

CONNECT

NEWSLETTER

**AUTUMN
ISSUE**



**WHAT'S
INSIDE**

**Celebrating
five years**

**Home Care
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CONNECT

NEWSLETTER



From the CEO

Welcome to the first edition of **Connect** for 2024.

It's a pleasure to share stories of joy, creativity and hope in the lead-up to Easter.

On page 4 we meet three team members who have achieved five years of service with us. They explain what they enjoy most about their roles.

I know Diane well (page 6) because she is a member of our Participant Advisory Group. Her considered approach to a range of issues facing our organisation is much appreciated.

Housing client Pauline (page 8) reflects on her journey to her first permanent home. Anglicare is proud to have assisted Pauline and her grandson to achieve this milestone and we wish them all the best.

Find out how to remain independently and safely in your own home with a Home Care Package on page 9.

The most recent research to come out of our Social Action and Research Centre, Survival Mode, (page 11) provides a clear picture of the cost of living – but it also provides hope that solutions are available.

Anglicare wants the Tasmanian government to introduce a universal poker machine card. Find out more about our call – and how you can add your voice to it – on the home page of our website, www.anglicare-tas.org.au

My best wishes to you and your loved ones this Easter,

Chris Jones, CEO

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Ellen Nicholson,
General Manager
Aged Care
Services

Hello! We hope you find this issue of **Connect** informing and interesting – and we'd love to hear your story ideas for future editions.

Kindness and courtesy

Our team is guided by the Anglicare values of respect, justice, compassion and hope when they deliver your service. Unfortunately, there have been some instances lately where our team members have not been treated respectfully in return.

As an employer, Anglicare is required to provide all of its staff with a working environment in which they feel safe and valued. This includes when they are supporting you in your home.

All clients have rights, but also responsibilities. We expect our team members to be treated with kindness and courtesy at all times. Unfortunately, in situations where people do not treat Anglicare workers with respect, we cannot continue to provide the service.

It warms my heart when I read or hear the compliments you give to team members. I really appreciate it when you take the time to express your thanks in this way and you can be assured that it is always passed on. We welcome all types of feedback when it is expressed in a constructive way that will help us to improve our service.

Hope and optimism

We're looking forward to a training session in April that will focus on 'trauma-informed support'. This is a concept that Anglicare applies across all of its service areas. It recognises that many of the people we support have experienced trauma at some point in their lives. This can include physical or sexual abuse, family violence, living with a parent who has mental illness, the experience of being a refugee, separation and loss.

When a service is trauma-informed, it builds on people's strengths and resilience. I'm keeping hope and optimism in my heart this year, and I trust you will too.

Best wishes as we move into Autumn.

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



A reminder that we have 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 – they will be happy to help.

Home Care Workers Cheryl, Sharyn and Dina reflect on the five years they have each spent with Anglicare.

Aged and Home
Care Services

Community
Support Services

Acquired Injury
Support Services



Home Care Workers (from left) Sharyn, Cheryl and Dina.

Celebrating five years

Cheryl says she's very grateful to be part of the Home Care team:

"I honestly have the best job, spending time with our lovely clients and listening to their amazing life stories. Knowing that the services we provide are enabling them to remain independent in their home is the best reward. I feel blessed to be a part of that. I'm looking forward to another year of every day being different from the last. Working in aged care I've always liked the quote 'Growing older is mandatory. Growing up is optional'!

Sharyn says she loves her job and enjoys helping people:

"I get joy out of seeing my clients happy and feeling cared for in their home, whether it's cleaning, personal care or taking them out shopping. The best part is to see a client smile and thank you for helping them. I spent my first four years with Anglicare as a cleaner. I moved into a home care worker role, which I find very rewarding. Every day is a different day and I learn something new. This year I am

looking forward to learning more and making a difference in our clients' lives."

Dina was nominated as the 'Support Worker of the Month' in January. She says she feels proud to take her clients out in the community.

"I feel respected when people see me taking care of our clients. Young teenagers and little children see how you care for older people and you become a role model," she says. "I've been asked by one client to support them at a board meeting and another to attend medical appointments with them.

"One knitted a scarf for me that keeps me warm during winter. I've propagated plants from cuttings given to me by a client and now I share them with other clients and have given some to my children's school for fundraising - kindness goes round in circles!

"Our clients are highly talented and knowledgeable, and I feel so honoured when they share their knowledge with me," said Dina.



Nursing Services Manager Clare McHardy combines clinical assessments with leadership of the Clinical Nursing team.

Introducing Clare

Nursing Services Manager Clare McHardy leads our Clinical Nursing team. She also conducts clinical assessments for home care package clients living in the North.

Clare says the most enjoyable aspect of her role is talking to clients in some form every day, whether it's face to face during a review or over the phone.

"Everyone has a story to tell, and I love a good chat!" she says.

Clare is enjoying discovering new places as she has only been in Tasmania for around a year.

