

CONNECT

NEWSLETTER

**SUMMER
ISSUE**



**WHAT'S
INSIDE**

**Staying
safe**

**End-of-
life care**

**A Christmas
recipe**

CONNECT

NEWSLETTER



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From the CEO

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

This edition includes seasonal messages to keep you safe and tips that may improve the wellbeing of the people who care about you.

Rimelly shares her vision of Christmas as a time of celebration, joy and togetherness (page 8).

With the right supports in place, the end-of-life period can be a meaningful time for you and your family members (page 10).

Thank you for the respect and kindness you have shown our team this year. We appreciate it when you take the time to contact us with a compliment about our service (page 12).

I hope you find this newsletter informative. If there's a topic you'd like us to cover in 2026, please speak with a member of your care team and they will pass the information on.

May God bless you and your families this Christmas, and I look forward to speaking with you again in the New Year.

Chris Jones, CEO



Ellen Nicholson,
General Manager
Aged Care
Services

Hello everyone.

On 1 November, the Australian Government's new Support at Home program came into effect. This means your new service agreement is in place.

It's not uncommon for teething problems to arise when there is a major legislative change like this. We are keeping a very close eye on developments.

It's understandable that you may still have some questions about what the new program means for you. Please reach out to our team by telephoning **1800 466 300**; we will listen respectfully and talk with you about your situation.

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

I'm thrilled with response we've had to our 'It's good to be home' campaign. There have been more than 70,000 views of the advertisement on YouTube alone!

With best wishes for a wonderful Christmas and festive season from all of us at Anglicare.

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



Stay connected with our app

If you have a mobile phone number and an email address, you can sign up for the new **MyAnglicareTas** app.

It shows you and your family members who is coming for your scheduled support and when they'll arrive. It provides access to your care plan and monthly statements, and you can use it to request changes to your support.

There's also a wide selection of puzzles and games that will keep your brain active – right at your fingertips!

Ask your worker to help you install it and become comfortable with this technology.

Are you bushfire-ready?

Bushfire season is here. It's essential that you have a Bushfire Plan in place and that your family members are familiar with it.

Go to the Tasmania Fire Service website at fire.tas.gov.au to find a template you can use for your plan. If you'd prefer some printed material, please contact us on **1800 466 300** and we will mail it out to you.

Remember, **the safest option is always to leave early**. Here are our other top tips:

- Arrange to have flammable waste removed from around your home, and keep your gutters clear.
- Have a small bag with a change of clothing and your essential paperwork in it packed and ready to go.
- Know where your nearest safe place is and how to get there.
- If you have a pet, make sure to include its needs in your plan.
- We recommend you listen to ABC Radio for emergency warnings and information.
- Download the TasAlert app onto your mobile phone to stay up to date. Your worker will be happy to help you to do this and show you how it works.
- Always phone 000 in an emergency.

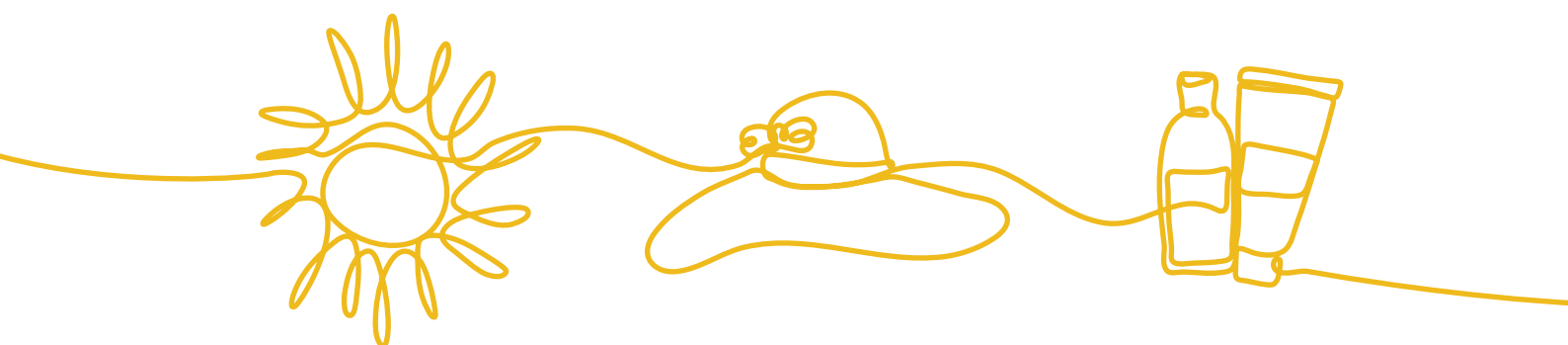




Older people are vulnerable to dehydration when temperatures rise. Do you know what to look out for?

