

CONNECT

NEWSLETTER

**AUTUMN
ISSUE**



**WHAT'S
INSIDE**

**Meet
Harry**

**Quality
standards**

**Gifts
of hope**



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From the CEO

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

Ellen and her team have been working hard behind the scenes to prepare for the Australian Government's reforms to the aged care sector. We're confident that we can meet the higher standards required (page 6). You can help us by letting us know when you think there is room for improvement in the service we provide you (page 9).

Turn to pages 4 and 5 to meet client Harry and team member Jem.

How long is it since you visited your local library? Borrowing books is just one of the things you can do there (page 8).

Anglicare offers several free programs for families with young children. Our HIPPY program (page 11) is a fantastic example of how all the generations of a family can get involved.

Thank you to all of you who were in a position to contribute to our Christmas Appeal (page 10). Our clients were so grateful for the extra support they received at what we know is a challenging time for many in our community.

May God bless you and your families this Easter.

Chris Jones, CEO



Ellen Nicholson,
General Manager
Aged Care Services

We have been busy preparing for the introduction of the new 'Support At Home' program that starts from 1 July of this year.

The Australian Government is introducing this program to simplify and improve access to in-home aged care for all Australians. It replaces the Home Care Packages program and Short-term Restorative Care program.

We expect to have more information about how this new program will work by May.

A member of our care management team will be in touch with you during May and June to discuss your service, and our fees and charges.

We will support you every step of the way as we transition to the new program.

New Anglicare app coming soon

We are planning to roll out a new 'app' this coming April.

When you download the Anglicare app and log into it on your device you will be able to see your care plan, your statements and service details. You can also use it to request changes to your service.

If this sounds useful, please register your interest by emailing homecaresupport@anglicare-tas.org.au or ringing 1800 466 300 and asking to speak with Kylie Docking or Courtney White. We will help you to set up the app.

Best wishes for the year ahead,

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



We have a feedback page on our website. Use your mobile phone to scan this QR code to get there. Your worker will be happy to help if you need assistance.



Harry Moir, pictured at home in Howrah, is looking forward to turning 97 later this year.

No regrets

Harry Moir (96, of Howrah) moved to Tasmania in 1974 from a beachside suburb of Sydney. He quickly fell in love with his new home and has no regrets about building his life here with his wife Gwen and their two sons.

Harry's life in Sydney revolved around being in, on and around the water. He was a keen swimmer, lifesaver and fisherman, and successfully raced 18 foot skiffs on the harbour.

His first dip in Tasmanian waters left him horrified at the cold: "I dived in at Carlton and walked straight back out again," he recalls. "There were no warm currents like we had in New South Wales."

Harry built a house for his family in New Town and enjoyed his career as a foreman in the construction industry. He treasures memories of leisurely Sunday drives down the Huon Valley with Gwen and the companionship of a close-knit circle of friends.



These days I'm an avid reader; I particularly like books on sailing. I can't see the water from my unit but I can see the mountain.

Harry



Animals have always held a very important place in Harry's life, from an abandoned Jack Russell puppy he was allowed to keep as a child through to a dog who died at the same time as Gwen passed away. He endured some time with a broken hand one winter by collaborating with a friend on a comic strip-style story featuring Clyde, a sulphur-crested cockatoo that he rescued from a shed.



I can be a cranky old coot and sometimes I feel sorry for myself - but I'm very much looking forward to turning 97 in September.

Harry



Harry enjoyed bowling three days a week before reluctantly giving it up several years ago after a fall.

"I miss the good-natured stirring, the banter," he reflects. "These days I'm an avid reader; I particularly like books on sailing. I can't see the water from my unit but I can see the mountain."

A vegetarian for 30 years, Harry still does most of his own cooking. He appreciates the assistance he receives from Anglicare with cleaning, personal care and shopping, describing his care team as 'marvellous'.

"I can't speak more highly of them," he said. "They are from all nationalities and they are delightful company - very gentle and lovely."

Longevity runs in Harry's family and he misses his wife and friends dearly.

"I can be a cranky old coot and sometimes I feel sorry for myself - but I'm very much looking forward to turning 97 in September," he said.



Jem recently joined our Scheduling Team. She assists clients living in the North West with their service.

Meet Jem

If you live in the North West you may have spoken to Scheduling Coordinator Jem about your service.

