you and your families this Easter and until next time,

Chris Jones, CEO



*Ellen Nicholson,
General Manager
Aged Care Services*

Hello everyone. I'm delighted to bring you the first issue of **Connect** for 2023.

I hope you find it full of interesting stories and information. Don't forget it's your newsletter, so if there's something in particular you'd like to hear about, tell a member of your care team and they will pass it on.

The next three months are busy for us.

We are currently preparing to implement a new client management and support system. This will assist us become more efficient in the way we schedule your services and support your care needs.

Our care workers will continue attending their nearest offices for quarterly training sessions on topics including recognising changes in client needs, the importance of equality and inclusion, and food and nutrition. It's a great opportunity for our staff to meet each other and share ideas about improving our service.

We have signed up 12 new clients to our digital inclusion project, which is wonderful. We look forward to

seeing their skills and confidence grow over the next 12 months.

And lastly, a reminder about time windows. Time windows help us schedule your services. They represent a time period, either in the morning or in the afternoon, during which we provide your support. You share your time window with one other client. Our priority is to make your service as seamless as we can but sometimes delays are unavoidable. If your worker is running late we will endeavor to let you know. It always helps our scheduling team if you advise us as soon as possible if you have a one-off change to your routine. Don't hesitate to contact our team on **1800 466 300** if you have any questions or concerns.

I think that Autumn is Tasmania's loveliest season. Enjoy!

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



Scheduling
Team member
Dawa Sherpa



A culture of caring

Tasmania's Nepalese community is expanding and we're delighted when its members choose to work with us.

The community numbers around 10,000 people in Hobart, 3,500 across the North and several hundred in the North West.

Community members use their skills across the aged care, hospitality, business, retail, and farming sectors, making them strong contributors to the Tasmanian economy.

Nepali has become the third most spoken language in the State, after English and Mandarin.

Community leaders have said that our weather and our hilly landscapes remind them of home, and they like our slower pace of life.

Dawa Sherpa recently joined Anglicare's Scheduling team. Prior to that, she worked with us as a Home Care Worker.

Dawa explains that in her culture there is a high value placed on the happiness of older people.

"We respect the elderly and honour their wisdom and experience," she said.



When we do things together, we learn from each other and this benefits everyone.



Dawa

"We use formal titles and honorifics, and physical gestures such as bowing or touching the feet of older adults. Nepalese culture also emphasises the importance of filial piety, which is the duty of children to care for their parents as they age.

"From early childhood we're brought up to feel very connected with our grandparents. We also keep an eye out for any elderly



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New activities spark interest

Anglicare is trialling a resource kit that has the potential to improve life for the older Tasmanians we support.

The trial is being led by southern-based Home Care Worker, Cheryl Hastie (pictured far right.) Cheryl is enjoying the opportunity to 'road test' some new activities with the people she supports.

Cheryl's clients are enjoying the project, too. Lester and Marlene kindly gave us permission to share their experiences and photos.

Marlene enjoys her regular pampering routine with Cheryl. She has her nails done, her hands massaged and her hair blow-dried. "She loves what she sees in the mirror!" says Cheryl.

Marlene found a new colouring-in activity very engaging and enjoyed chatting about the subject matter and colour choices.

"Marlene reads well so I think that reading and listening to audio-books together could also work for her," Cheryl said.

Lester lives in a supported accommodation complex in Hobart. New residents are shown his unit so that they know the standard of care to aim for.

Lester looks forward to his Anglicare service. Often he and Cheryl cook together



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1. A detail of Lester's colouring-in.
2. Marlene enjoys the pampering routine she has developed with Cheryl.
3. Lester tries out a block-building activity.



Marlene reads well so I think that reading and listening to audio-books together could also work for her.

Cheryl Hastie



from simple packet mix recipes. He loves sharing the results with fellow residents.

"Lester is a superstar," says Cheryl. "His friend James says everyone needs to have a Lester in their life. I think he's right!"