How to stay cool, calm and collected

- Thirst is not the only sign of heat stress. Lethargy, confusion, dizziness or headaches all point to dehydration. It's important to sip water regularly through the day.
- Choose clothing that is light-coloured and loose.
- If you're feeling over-heated, a tepid shower or sponge bath may help.
- Move to the coolest room in the house and close the curtains.
- If you must go outside, seek out a shady spot and always wear a hat and sunscreen.
- Make sure your food is well-refrigerated, to keep it safe.





Let's show we care

More than 80,000 Tasmanians provide unpaid care and emotional support to a family member or friend – that's one in six people, which is higher than the national average.

Caring for a loved one can be immensely rewarding. It can also take a toll on the carer's own physical and mental health and wellbeing.

Often, people juggle their caring responsibilities with parenting, paid work and volunteering, and if they are a younger person, their schoolwork.

This leaves very little time for hobbies and personal interests, physical exercise and the rest and relaxation that's required to keep their batteries charged.

It's important that the people who care for you also have time to care for themselves.

You can play a role simply by starting a conversation about it.

Carers Tasmania has been supporting carers for more than 30 years. It assists with navigating services, connects carers with other people in their situation who live nearby and arranges counselling sessions if someone's situation becomes particularly challenging.

Encourage your supporter to look at the Carers Tasmania website, carerstas.org and telephone them on **03 6144 3700** for friendly and professional advice.

Meet Danielle

Danielle is a member of our scheduling team.

Tell us about your role. It involves organising and maintaining schedules, handling last minute changes, and working closely with support workers to ensure clients' care needs are covered and met efficiently.

Meeting everyone's needs can be challenging, particularly when we have team members who become unavailable at short notice or there are significant traffic delays. That's why we use two-hourly 'time windows' to deliver our service - it gives us the flexibility we need. We know that sometimes this is not ideal for you, but we appreciate your support.

What do you enjoy most about it? Every day is different and fast-paced. I love our team; we work well together and support each other in our shared goal, which is to ensure a smoothly delivered service for our clients.

Which of the Anglicare values is most important to you and why? Respect: everyone deserves to be treated with respect and kindness, and showing respect helps people feel comfortable and valued.

What do you like to do in your time outside of work? Spending time with my husband and kids, catching up with friends, walking my dog and occasionally relaxing with a good show on Netflix. I'm looking forward to going on a cruise to Cairns in May next year.



...every day is different and fast-paced. I love our team...

Danielle



We're listening!

Your feedback is important to us, because we use it to improve our service.

Do you have any ideas about the training needs of our staff? We are keen to incorporate your feedback into our training plan for next year.

Talk to your worker, give us a call on **1800 466 300** or send us an email at clientsupport@anglicare-tas.org.au

You can use your mobile phone to scan this QR code. It takes you straight to a feedback form on our website. Ask your worker if you need assistance and they will be happy to help.



A Filipino Christmas: a celebration of love, faith and togetherness

Rimelly is a client support coordinator. She explains the importance of Christmas in Filipino culture and shares a favourite family recipe.



Photo courtesy lovefilipinofood.com

"I am a Filipino, born and raised in the Philippines – a place where Christmas isn't just a holiday, it's the most magical time of the year, a celebration that fills every heart and home with joy," Rimelly explains.

"In the Philippines, Christmas begins as early as September, when Christmas songs start playing in malls, homes and on the radio. Christmas is the season that brings out the best in everyone. I still remember as a child how happy and excited I felt the moment I heard the Christmas carols.

"One of the traditions I cherish the most is Simbang Gabi – a series of nine early morning masses leading up to Christmas Eve. Families wake up before dawn to attend church together. After Mass, everyone enjoys traditional treats like bibingka (rice cake) and puto bumbong (purple rice cake) sold just outside the church.

"I remember joining other children to sing Christmas carols from house to house, from the afternoon to late into the night. After every song, we'd receive coins or small bills –



For me, Christmas will always be the happiest time of the year. It's a season that brings people closer, fills hearts with joy, and reminds us to be thankful for one another.

Rimelly



a simple way of sharing blessings, spreading joy, and saying thank you. The most famous carol we always sang was Sa may bahay, ang aming bati.

