

CONNECT

NEWSLETTER

**WINTER
ISSUE**



**WHAT'S
INSIDE**

What's for
dinner?

Somewhere
to call home

Life-long
respect

CONNECT

NEWSLETTER



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From the CEO

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

This month we launched our annual Winter Appeal (page 11) to bring practical help and hope to those Tasmanians who are struggling as the cold rolls in.

Improving the level of support we give our clients to eat well has been an important focus for the Aged Care team this year.

We're continuing to advocate for reforms that will reduce disadvantage in our community, particularly housing security (page 6).

We celebrated International Nurses Day last month. Team member Kellie provides some tips for weathering winter on page 8.

We share messages of elder abuse awareness and prevention on page 9. Meet Mahalia as she begins training for a career in paramedicine (page 10). Georgie is a very worthy recipient of this year's Anglicare Scholarship in Social Work (page 11) and we wish her every success in her chosen field.

And last but not least we meet Trevor, a highly valued member of our financial counselling team in Launceston (page 12).

With best wishes to you and your loved ones,

Chris Jones, CEO

Hello everyone

I'm thrilled to let you know that two of our team members were recently announced as winners in Anglicare's Values in Action Awards. These are the highest accolades for Anglicare employees around the State, and this year there was a record number of nominations.

Congratulations to Home Care Worker (North West) Natasha Nitz and Aged Care Support Officer (South) Diane Cragg.

Natasha was nominated for the respect she shows and the "wonderful level of excellent care" she delivers to people receiving home care services. "The way clients talk about her is amazing and you can feel the difference she has made for each and every one of them", said her colleagues.

Di was praised by colleagues for her exceptional administrative skills, professionalism, care and kindness. "Di exemplifies team spirit and is a special part of our team", they said. "Di quietly goes about her work and is always respectful to fellow colleagues and clients" was another comment.

We know that respiratory diseases like COVID-19 and influenza continue to circulate in the community.

Your health and wellbeing is very important to us. We understand if some of you are feeling anxious about the prospect of becoming unwell.

We're encouraging our team to stay up to date with their COVID boosters and providing them with free flu vaccinations.

We've also asked them to respect your wishes if you would prefer that they wear a mask while they are in your home.



Ellen Nicholson, General Manager Aged Care Services

Kellie, a highly respected member of our nursing team, has some hints and tips that will help to safeguard your health this winter on page 8.

Thank you to everyone who has taken the time to pass on compliments to our team members and thoughtful suggestions for improving our service. We enjoy passing on your thanks to individual team members – it can really brighten their day! You can talk to your care manager or use the QR code below to take you to a form that's on our website.

Stay warm and well this winter,

**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.



What's for dinner?



State Operations Manager Sharon Scarlett explains why nutrition and hydration are important as we get older.

"A diet rich in protein and calcium can help to strengthen an older person's bones and prevent falls, meaning you can stay in your own home for longer," she said.

"A lack of hydration can make a person physically weak and confused, and also contribute to urinary tract infections. The liquid from soups and tea and coffee counts towards the goal of eight glasses of water a day, which is good news if you struggle to drink this much.

"Please talk to us if you have any concerns about your appetite or your diet, or you think you may need some additional help with grocery shopping and meal preparation," said Sharon.

A warming chicken broth

A comforting chicken and vegetable soup is high in protein and a great way to boost your fluid intake. Get creative and add some additional veggies, swap out the rice for noodles or add some chilli to spice things up.

Serving up to six people, this soup is good to share with visitors or freeze for later. Your worker will be happy to help with shopping and chopping!

Ingredients

- 1 chicken carcase and trimmings
- 1 litre of stock or water
- 1 teaspoon of salt
- A pinch of pepper
- 1 onion
- 1 carrot
- 1 celery stick
- Bouquet garni (a handful of herbs tied together with string)
- ¼ cup of washed (uncooked) rice
- Chopped parsley

Method

Put the chicken, stock or water, salt and pepper on to simmer in a boiler or stovetop saucepan.

Wash, peel and dice the vegetables into small cubes. Add to the boiler/saucepan with the rice and herbs.