"I am loving the fresh fruit straight from the farm, and all of the festivals and fairs," she said. "I love the summer. I survived the winter – and daylight savings is fabulous. I would like to stay at Cradle Mountain this year. If anyone has recommendations for other places to stay or visit in Tasmania, I would love to hear them!"

World Hearing Day

World Hearing Day is held each year on 3 March. Clare says healthy hearing is very important to maintain quality of life.

"Regular hearing checks are essential," she says. "There is a misconception that hearing loss is inevitable as we age, but there are many preventative actions people can take. Early detection gives us the opportunity to put treatment plans in place. Our team members are trained to spot the signs of hearing loss. They can also assist you to fit your hearing aids and replace their batteries. Please let us know if you are concerned about your hearing."

Hearing Australia (hearing.com.au) and other outlets offer free hearing checks. Please contact your care manager for further advice.





Helping others is an art

Aged Care Services client Diane Foster is using her life experience to help Anglicare improve its services.

Diane has been a member of the Anglicare-wide Participant Advisory Group (PAC) for the last three years. PAC provides a forum in which clients across all service areas contribute to organisational decision-making. They meet four times a year with our CEO and Parish and Community Development Worker Margaret Savage.

"I enjoy meeting people. It keeps my mind alert," says Diane. "The meetings provide a platform to bring up issues which affect me and other Aged Care clients but there is so much more that we talk about, for example child safety, homelessness, people with mental health issues and the Needle and

Syringe Program. It's all very pertinent in today's world."

An infant teacher in her early working life, Diane graduated with a Masters degree in Fine Art from the University of Tasmania in 2003. Her practice has focused on printmaking and ceramics and her work features in collections in the United States and other countries.

"I found beauty in industrial landscapes during my Masters coursework," she recalls. "I did a body of work based on photos I took at the Nyrstar plant and when I was underground at the Mount Lyell mine in Queenstown and a crocoite mine at Dundas.



I found beauty in industrial landscapes during my Masters coursework.

Diane Foster



I also explored the open cut mine at Savage River."

Lithography - a specialised printmaking process in which images are drawn with oil-based crayon and pencil onto large stones and then fixed with a chemical reaction - felt like it was a natural next step.

Diane is currently exploring computer-based work. She has always been keen on sharing her knowledge, participating in many Living Artist Week exhibitions and volunteering at the Tasmanian Museum and Art Gallery for 15 years.

If you go to the Anglicare website at www.anglicare-tas.org.au and scroll through the 'news and media section' you'll find an extended version of this story and more examples of Diane's art.

1. A print of Hunter Street, Hobart.
2. The Nyrstar zinc processing plant.
3. Diane with a print based on convict 'love tokens' she saw at the Richmond Gaol.
4. A pottery piece based on African culture.





Pauline moved into her first permanent home just in time for Christmas.

The perfect Christmas gift

A young man and his grandmother spent their first Christmas in a permanent home, with the support of Anglicare and Tasmania's statutory housing authority, Homes Tasmania.

Now in her early 70s, Pauline (pictured above) has cared for her grandson Jacob, nearly 21, since he was a baby. He calls her 'Mum' and the pair have been inseparable despite the pressures of traumatic events, ill health, unstable accommodation and homelessness.

Pauline and Jacob were supported by Anglicare in emergency accommodation for nine months before learning in November that Homes Tasmania had approved their application for a two-bedroom unit.

The Anglicare team knew that they would make excellent tenants as the temporary accommodation was kept absolutely spotless.

"I feel like our luck is changing," says Pauline. "I'm proud of Anglicare. They helped pick me up out of the gutter when I was homeless. We've got a long way to go but it's a fresh start for us. Jacob and I are a package and we will always support each other."

Jacob agrees: "I've been waiting for this for all of my life," he said.

Do you have a question about housing?

Housing Connect is the one-stop-shop for all of your housing needs in Tasmania. You can ring this service on [1800 588 588](tel:1800588588).

Have your care needs changed?

Anglicare can help you navigate the My Aged Care system with obligation-free guidance about applying for a Home Care Package.

The first step is to think about what you will need help with, and find out if you are eligible for one of four package levels. You will need to be over 65 (or over 50 if you are Aboriginal or Torres Strait Islander). Unlike the Commonwealth Home Support Program, packages are means-tested.

"Our understanding is that there is currently around an eight-week wait to be assessed, and then a further wait period before you can access the package you've been given. Don't let this put you off - it's important to enquire

at the earliest opportunity so that you can join the queue," says Andrea Mazengarb, Anglicare's Client Consultant.

"To start the process, you can call My Aged Care on **1800 200 422** to ask for a review of your services or you can ring one of the Home Care Team at Anglicare on **1800 466 300**," she says.

"Alternatively your GP can also refer you for an assessment. The next step is a face-to-face assessment with the Aged Care Assessment Team (ACAT). Once you have been approved for a package, you go into the national priority queue and when the package is assigned to you, you choose a provider. This can take some months. We encourage you to shop around to find the service that will suit you best," said Andrea.

Andrea Mazengarb can assist you or a friend to understand how My Aged Care works.



