

CONNECT

NEWSLETTER



WHAT'S
INSIDE

Meet
Jane Hall

The Aged
Care Act

Around
Anglicare

CONNECT

NEWSLETTER



Contents

- 2 From the CEO
- 4 Home is where Jane's heart is
- 6 What does the new Aged Care Act mean for me?
- 8 Meaningful and practical support
- 9 Introducing Dezerai and Laura
- 10 What's been happening around Anglicare?
- 12 'Conversations that matter'

From the CEO

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

As you will be aware, the new Aged Care Act is scheduled to come into effect on 1 November. I'm confident that we have the right systems - and the right people - in place to meet our obligations and continue to provide you with an excellent service. Turn to page 6 for a summary of what the new Act is designed to do.

I admire Jane Hall's energy and drive, and the generosity she shows in sharing her interests and insights with others (page 4).

2025 has shaped up to be a very busy and productive year at Anglicare. We have a wide range of services that operate all around the state; turn to page 10 for an update of what's been happening recently.

We had a strong response to our Winter Appeal. Read how we are using generous donations from our parish partners and caring individuals on page 8.

Best wishes,

Chris Jones, CEO

Hello, everybody

As I write this there's been a sudden return to winter, including snow across many parts. I hope you are hunkering down safely in this temperamental weather.

How are you finding the MyAnglicareTas app? We hope that it's helping you keep up to date with your service. We can make improvements to the app, so please don't hesitate to give us a ring on **1800 466 300** if you have any questions or suggestions. If you haven't already downloaded the app, we highly recommend you do. It will help you keep up to date with who is next visiting you, your monthly statements and it even has some great games!

If you have a compliment for a member of your care team, please let us know so that we can pass it on. It might just make their day!

Stay warm and well this spring.

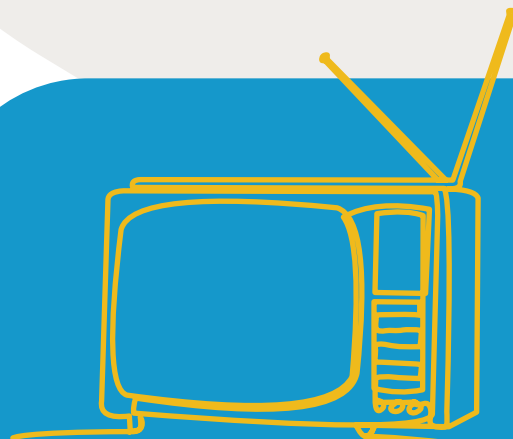
**Ellen Nicholson, General Manager,
Aged Care Services**



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.



Ellen Nicholson, General Manager Aged Care Services



Our research has shown that many people are unaware that Anglicare provides in-home aged care services. That prompted us to develop a new information campaign that includes a television commercial with the message "It's good to be home." Keep an eye out for it from mid-September on channel 7, 9Now, SBS and 7Plus. You may also see the video advertisements on YouTube, Facebook and Instagram.

Please feel free to help us spread the word! We know in small communities such as ours, word of mouth is the best recommendation.

We hope that the recent announcement about the release of 20,000 new home care packages will help more Tasmanians access the care they need.

Home is where Jane's heart is

Jane Hall has been using Anglicare's aged care service for around 12 months. It means she can stay where she loves to be – in her own home and local community.



Jane lives on Hobart's sunny eastern shore with her husband Rod and rescued greyhound, Missie. The couple moved into their home in 1971 as newly-weds, and Jane says she wouldn't live anywhere else.

"One of our daughters lives five houses along in the same street. We have another daughter and grandchildren minutes away," she explained.

"I love pottering and sitting in the garden, and Missie brings us so much joy. I'm hoping to stay here for the rest of my life.



I'm 78 now and my mother reached 92, so I have a lot of living to do yet!"

As a teenager, Jane worked in auxiliary nursing roles in small towns before embarking on training at the Royal Hobart Hospital to become a registered nurse.

After several years she returned to study a Bachelor of Education and taught nursing for 11 years before 'packing it in' to re-train, again at the Royal, as a midwife.

She spent the last 30 years of her career there, apart from a stint as an on-call nurse at an aged care facility when she was in her mid-60s.



Keeping my brain active and staying connected with people is very important to me.

Jane



Jane is an avid reader with a keen interest in history and a wide variety of interests.

She delivers classes at the University of the Third Age (U3A) in Rosny Park and the Hobart School for Seniors. One of the topics she covers is the Redex automotive endurance trials held in Australia in the 1950s. Others feature the human body and the achievements of women who were pioneers in their field.

