

# CONNECT

## NEWSLETTER

**WINTER  
ISSUE**



**WHAT'S  
INSIDE**

Aged care  
reforms

Pet  
Passport

Safe  
homes

# CONNECT

## NEWSLETTER



### Contents

- 4 Good care
- 5 Live better and longer
- 6 A passport to a safe and happy service
- 8 Lifelong respect
- 9 Everyone belongs
- 9 Winter Appeal 2025
- 10 Personal stories bring advocacy to life
- 11 We need more homes that are safe
- 12 Winter warming tips

## From the CEO

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

Respect is one of Anglicare's core values, and it's a common thread in the stories featured in this edition.

We work with you so that you can age with dignity in your own home (page 5). We listened to your concerns and came up with the wonderful Pet Passport (page 6). We want you to know where to turn if you suspect elder abuse (page 8). We are proud to have a multicultural, diverse team to support you (page 9). And we believe in the right of everyone to have a safe place to call home (page 11).

Please take care of yourselves this winter. We recommend you talk to your GP or pharmacist about the benefits of flu and COVID-19 vaccinations. And we've included information on our Winter Appeal in case you are in a position to support community members in hardship.

Best wishes,

**Chris Jones, CEO**



Hello everyone, winter is upon us and change is in the (colder) air.

On 4 June the Australian Government announced a further delay in the introduction of the new Support at Home program and the new Aged Care Act. It indicated they will both start on 1 November 2025.

Thank you for your patience as we continue to explore what the changes mean. We want to make sure that you get the maximum value from your funding. Turn to page 4 for more.

## Congratulations, Sharon

Our State Operations Manager Sharon Scarlett (pictured below left with me) recently reached 10 years of service with Anglicare. We love your work, Sharon - congratulations on achieving this milestone!



## MyAnglicareTas app on its way

Thank you to those of you who put up your hand to participate in a trial of our new MyAnglicareTas 'app'. We have been using the app to send participants information about service changes directly to their mobile phone.

If you have both a mobile number and an email address, you will be eligible to sign up for the app when we roll it out to all clients in the coming months. We will support you to become comfortable with using it.

It doesn't mean that we don't want to talk with you in person! Please feel free to ring us on **1800 466 300** at any time to share a concern you have or a compliment for one of our team members.

Best wishes for staying 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. Your worker will be happy to help.*

# Smoothing the way

Anglicare will continue to help you transition from a Home Care Package to the new Support at Home program.

Our main message has been that you will keep receiving your service from us as normal, and you don't have to do anything.

This hasn't changed. What has changed is the start date for the new program. Originally 1 July 2025, the Australian Government has indicated it will start on 1 November 2025.

If you currently make a funding contribution for your services, this will be the same or lower under Support at Home. The Government's "no worse off" principle will apply even if your support needs change in the future.

10% of your quarterly budget will automatically be set aside for the care management we provide you. This figure has

been decided by the Australian Government. There are no separate administration charges.

You will not lose any unspent funds. You can use them to pay for extra services. They can also be used for assistive technology or home modifications.

Please contact your care manager if we can assist you any further. Find out more about Support at Home at the Australian Government website [www.health.gov.au](http://www.health.gov.au)

## Good care

Stronger quality standards come into effect on 1 November 2025. Standards 4 and 5 look at the environment in which your care is delivered, and clinical care.

Standard 4 covers how safe and comfortable you feel in your home. It recognises that good infection prevention and control is essential for you and your supporters, and our team members. All of our staff receive training in how to identify and reduce risks. This includes hand hygiene and the correct use of personal protection equipment.

Clinical care (Standard 5) at Anglicare is led by our team of qualified nursing professionals. They provide dressings and wound care, medication and pain management, continence support and dietary advice; dementia care, chronic disease management including diabetes, and palliative care. This service is available to people who will be transitioning to Support at Home from 1 November 2025, and to people who fund their own home care support.





# Live better and longer

'Wellness and reablement' is a model of care that's used throughout the aged care sector. It underpins our service.

It directs our team to do tasks **with** you rather than **for** you. It recognises that you will live better – and longer – if you perform daily tasks independently for as long as you are safely able to do so.