"The highlight of our celebration was preparing for Noche Buena, our Christmas Eve feast. My whole family would come together in the kitchen to cook Filipino dishes, including our favourite dessert, Filipino Christmas Fruit Salad."

Filipino Christmas Fruit Salad

Ingredients

- 1 large can fruit cocktail (drained)
- 1 cup nata de coco (coconut gel) – this is optional
- 1 cup kaong (sugar palm fruit), drained
- 1 can condensed milk
- 1 cup all-purpose cream (Nestlé Cream is common)
- 1 cup shredded young coconut (buko), optional
- Cheese cubes (optional for a sweet-salty balance)

Method

1. Drain all canned fruits and ingredients well to remove excess syrup.
2. In a large mixing bowl, combine fruit cocktail, nata de coco, kaong and buko.
3. Add condensed milk and all-purpose cream. Mix gently until everything is evenly coated.
4. For extra flavour, you can add small cheese cubes.
5. Chill for at least an hour before serving.

Serving

Serve cold in a glass bowl or individual dessert cups.

Improving end-of-life care

A new project is preparing our team members to deliver high-quality, sensitive care to people who are nearing the end of their lives.

The project will run over the next 6-12 months, starting in the South of the state with a review of our current training programs. The project team includes care managers, nurses, a training specialist, scheduling coordinator and community support workers. It is using resources developed by a government-funded project called ELDAC (End of Life Directions for Aged Care.)

"Dying can be a sensitive topic for many people, and we understand that it is intertwined with grief," said project manager, Lydia.

"We want to approach it in a meaningful way that results in positive outcomes for

people and their family members. We will work closely with specialist palliative care services to ensure that wherever possible, the people we support who want to die at home are able to achieve this goal."

The new Support at Home program may offer additional funding for people who are in the last three months of their life.

The role of an advance care directive

It's important that your family and health care professionals understand what you want when it comes to your end-of-life care, says Lydia.

"This process is called 'advance care planning'. It involves conversations about the things that matter to you now, and when you are dying. Typically, this will include medical treatments you do and do not wish to have," she said.

"The next step is to formalise an 'advance care directive', which is the name of the document that records your wishes. It will be referred to if you become unable to communicate your wishes yourself. Our team can help you with this. We will also encourage you to seek professional legal, medical or financial advice."

It's important that you keep this document in an easy-to-find place in your home. You should give copies to your family and your medical team, and Anglicare as your care provider.

Take a look at the Advance Care Planning Australia website, advancecareplanning.org.au



Lydia, Project Manager

Mind the gap!

Anglicare's Social Action and Research Centre released new research on mental health and housing in September and October.



Tasmania has the highest prevalence of people with mental health conditions in Australia. Many of these people also face poverty, unstable housing and alcohol and drug use problems.

Our Mind the gap report showed many people with mental health conditions are struggling to access the supports they need from a system that is not designed for them.

You can keep up to date with our research and advocacy by subscribing to Anglicare's Snapshot newsletter that arrives monthly by email. There's a 'subscribe' button at the bottom of our website homepage, www.anglicare-tas.org.au



We're urging the Tasmanian government to step up its response to this housing crisis.

Chris Jones, CEO Anglicare Tasmania



Meanwhile, the latest in a series of reports from the Housing Connect Front Door Service (managed by Anglicare) revealed some Tasmanians are living in conditions more commonly seen in developing countries.

"Our staff are doing the very best to support our clients but we can't give them what they truly need: a secure and stable home," said CEO Chris Jones. "We're urging the Tasmanian government to step up its response to this housing crisis."



Anglicare has told the state government it's unacceptable that some Tasmanians are living in substandard accommodation.

'Above and beyond'

Did you know that it can make someone's day when you provide a compliment about their work?

Here are a couple of recent examples:

- Clients in the North West told their workers how impressed they were that we rang to check in on them after extreme weather caused power outages across the Coast. They commended us for our "kindness and concern" that was "over and above".
- A client called to thank Rimelly, Dawa and Justyna for the "great service and support" shown to her and her husband over the years.
- A client's daughter gave the following feedback about our worker, Sharyn: "She was incredibly professional and comforting during a concerning situation one morning when my mother needed urgent care. Sharyn knew it wasn't usual behaviour and acted quickly to get my mother the care she needed. She goes above and beyond and makes us feel like family."
- "Sonia provides exceptional service. She understands what I need and she's very helpful. She's not judgemental. She makes me feel comfortable and valued."



Sharyn goes above and beyond and makes us feel like family.



Make Christmas a little lighter.



Christmas
Appeal 2025

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



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