Simmer gently for one hour. Remove the bones, skin and bouquet garni. Check the seasoning and garnish with the parsley before serving with crusty bread.



It's getting chilly

While there was some power bill relief announced in last month's Federal Budget, there are other things that you can do to stay warm and safe this winter.

- Set your heat pump to between 18-20 degrees, to save on power usage.
- Roll up some old towels and turn them into door snakes.
- Invest in an electric throw blanket for when you're sitting on the couch. It's much cosier – and cheaper – than running a fan heater.
- Please be careful if you use a wheat-filled heat pack that you warm up in the microwave. It must not be heated for more than two minutes, otherwise it may catch fire.
- Put that old hot water bottle in the bin. They have been known to burst and cause terrible burns.
- If you're worried about your winter power bill, call [1800 007 007](tel:1800007007). An Anglicare financial counsellor will call you back. They can discuss how to contact your energy retailer about an affordable payment plan and how to reduce your energy consumption without sacrificing comfort.

Somewhere to call home

Research released by Anglicare in April showed it's harder than ever for Tasmanians on low incomes to find an affordable rental property that meets their needs.

For 18 years we've gathered a list of properties listed for rent on a weekend in March and assessed them for affordability and suitability.

"We found 1,127 properties listed for long-term residential lease across Tasmania," reports the coordinator of Anglicare's Social Action and Research Centre Mary Bennett. "These properties included sharehouses. We found that there were no properties at all that would be affordable and appropriate for a single person living on income support who wanted to live on their own.

"We already know that people waiting for social housing are experiencing homelessness," Mary said. "Now we know that even the people who can afford a property are being out-competed and pushed into homelessness too. They include young people, families with young children, people living with a disability and older people.

"We urgently need more affordable housing that is co-located with employment, transport, schools and health and community services," she said.



Economist Mary Bennett is the coordinator of Anglicare's Social Action and Research Centre.

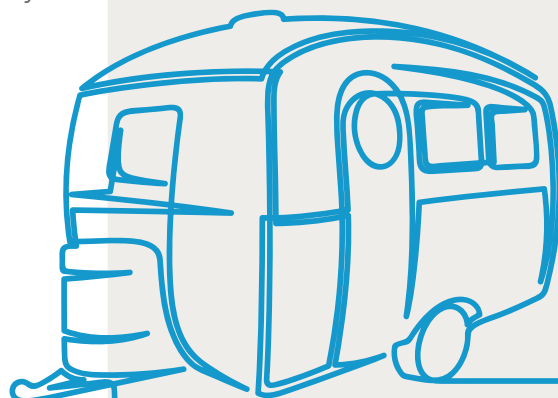
Meet Wendy

Wendy* is 58 years old and recently divorced. She is living in a caravan that is parked in the backyard of her sister's house in Devonport. It doesn't have a bathroom or toilet and she is dreading winter.

Wendy has an acquired brain injury that makes house-hunting difficult. She doesn't want to live with strangers as she is concerned they may not accept her disability.

The only unshared properties Wendy can afford are on the West Coast, away from the services she needs to access, so these are not an option for her. The cheapest one bedroom unit in her community is \$300 per week which is way over budget.

Wendy's fortnightly Disability Pension payment of \$1100 is nowhere near enough to secure a home. And living in a caravan makes her homeless, according to the Australian Bureau of Statistics definition.



**We've changed her name to protect her privacy.*

The right to belong

Other research released last month explored the experiences of older Tasmanians facing housing insecurity. Our Social Action and Research Centre has developed a paper that it is sharing with Tasmanian parliamentarians and other policy-makers.

The Right to Belong project shone a light on the importance to older people of having an accessible, affordable home and staying connected with their local community. This is called 'ageing in place'.

"The housing shortage is making this increasingly difficult, especially for people on low incomes," said Mary Bennett. "Action on housing supply and services for older people must be a priority – today and into the future."

Helping you to find help

Anglicare is a proud founding partner of the FindHelpTas initiative - the largest online directory of services that support people's health and wellbeing.

A section for older people includes listings for service clubs, health hotlines, free community lunches, Neighbourhood Houses, respite options and more.