"I'm a past president of U3A and a current student," said Jane. "I'm also a member of the Trefoil Guild, as a former Girl Guide and Guide leader. We meet once a month during summer; once a Guide, always a Guide!"

Jane loves spending quiet time in her garden. Missie the rescued greyhound is loving her new life with Jane and Rod.

What does the new Aged Care Act mean for me?

The Australian Government says it has developed the new Aged Care Act to make Australia's aged care system safer, fairer and more respectful. Older people's rights, needs and personal choices are at the forefront.



The new Act will start from 1 November 2025. The new Support at Home program will start on the same date. Support at Home has been designed to provide a simple, single entry-point for accessing aged care services. It replaces the current Home Care Packages program.

The new legislation is designed to uphold your rights and hold providers accountable. The Act and the Support at Home program aims to support you to live an independent, active and meaningful life. It's recognised that older people have the right to make their own decisions about care and supports that respect their culture, beliefs and identity, even if there is some personal risk.

A stronger complaints system

There are several avenues you can take to make a complaint under the new system. You can contact the Complaints Commissioner, the Aged Care Quality and Safety Commission, the Department of Health, Disability and Ageing, a police officer or an advocate.

The Act also strengthens protection for people who call out issues (whistleblowers). It is important to ensure that older people, those close to them and aged care workers can report information without fear that they will be punished or treated unfairly. For more information please see anglicare-tas.org.au/whistleblower-protection/

People can ring the Aged Care Advocacy Line on **1800 700 600** to get support for making a complaint or find out more information.

As a service provider Anglicare welcomes feedback and complaints. If you contact us we will listen to you respectfully, and respond.

What does the new Act mean for Anglicare?

Service providers like Anglicare must follow certain rules and meet certain quality standards when providing your care.

There are clear responsibilities set out for all aged care workers and additional oversight to ensure they are qualified for their role.

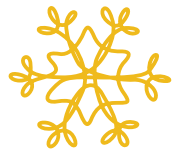
"There are clearer rules under the new legislation for how we operate, including what funding can be spent on and how we make sure we are providing a quality service," says Ellen Nicholson.



Do you have any questions?

We're here to support you transition to the new system. Please review your service agreement and contact us on **1800 466 300** if we can provide further information about the Aged Care Act, Support at Home or any aspect of your service.

Meaningful and practical support



The Tasmanian community's response to our Winter Appeal was heart-warming.



We invited parishes to coordinate donations of food, cleaning and toiletry items that we could distribute to people who use our services.

Youth2Independence Program Manager Rebekka Gale said the donations came at just the right time for the young people enrolled in the program.

"This winter we had many students unwell with colds, the flu and COVID, like everywhere else. The donated soups and packs of fluffy socks were especially appreciated!" she said. "A growing number of students are acknowledging how generous it is for local people to donate these items when many Tasmanians are struggling with the cost of living at the moment."

Staff working in the Housing Connect service said the donations provided immediate, practical relief to people at an overwhelming, lonely period of their lives.

Pictured with Anglicare's Parish Community Development Worker Amy Maskell are the Dean of St David's Cathedral Richard Humphrey and Raelene Weissel.



"Many of our clients are in crisis, including families escaping domestic and family violence," said a team member. "People have often left their homes suddenly, with little or nothing. For some, the donated food is the first proper meal they've had in days, and simple pantry items can help bridge the gap while we work with them to secure safer, more stable housing."

"The toiletry items are just as valued. Having access to soap, toothbrushes, sanitary items and shampoo helps restore dignity and normality. One gentleman said that receiving these items gave him the confidence to attend a support meeting the next day."

Introducing Dezerai and Laura

Dezerai is a Home Care Cleaner. She provides domestic assistance for people living across the North West Coast.

This year Dezerai was awarded the Anglicare Values in Action Award for Compassion. One of her co-workers described her as a supportive mentor who was a great example to others: "It makes me so proud to work for an organisation that employs someone like her," they said.

Why do you enjoy your work?

I enjoy supporting people with their independence while having fun and bringing happiness along the way.

What do you like to do outside of work?

I enjoy spending quality time with my family and pets, watching the football, supporting my favourite team Carlton and supporting my partner travelling around the state and country playing eightball/pool.

Where is your happy place?

My happy place is being at home with my family and pets.

Laura (pictured top) is a Client Support Coordinator working in the North. She is a former Values in Action Award winner.