When she was a Home Care Worker, Renae Fleming put this approach into practice when supporting a gentleman with dementia, Errol\*.

"Errol and I would go out to the washing line together," she explained. "He had difficulty stretching his arms, so he would pass the pegs to me and I would hang out the washing. We'd be chatting all the while so it became an enjoyable task for us to do together. Errol also enjoyed peeling carrots, emptying the dishwasher and polishing the cutlery."

These tasks kept Errol active, and he felt included and in charge of his care. It also meant he could live at home for longer.

If you have set yourself a new goal recently, talk to your care manager about having it added into your care plan.

Preparing meals and cooking are activities you can do with your worker. If you don't have recipe books already, borrow a book from your local library or look up the Eat Well Tasmania website, [www.eatwelltas.org.au](http://www.eatwelltas.org.au)

*\*We have changed our client's name to protect their privacy.*



# A passport to a safe and happy service



We've launched a new program that  
has tongues and tails wagging!

A requirement of our service had been that all clients had to put their pet outside or in another room before our workers entered their home. A new program assesses pets' suitability to safely stay by their owner's side.

"Our team includes many loving dog-owners and we understand how important pets are to people," said Ellen. "It's also important to us that our workers are safe when they are in people's homes. We asked workers and clients about finding a balance between everyone's needs. We then consulted with the RSPCA and the idea of a Pet Passport was born."

Intake and Training Lead Renae Fleming has introduced the program with new clients when they begin receiving a home support service.

"We've trained our workers to assess the behaviour of each dog to check that they



**The excitement and happiness displayed when their best friends can stay inside is just gorgeous. I love being a part of this.**

Home Care Worker, Wendy



are safe to be around when we are in their owner's home - and naturally this involves a test with a vacuum cleaner!" she said.

Anglicare workers including Wendy describe the program as "heart-warming".

"The pet passports are changing people's lives," she said.



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1. Bridget passed her assessment with flying colours.
2. Misty received her passport from our North West Coast-based nurse, Megan.
3. Ned, of New Norfolk, took everything in his stride and now has his passport.
4. Renae with Labradoodle, Molly.

## A partnership with the RSPCA

The Pet Passport was introduced with the guidance of RSPCA Tasmania. The organisation provided the resources and assessment tools that underpin the new process.

"Anglicare understands the bond between humans and animals and its importance to the people receiving home support," said CEO Andrea Dawkins.



**We thoroughly enjoyed meeting some of the Anglicare team and participants in the program, along with their furry family members. We hope this inspires other community service providers to follow Anglicare's lead.**

RSPCA CEO, Andrea Dawkins



4

## Planning for an emergency

If you have an unexpected stay in hospital or there is a natural disaster, it's important that everyone knows how your pet will be cared for. We can work with you to ensure your pets are included in your emergency plans.

RSPCA Tasmania's Ready, Pet, Go project includes video and printed resources that may assist you to prepare. Find all the detail at [www.rspcatas.org.au/preparing-your-animals-in-case-of-emergency-ready-pet-go](http://www.rspcatas.org.au/preparing-your-animals-in-case-of-emergency-ready-pet-go)





# Lifelong respect

Do you know where to turn if you suspect elder abuse?

Our Aged Care team members regularly attend training sessions on how to spot the warning signs of elder abuse.

If you are concerned about yourself or someone you know, you can reach out to your care manager for sensitive, confidential support. They will listen to you and advise you on your options if you wish to take the matter any further.

If someone's life is in danger, always ring the Tasmania Police emergency service on 000.

Here's a list of other places to turn for support or more information:

- The **Tasmanian Elder Abuse Helpline** number is **1800 441 169**. You can also send them a text on **0407 806 963**. The Helpline is free and confidential. It is operated between the hours of 9am and 5pm, Monday to Friday by Advocacy Tasmania on behalf of the Tasmanian Government.

- Go to the website [www.elderabusetas.gov.au](http://www.elderabusetas.gov.au) to watch a video about elder abuse and what to expect when you call the Tasmanian Elder Abuse Helpline.
- **Advocacy Tasmania** also provides general help and advice to older Tasmanians, **1800 005 131**.
- **Tasmania Legal Aid** provides a Senior Assist service that focuses on elder abuse. Ring **1300 366 611** and ask for this service.