Cheryl introduced noughts and crosses, building blocks, ball-throwing and bubbles to Lester's session and he enjoyed them all. Again the colouring-in was a clear winner: "He got his pictures laminated at reception and put them up on the wall alongside art that other residents have given him," she said.



Cheryl Hastie

What's next?

Once the resource kit is finalised, it will be turned into a special backpack that sits in workers' cars so that it's always on hand.

The activities are particularly beneficial for people with dementia, but they can be used and enjoyed by anyone looking for a new and engaging activity to do during their support session.

The trial is part of a wider project across Anglicare that responds to client feedback about things that would improve their quality of life.

If you are interested in finding out more, please speak to your care manager.

Hear ye, hear ye

We can support you to keep your ears healthy and your hearing at its best.



According to Hearing Australia, untreated hearing loss is linked to health conditions including depression, anxiety, diabetes and heart disease.

Research shows that it can also increase the risk of developing dementia by up to five times - and the greater the hearing loss, the greater the risk.

It's thought that a person's brain becomes over-worked if it has to struggle to make sense of the sounds received in their ears. Hearing aids make it easier to process the information we need.

Clinical Lead Miranda Wynwood says Anglicare understands the importance of early detection and treatment.

"It will help you to stay balanced, strong and active, make it easier to communicate with your family members and live life to the fullest," she says. "Our team members are trained to spot the signs of hearing loss. Each year they take a refresher training course on how to maintain and fit a hearing aid correctly and replace its batteries. We can help you keep your ears clean so that your hearing aid can work properly. We can also support you to attend regular hearing checks."

What are the symptoms of hearing loss?*

The first signs of hearing loss can be hard to notice because they usually come on gradually. They might include:

- having trouble hearing in noisy places
- having trouble hearing people on the phone or if they're not facing you
- often asking people to repeat themselves
- hearing sounds as muffled, as though people are mumbling
- needing to have the TV up louder than other people
- often missing your phone or the doorbell ringing
- hearing buzzing or ringing in your ears
- avoiding situations because you have trouble hearing.

The Hearing Australia website includes stories of everyday Australians and their journeys to healthy hearing. Head to hearing.com.au to find out more and please talk to your care manager if you have any concerns about your hearing.

**this information was sourced from the Australian Government's Healthdirect website.*

Kevin's kindness

Kevin Archie of Montello recently turned 95. For the past 30 years he has knitted rainbow-coloured beanies and sent them overseas for children in need.

Kevin was 'number 6' in a dairy farming family with 10 children. He grew up at Gunns Plains and Upper Natone and after that, King Island.

"My mother was kept very busy," he recalls. "She always had a pair of knitting needles in her hands and knitted many pairs of socks. When I was six years old she encouraged me to give it a try. I learned using four-inch nails because we didn't have any spare needles."



I'd encourage anyone to take it up. It's a good pastime, especially as you get older. I get a lot of pleasure out of it.

Kevin Archie



Kevin graduated to proper needles and his first project was a pair of socks without a heel.

His skills quickly developed and over the years he made many jumpers, often using wool that he had dyed and spun himself. There's one that he particularly treasures that is knitted with alpaca wool.

"When I first started the beanies I had a target of 100 a year and I made it, but now I'm slowing down a bit," said Kevin. "It's something I do in between watching television and playing on my iPad."



Kevin Archie hopes that his story might inspire readers to take up or rediscover knitting, and use their hobby for good.

"I'd encourage anyone to take it up. It's a good pastime, especially as you get older. I get a lot of pleasure out of it."

Kevin says that getting out and about "keeps him going." Anglicare supports him to make twice-weekly trips to the Burnie Senior Citizens Club and Burnie Community House. He likes to play Crib and Five Hundred there with friends and once a month they come to his house for an extra session.

He's been promised "a humdinger of a party" by the team at the Community House to mark his 95th and he's looking forward to it very much.