More information

Go to the Aged Care Services section of the Anglicare website (www.anglicare-tas.org.au) and follow the prompts to the home care package section. It includes fact sheets to download and a video to watch.

You can find general information about Home Care Packages at www.myagedcare.gov.au/where-start.

COTA (the Council on the Ageing Tasmania) provides 'aged care navigators' who can provide you with free advice about your situation. Find out more by contacting COTA on telephone 03 6231 3265 or email, admin@cotatas.org.au



Wilma has been an Anglicare client for around two years. Her "lovely ladies" asked us to share her art with Connect readers and Wilma generously agreed.

A bird in the hand

Wilma Jansen's home at Grindelwald features a flock of tiny, handcrafted birds and a growing collection of little houses.

"Around 10 years ago, I met a local lady who made tiny Blue Wrens," she recalls. "I was mesmerised. I asked her to teach me. We met every Saturday for a craft session and I stuck with it. Since then I've made 76 birds - Blue Wrens, Red Robins and European Goldfinches - for family members and friends."

Wilma had already dabbled in model boat-making before moving on to birds. "After five

children my doctor said I should do something for myself," she explained. "I looked back at my school records to find out what I was good at, and art (and music) stood out. I started art classes at night and never looked back - it opened another world for me."

Wilma's new focus is crafting tiny wooden houses. "The birds are very fine and fiddly and it takes me a fortnight - around 20 hours - to make just the one," she said. "Now I'm making little houses and I'm really enjoying the change. I've recently joined the Miniature Enthusiasts Club. I'm 75 and my mobility isn't good but I still have plenty of energy and I'm looking forward to learning new skills," she says.



I started art classes at night and never looked back - it opened another world for me.

Wilma Jansen



Tasmanians in survival mode

Anglicare released research in December that detailed the physical and emotional toll that cost of living pressures are having on Tasmanians who live on low incomes.

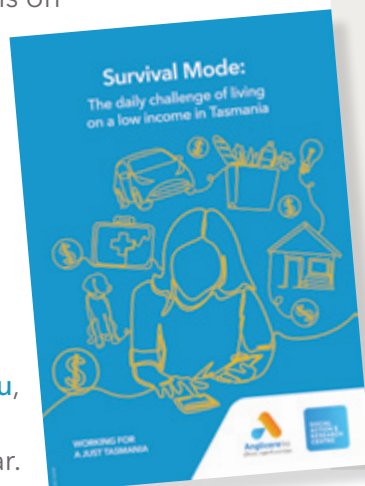


Anglicare's **Survival Mode** report called for government action to raise the base rate of Jobseeker, improve access to healthcare for Tasmanians with chronic conditions, and make Centrelink and employment services less harmful for people.

The report explores the day-to-day experiences of a diverse group of Tasmanians who took part in in-depth interviews and kept a spending diary between July and November last year. It provided a clear picture of their daily struggle to cope with the cost of living crisis and the harm it is causing to their health and quality of life.

It also showed Tasmanians on low incomes were resourceful, empathetic about others' circumstances and hopeful about the possibility of change.

You can find the Survival Mode report on the Anglicare website, www.anglicare-tas.org.au, by typing 'Survival Mode report' into the search bar.



Senior Assist service at the ready

Tasmania Legal Aid offers a free service that supports older Tasmanians who may be experiencing elder abuse.

If you think you are experiencing elder abuse or have concerns about someone you know, you can seek assistance from its Senior Assist Unit. The Unit comprises lawyers and case managers who provide free legal advice, assistance and support. They will listen to your story and help you to work out what to do next.

They can also explain how to set up enduring power of attorney and enduring guardianship arrangements that have your needs at the centre. Call Tasmania Legal Aid on **1300 366 611** Monday to Friday, 9am to 5pm. You can also email senior.assist@legaid.tas.gov.au. Always call **000** if someone is at immediate risk of harm.

Ways to save

The Tasmanian Government publishes a guide to concessions and discounts that offers more than 90 different types of concessions and savings for a range of essential services.

You will need to meet specific eligibility criteria or hold a Commonwealth or State concession card to access these savings.

Free hard copies of the Guide are available at your local Service Tasmania office, library, council, Neighbourhood House or Men's Shed. Download the Guide online at to www.concessions.tas.gov.au

If you're on a low income you may also qualify for a loan from the No Interest Loans Scheme (NILS Tasmania). Call NILS on **1300 301 650** to find out how to apply for a loan without interest, fees or charges, for essentials such as car repairs, fridges and freezers, computers



Public transport, rates, electricity, health services and vehicle registration are included in a range of Government concessions.

and medical and dental services. The website address is www.nilstasmania.org.au

Gone fishing

Des, pictured right, is one of our clients who lives in the North.

Home Care Worker Kristy was very happy to accompany him on a fishing trip to Cressy late last year, using a special licence granted to Anglicare that allows us to take clients fishing in inland waters.

Kristy said Des laughed when he was asked to describe his day: "I really liked going fishing - would have been better if I'd caught a fish - next time!"



1800 243 232
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Choice, support and hope