If your concern is around financial abuse, talking with a **financial counsellor** from Anglicare Tasmania is a great place to start. Telephone **1800 007 007** for free, friendly and confidential support.



# Everyone belongs

Harmony Week is an annual event that celebrates Australia's multiculturalism.

This year the theme was "Everyone belongs", with an emphasis on the importance of including and respecting everyone.

Our team marked Harmony Week in March with delicious morning teas in our offices.

Scheduler Dawa Sherpa (left) puts the final touches on a morning tea enjoyed by the Hobart team.



## Preparing for winter ❄️

Anglicare is calling on the community to partner with us through our Winter Appeal.

We use every cent raised through our Appeal to help people in our community. We assist them to catch up on rent, pay a looming power bill, put healthy food on the table, and buy essential household items.

Visit [www.anglicare-tas.org.au/donate](http://www.anglicare-tas.org.au/donate) to find out more.

# Personal stories bring advocacy to life

The client stories that we feature in our research and reports come from real Tasmanians.

We change people's names and some other details so that they can't be identified, which is particularly important if they come from a small community.

Lance, 70, featured in the annual Rental Affordability Snapshot that was released in April. He'd been in a serious car accident and spent months in hospital learning to walk again. Because Lance's home is a caravan that he can no longer physically enter, he had to wait in hospital until housing services found a place for him to live.

A unit in a retirement village was found for Lance, and he's slowly re-building his independence. But at \$480 a week – 70% of his Age Pension – it's not a long-term solution.

Everyone agrees that Lance is not at the point of needing residential aged care. He needs an accessible home that is close to shops, medical services and public transport.

The Rental Affordability Snapshot recommends a substantial investment in social and affordable housing, and an immediate increase in the rate of income support payments.



## Valuable client voices

Anglicare has a Quality Care Advisory Board that meets every 6 months. The issues that it discusses are passed on to the Anglicare Board. Chris Jones, Ellen Nicholson and Clare McHardy are joined by clients Kath and Paul Chipman, pictured here with Chris.





# We need more homes that are safe



There is also an urgent need for crisis accommodation and transitional housing. This is particularly important to families escaping domestic and family violence.

“Right now, many Tasmanians are facing a choice between homelessness and staying with a violent partner,” said Mary Bennett, coordinator of our Social Action and Research Centre.

This was exactly what Amy faced when she left her violent relationship with her three children. She needed housing and support to work out her next steps, so she made contact with the Housing Connect Front Door service that Anglicare manages on behalf of Homes Tasmania.

The only suitable emergency accommodation available for the next few days was two separate hotels. On a rainy morning, sitting in their car with their belongings while waiting to check into the second hotel, Amy struggled to stay positive. The future looked uncertain. Her children were bored and cranky and asked



**Right now, many Tasmanians are facing a choice between homelessness and staying with a violent partner.**

Mary Bennett



to go home. Amy decided to return to the house where she risked further violence and abuse. Housing Connect is still providing support to Amy but she needs a clear housing pathway from danger to safety.

Anglicare is in regular contact with politicians at all levels, urging them to increase their investment in housing.

# Winter warming tips



There are steps you can take to keep your home warm this winter.

- 1** Let the winter sun into your home and as soon as it goes down, close your curtains.
- 2** Turn an old towel into a door snake.
- 3** It's cheaper to have a heated throw rug on hand than turn up your heater.
- 4** Cut up large pieces of bubble wrap and fix them to the insides of your windows to keep out the draughts.



## Stay mindful of potential fire and burn risks

Make sure to store and use your electric blanket correctly, and follow instructions on how to heat and store a wheat-filled heat pack.

We don't recommend hot water bottles as they have been known to burst.

If you have a wood heater, ask someone to check it's operating properly and that your firewood is dry.

## Worried about your next power bill?

Our financial counsellors can advise you on your next best steps. They can support you to negotiate a payment plan with your energy retailer. Please ring **1800 007 007** to start the process.

If you are on a low income and want to upgrade your heating, give the friendly team at NILS Tasmania a call on **1300 301 650** to see if you qualify for a no-interest loan.

1800 243 232  
anglicare-tas.org.au

 **Anglicare**TAS  
*Choice, support and hope*