What do you enjoy most about your role?

Everyone in our team is very lovely and they help me when I need help. I enjoy learning new things every day.

Which of the Anglicare values (respect, compassion, hope and justice) is most important to you and why? All are important to me. It will make life much better if we respect and be kind to each other.

What do you like to do in your time outside of work? I like to spend my time with my daughter, taking her to the park and doing craft activities together. I also like to go out to find yummy food to eat.

Where is your happy place? Home, with my daughter.

Do you have any travel plans? I am planning to go to Thailand to visit my grandparents and my dad as I haven't see them for nearly six years and I miss them so much. I would like them to meet my daughter and my partner in person, and I want my daughter to see what Thailand is like 😊

Dignity and respect

The Australian Government is introducing stronger quality standards for aged care from 1 July 2025. These standards define what good care looks like.

The first standard, 'The Person', explains that organisations and workers must understand that each older person is unique and has a different life story. They deserve care that is tailored to their individual needs.

To meet this standard, each Anglicare worker must be able to show: 'I understand the people I care for and support them in the choices that impact their lives.'



Late last year our services were audited by the Aged Care Quality and Safety Commission and we passed with flying colours.

Ellen



As a result of the way they are supported, a client should be able to explain that 'I am valued and have choice over the life I lead.'

Standard 3, Care and Services, talks about the older person's right to take risks and how their care plan needs to reflect this. The worker must 'understand who I am caring for and what is important to them', while the client should feel that the care they receive is 'based around who I am and what is important to me.'

"Anglicare has a range of policies and procedures and staff training programs that underpin these standards," said Ellen Nicholson. "Late last year our services were audited by the Aged Care Quality and Safety Commission and we passed with flying colours - and this gives me confidence that we are well-placed to meet the requirements of the new standards from 1 July."



Expand your understanding of Parkinson's Disease



Enrolments have opened for a new MOOC – 'massive open online course' – on Parkinson's Disease.

Parkinson's is the fastest growing neurological condition in the world, and the second most common after dementia.

This free, six week course was developed in Tasmania by the Wicking Dementia Centre and Menzies Institute for Medical Research. It's been designed to be accessible and informative for anyone with an interest in the condition.

Go to www.mooc.utas.edu.au/course/20278 to find out more and enrol.

Did you know?

The Find Help Tas online directory has a dedicated section for older Tasmanians.

There's information on how to find services and activities in your local community, including advocacy, counselling support, and social and recreational programs.

Go to www.findhelptas.org.au and click on the 'Older people' section. Other sections worth a browse include health, housing, carers and emergency information.



There is plenty to explore at your local library.

Borrowing a book, improving your digital skills, researching your family history and joining a free event are just some of the things you can do.

If you have grandchildren, enjoy accompanying them to a wide range of free activities, including Lego play, poetry and art.

Improve your knitting or conversation skills - or both at the same time if you live in the Glenorchy area.

People are being encouraged to choose a book written in or translated from another language to mark Harmony Week, 17-23 March.

Tasmania Reads is an annual, week-long celebration of reading and stories from 23-29 March. There are author talks, book launches and 'story dog' sessions where

children can read a story to a dog (that's been specially trained and accredited, of course!)

Go to www.libraries.tas.gov.au/subscribe to be added to the list for a monthly email newsletter that will let you know what's on and where.

If getting to your local library is difficult, there is a free service where a library volunteer will visit you in your home to deliver and return bags of library items.

People of all ages and backgrounds are welcome to volunteer with the library service. A list of volunteering opportunities at the different libraries can be found at www.libraries.tas.gov.au/about-us/volunteer-with-us. You can phone Libraries Tasmania on (03) 6165 5601 if you need further information - or simply pop in to your nearest library to find out more.

A learning opportunity

Your feedback is helping us to keep improving the services we provide.

"We encourage you to understand your rights and to share your ideas about how we can improve your service," says Ellen Nicholson.

"We want you to feel safe and supported when you need to make a complaint. We will use your feedback as a learning opportunity for our team members."

Susan's story

Client *Susan contacted us to provide feedback on the domestic assistance she was receiving from team member *Sophie. She described Sophie as 'lovely' but felt that she wasn't putting sufficient effort into her tasks.

Anglicare apologised to Susan and undertook to investigate.

Sophie explained that Susan's needs had increased recently and she had to rush to perform the additional tasks that were required.