Go to www.findhelptas.org.au to start browsing.

Meet Colin

Anglicare's housing support workers report that an increasing number of older Tasmanians are at risk of homelessness and seeking help.

Colin* is a single man in his 70s who lives next door to his landlord on the North West Coast. He'd like to move somewhere where he has more privacy.

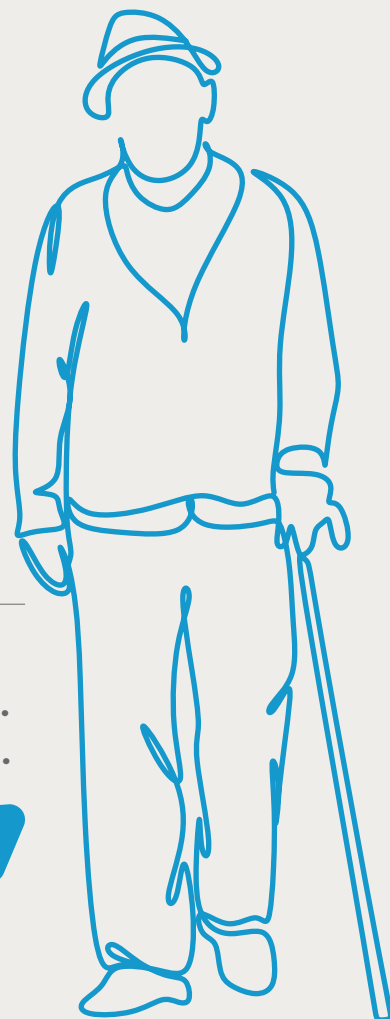
He is finding the online application process very difficult to navigate, and it's becoming clear that he can't afford a one-bedroom unit in his community.

Colin is reluctant to consider a sharehouse, but it might be his only option if he is to move.



**I'm like a ship without a rudder, couch-surfing ...
I need the four walls to make me feel safe again.**

(Interviewee, aged 68)



**We've changed his name to protect his privacy.*

Thank you to our nurses

Each year International Nurses Day is held on 12 May – Florence Nightingale’s birthday.

Our 15-member team of trained nurses includes Kellie, who is based in our Launceston office.

Tell us a little about what you do.

I am an Enrolled Nurse Care Manager in the North, assisting our clients to remain at home. My role also includes providing potential clients with information about Home Care Packages and what Anglicare can offer; clinical assessments and making sure clients can access the allied health services they need.



Kellie is one of our nursing team members.

How long have you been with Anglicare?

I have been with Anglicare as a nurse for almost five years. I also worked here as a support worker before doing my nursing.

What do you enjoy most about it?

I love listening to people’s stories and being able to help them stay at home for as long as they can.

What do you like to do in your time outside of work?

My time outside of work is usually spent with family, particularly my eight-year-old daughter Amelia. We enjoy attending markets and festivals together.

Do you have any travel plans? We are off to the Gold Coast at the end of May for seven days, which Amelia is really looking forward to.

Do you have a signature dish? My family say that at Christmas time I make a great white chocolate and raspberry cheesecake.

What are your favourite winter activities?

I am a bit of a hermit in winter. I love staying home by the fire.

How can readers stay safe and happy over winter?

- Make sure to have your flu vaccination and COVID boosters. Ask your GP whether you should also have a pneumococcal vaccination.
- Wear a mask if you are out and about, and stay home if you are unwell.
- Wash your hands regularly and cover your coughs and sneezes.
- Make sure you have adequate heating to stay warm but also good ventilation and air flow in your home.
- Eat foods that boost your immune system.
- Find a good book to read or a movie to watch!



Respect should be life-long

Every year,
15 June
is World
Elder Abuse
Awareness
Day.

One in six Australians aged 65 or older living in the community experiences elder abuse each year.

Talking about elder abuse and ageism brings it out of the shadows.

Ageism is when older people are treated as though they lack worth. It perpetuates stereotypes and creates environments in which discrimination and elder abuse can occur.

Anglicare Australia is a signatory to the EveryAGE Counts community action campaign. Visit www.everyagecounts.org.au, and add your name to its pledge – “I stand for a world without ageism”.