Tell us about your role. After 16 years of being a support worker I felt I wanted to do more for our clients, so I completed my Cert IV in Ageing Support, which



Above: Laura

Left: Dezerai and her partner Cooper are at the MCG waiting to watch Carlton win.

was enjoyable. In my new role I assist the nurses with a range of tasks. I arrange services for new clients and assist with ordering products and arranging external services such as occupational therapy assessments, physiotherapy, meal delivery, podiatry, and approved home modifications.

What do you enjoy most about it?

I like to stay busy; I love a good challenge and enjoy talking with a variety of clients around the state.

Which of the Anglicare values is most important to you and why?

It would have to be Respect, because regardless of someone's background or life history, everyone deserves to be treated equally and with respect.

What are your hobbies and interests?

Visiting friends and family, waterfall walks, collecting plants, going to markets and my personal favourite, camping

Which is your favorite season? Summer!

There is nothing better than a BBQ at the beach on a nice hot day.

What's been happening around Anglicare?

Anglicare Tasmania offers housing and community services and services for people with an acquired injury. In August we brought people together to mark Homelessness Week, Brain Injury Awareness Week and International Overdose Awareness Day.

Professionals working in the community services sector and the real estate industry explored practical solutions to housing instability across the North and North West.

Workshops in Launceston and Ulverstone offered by the Housing Connect Front Door service run by Anglicare were attended by more than 50 people. Attendees learned that Housing Connect could provide financial assistance to people struggling to pay a bond, rental arrears and removal costs.



People need housing certainty and security; their mental health improves and it supports their recovery.

Mary Bennett

Almost half of the people who come through the Housing Connect Front Door are already homeless, explained Anglicare's Senior Connections Manager (North) Darren McGhee. "We can get a much better outcome for people if we can prevent that homelessness from happening in the first place," he said.

At the same time, Anglicare's Social Action and Research Centre released a report that showed 45% of people seeking housing support had a mental health issue. "People need housing certainty and security; their mental health improves and it supports their recovery," said coordinator Mary Bennett.





Attendees at our International Overdose Awareness Day event were invited to write the names of their loved ones on origami hearts. The flowers were placed at the base of a memorial in the Glenorchy office garden.

Preventing overdose and reducing harm

Anglicare provides a public health service on behalf of the Tasmanian Government to people who inject drugs. We offer the service from our Hobart, Burnie and Glenorchy offices, and it's friendly, professional and non-judgemental.

August 31 was International Overdose Awareness Day. We hosted a gathering in a memorial garden that has been created by the local community next to our Glenorchy office. People who use our service, their family members and friends were invited to come and remember their loved ones whose lives had been lost to overdose.

We also provided information about how overdose can be prevented, and how a drug called Naloxone is saving people's lives by temporarily reversing the effects of an overdose.

The support that we provide to individuals and their families prevents the spread of blood-borne viruses in the wider community.

Most of the overdoses that happen in Tasmania are caused by prescription medicine, rather than an illicit drug.

Acquired Injury Support Services

Anglicare Tasmania joined with the Brain Injury Association of Tasmania to present a free public screening of the powerful documentary ***Larapinta: end to end*** during Brain Injury Awareness Week. More than 20 people attended this special event in Burnie.

Film-maker Paul Pritchard was one of four Tasmanians with a disability who tackled the 230-km Larapinta Trail in the Northern Territory (pictured below). After the screening, he spoke about the project and how important it is that everyone, regardless of their ability, be given the opportunity to follow their dreams.

"We don't need to be bigger, or better, or first, but we still need to be out there, challenging ourselves. This is how we grow as humans," he said.



'Conversations that matter'

Anglicare will publish its annual report for 2024-25 later this month.



Highlights from across our service areas are grouped under the Anglicare values of Hope, Justice, Respect and Compassion.

The theme of this year's report is 'Conversations that matter'. When we ask people about their quality of life, the answers they give help us to make improvements to our services and connect people with the supports they need.

The report will be published on our website, anglicare-tas.org.au, in the 'About Us' section, at the end of September. If you would like to have your own printed copy, please let your worker know and they will pass on your request for one to be sent to you.

Activities galore!

The Council on the Ageing Tasmania (COTA) has put together a jam-packed calendar of events across the state for Seniors Week, 13-19 October.

Seniors Week celebrates a vision for a respectful, age-friendly island. The theme this year is 'Connecting generations through food'.

You'll find recipes for Zeppole (Italian doughnuts) and lemonade scones on the COTA Seniors Week website page, cotatas.org.au/ourwork-2/seniorsweek.

You can find the full program online. Printed copies are available at your local Neighbourhood House, library and other local organisations and businesses.

Many of the activities are free, although bookings are often required.



We use food to connect with the people we love, share stories and make memories.

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