This feedback was escalated to Anglicare's Clinical Care Team. The team spoke with Susan about her needs and it was agreed that Sophie did in fact need more time.

Susan's care plan was updated and she indicated she would be happy if Sophie continued to provide her with support.

The Clinical Care team encouraged Susan and Sophie to communicate with each other if they had any further concerns. They both felt listened to, valued and respected.

**We have changed names to protect individuals' privacy.*



Your constructive suggestions are helping us to improve our service - thank you!

Gifts of hope

We received a wonderful response to the 2024 Christmas Appeal.

Anglican churches and schools, community-minded businesses and caring individuals all came together to provide essentials to Tasmanians in need.

We made up 160 boxed hampers and distributed them to people we support. They featured festive fare, pantry staples and toiletry items.

We were also very grateful to receive funds donated to the ABC Giving Tree. We used this money to purchase food and food vouchers for the Christmas season and items such as drink bottles, lunch boxes and backpacks, for families preparing for the new school year.



Parishioners from the Deloraine Anglican Church donated thoughtfully and generously to our Christmas Appeal.

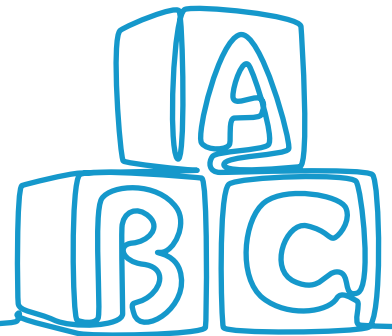




Members of the class of '24 participated in a special HIPPY graduation ceremony.

Ready to learn

A group of children started kindergarten last month eager and ready to learn, thanks to a school-readiness program run by Anglicare.



Thirty-one children living in and around Launceston graduated from the Home Interaction Program for Parents and Youngsters (HIPPY) late last year.

Families enrolled in the free, two-year program are provided with learning resources that they can use with their children at home. They are matched with a tutor – a parent who has already gone through the program – who guides them along the way.

“The program also offers opportunities for families to meet up regularly and explore their local community together,” says Program Coordinator Aparna Banerjee. She began her HIPPY journey as a parent with a child in the program, then became a tutor before moving into her current role with Anglicare.

“HIPPY supports parents to become more involved in their child’s education and gives them the skills to move into a paid tutor



Younger siblings catch the learning bug and can’t wait until it’s their turn.

Aparna



position or seek other employment,” she said. “Younger siblings catch the learning bug and can’t wait until it’s their turn. And it’s lovely to see a growing number of grandparents who are actively participating in the program as well.”

Anglicare runs a number of free parenting programs for families with babies through to teenagers. There’s more information on our website, www.anglicare-tas.org.au

What's in season this autumn?

Eating produce that is in season is better for our health, our bank balance and the local economy – and fresh food always tastes better.

At this time of the year the soil is still warm. Apples, pears and rhubarb are ripe for the picking, pumpkins and parsnips are sweet and there's an abundance of leafy greens to choose from.

You are one step ahead if you have your own fruit trees or veggie patch. If you have an excess, prevent waste and share your homegrown treasures with neighbours and friends.

Look for the 'grown in Tasmania' label when sourcing food at the supermarket, or connect with local producers at your nearest farmers' market.

Incorporate the colours of the rainbow in the meals you prepare: purple eggplant and cabbage, red apples and capsicum, vibrant orange pumpkin, bright yellow squashes and of course all the various greens.

The website www.eatwelltas.org.au takes a season-by-season look at what's available and features nutritious, affordable recipes you can browse for inspiration – particularly if you are entertaining family and friends over Easter.



Healthy hearing

World Hearing Day is held each year on 3 March.

This year's theme, 'Changing mindsets', encourages us to take responsibility for our hearing health at all stages of life.

Regular hearing checks are essential. Hearing Australia and other outlets offer them for free. A specialist can detect the early signs of hearing loss and put a treatment plan in place for you.

Our team members are trained to spot the signs of hearing loss. We can also assist you to fit your hearing aids and replace their batteries. In some cases we can also take you to a booked hearing appointment.

Please speak with your care manager if you are concerned about your hearing and we will support you to have it checked.

1800 243 232
anglicare-tas.org.au

 **Anglicare**TAS
Choice, support and hope