Do you have questions?

If you think you or someone you know is experiencing elder abuse, help is at hand. Advocacy Tasmania runs the Elder Abuse

Helpline on behalf of the Tasmanian government. Call [1800 441 169](tel:1800441169) between 9am and 5pm on weekdays (excluding public holidays) for free and confidential advice.

The website, www.elderabuse.tas.gov.au includes examples of abuse and a list of useful contact numbers. If the situation is an emergency, always call 000.

We can help

Anglicare team members have been trained to spot the signs of elder abuse. We will raise our concerns with you in private and refer you to other support services, including the police, if that's what you would like us to do.

A balancing act

Anglicare manages four facilities around the State that provide accommodation and wrap-around supports for young people at risk of homelessness.



Last December, 18-year-old Mahalia (above) was the first young person to move into Tasmania's newest Youth2Independence (Y2I) facility in Hobart's CBD.

"Moving in on 27 December made Christmas very hectic but it was perfect timing as my current lease was running out soon after," she recalls.

Mahalia is in her first year of studying Paramedicine at the University of Tasmania. She juggles her study load with work as an educator at a local childcare centre.

"Managing my time is a challenge, but I love my job and my degree," she said.

There are now 21 young people aged 16-24 who live at 'Campbell Street' with the support of government authority Homes Tasmania and Anglicare staff, including Daniela. She explains the thinking that guides her work:

"We encourage our young people to experiment and try new things and understand that making mistakes and learning from them is part of their journey.

"We encourage them to focus on possibilities rather than obstacles, and to open themselves up to opportunities to live the life they would like to pursue."



Congratulations, Georgie

Georgie Jones (left) has been chosen by the University of Tasmania to receive the 2024 Anglicare Scholarship in Social Work.

"I grew up on a farm on the North West Coast," explains Georgie. "In my late teens I moved to Bendigo. Time away helped me appreciate how incredible our little corner of the State is, but it also opened my eyes to how rural communities are under-resourced.

"It wasn't until COVID that I started to seriously consider my career options. Talking to the social workers in my family helped me realise I could use my lived experience of mental health and my passion for reducing stigma to start a career helping people.

"My family encouraged me to take the leap and apply to study social work at the University of Tasmania and I've never looked back!"

We're all in this together.

The cost of living crisis has not gone away. We use your donations to the Winter Appeal to provide targeted assistance to people engaged with our services. It may be paying a winter power bill or rental arrears, purchasing essentials for a new home or buying warm clothing for growing children.



Help us to extend gifts of warmth and hope as the cold rolls in.

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



Meet Trevor – he's a gem!

Trevor Hurst is a volunteer with Tasmania's no-interest loans provider, NILS Tasmania.

Trevor (right) has been a highly regarded member of our financial counselling team in Launceston for the past two years. On average, he sits down with five people each week supporting them apply for an interest-free loan to cover the purchase of essential goods and services.


"Many are wanting to arrange vehicle repairs or replace an old fridge or heater with a more energy-efficient model," he explained.

"I meet with people ranging in age from 18 to their early 70s. Sometimes I can use my local knowledge to point them in the direction of better deals so they save money."

Trevor enjoyed the challenges of working in retail management for 30 years before deciding to pursue volunteering opportunities after his wife passed away.

"My wife had made me promise that I would get out in the community and meet people. I saw the position of NILS loans officer on the Volunteering Tasmania website. I had an interview and did some training and here I am at Anglicare."

CEO of NILS Tasmania John Hooper describes Trevor as a gem: "He has enabled so many people to access safe credit and avoid getting sucked into predatory debt," he said.

 **I love this job - it ticks all the boxes.** 

Trevor



More information

If you have a healthcare card, pension card, Department of Veterans Affairs card, or a gross income of \$55,000 or less, it's likely you will be eligible for a loan through NILS. Visit the website, www.nilstasmania.org.au, or give them a ring on **1300 301 650**.

You do not have to be on a low income to access Anglicare's free and friendly statewide financial counselling service. Call **1800 007 007** and you will be transferred to one of our team members.

1800 243 232
anglicare-tas.org.au

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Choice, support and hope