A lifelong interest

Lorraine's interest in art was sparked when as a child, she discovered she was good at drawing.

Clockwise from left: Lorraine, of Burnie, has been an Anglicare client for nine years. Proteas and Wild Things, features her signature pen and ink style. Tea for Three is also featured in the Anglicare calendar.



At the age of 12 and living in Melbourne, she persuaded her mother to sign her up to a commercial art course by mail. The certificate she received gave her valuable experience and motivation.

Lorraine took up art again when she moved to Tasmania 46 years ago.

"I enrolled in an art class in Burnie and quickly realised how little I knew," she said.

Over the years she has worked with oils and acrylics and dabbled in collage. The two drawings pictured above featured in the 2023 Anglicare calendar. "Pen and ink

drawing is what I love most. It's very technical and precise. I lose myself in it," she says.

A member of the Burnie Coastal Art Group, Lorraine enjoys sharing her work with others.

"I sold my first work 40 years ago, an oil painting that featured big, bright flowers. Just before Christmas I sold a piece at the Wonders of Wynyard gallery. The price put on it was \$100 more than it should have been but it still sold!"

Lorraine's eyesight means that she can no longer do detailed drawings: "I'd love to return to oils. Acrylics would be easier -

Career moves

Three members of our cleaning team have moved into new roles as part of a workforce development project.

Congratulations to Renae, Cheryl and Rebecca for graduating with a Certificate III in Individual Support (Ageing) late last year. They are now fully qualified Home Care Workers.

The qualification was offered by Anglicare to provide a professional development opportunity for our team and to cater for increasing demand for our in-home services.

The course, completed by the trio over nine months, included a 120-hour work placement that was coordinated by Anglicare. Thank you to those of you who welcomed our trainees into your homes during this time.

Another nine team members are currently studying this qualification, and we look forward to their graduation later this year.



I now have a better understanding of our role in the community setting ...



Renae



Renae, Cheryl and Rebecca (left to right, pictured with Tracy from Foresite Training, third from the left) are now fully qualified Home Care Workers.



Pen and ink drawing is what I love most. It's very technical and precise. I lose myself in it.

Lorraine



but I've never been a splasher!" she says.

Lorraine has received a service from Anglicare for around nine years. Her Home Care Package has been recently upgraded to a Level 3 and she says she's looking forward to getting out and about a bit more.

"I would like to spend more time near the sea - it's good for the mind and the soul," she says.

'A blessed gift of hope and love'

We had a fantastic response to our Christmas Appeal.



St. Georges Church was one of the generous donors to our Christmas Appeal. Amy Maskell from St Georges is pictured here with Customer Service Centre Assistant Nikolos Long.

Thank you to everyone who helped us support Tasmanians during the festive season and into the New Year.

More than 10 Anglican parishes, students from three Anglican schools and a handful of businesses donated a huge number of bags filled to the brim with festive food and practical gifts. We used these items to create more than 200 hampers that were distributed to clients in need around the State.

We were also very grateful to be one of 11 charities chosen by the ABC Giving Tree Appeal. We provided 140 families with store vouchers that could be used for Christmas and/or equipping children with essentials required for the new school year.

Every Tasmanian matters

Anglicare has a new campaign on television and radio that shares the message 'Anglicare - because every Tasmanian matters'.

The ads feature stories that highlight aged care, financial counselling and our Social Action and Research Centre (SARC). You can watch them on Southern Cross (including 7Mate and 7Two).

The campaign builds on people's understanding of Anglicare's work and the strong values that guide us.

Our research and advocacy arm, SARC, sets us apart from other service providers. This year the team will focus on supporting the Government's gambling reforms and shining a spotlight on housing issues and financial literacy, including the impact of Buy Now Pay Later products. Go to the SARC page on the Anglicare website to find out more.



A 'still' photo from Anglicare's ad highlighting the value of SARC.

1800 243 232
anglicare-tas.org.au

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Choice, support and hope