

CONNECT

NEWSLETTER

**AUTUMN
ISSUE**



**WHAT'S
INSIDE**

**Staying
strong**

**Meet
Graham**

**Choosing
kindness**



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From the CEO

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

Ellen's team continues to work hard to provide you with the very best of care. We appreciate the trust you and your families put in us.

This month we encourage you to stay as strong as you can (page 4). Graham's story of community service is an inspiration to us all (page 6).

National Advance Care Planning Week will be held between 16-22 March. Advance care planning eases the burden for your loved ones and ensures that your voice is heard.

Your Anglicare team can support you to complete an advance care directive. This paperwork typically includes information about the medical treatments you do and do not wish to have.

We will also encourage you to seek professional legal, medical or financial advice. Refer back to your December issue of *Connect* for more information, and check advancecareplanning.org.au

May God bless you and your families this Easter.

Chris Jones, CEO



Ellen Nicholson,
General Manager
Aged Care
Services

Hello all,

I hope your year has got off to a positive start.

For me and my team, the pace has been fast!

Like all aged care providers, we continue to implement the new systems we've been required to introduce under the new Support at Home program.

I'm pleased to say that we are continuing to meet the new standards. This reflects the professionalism of our team as well as our robust policies and procedures.

I'd like to finish with a personal message about kindness. I write more about this on page 8. We appreciate it when you treat the people who support you with the same respect and kindness that they show to you. When we choose kindness, it benefits everyone's mental health and wellbeing.

Together, we can make sure you live your best life, in your own home. We know how important that is to you and your family.

Take care and have a wonderful Easter,

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



You can help us to improve our service by providing us with your feedback. Use your mobile phone to scan this QR code to get there. Your worker will be happy to help if you need assistance.



Thank you for your patience

The billing and claiming process we use with our aged care clients is very complex, explains Anglicare's Finance Manager Stuart Morse.

"It's also continuing to evolve, particularly with the introduction of new Support at home requirements," he said.

"Producing accurate invoices and statements involves many checks behind the scenes, and we understand that even small errors can be concerning."

Stuart said Anglicare's Finance team has been investing a lot of time in improving our processes so clients can have confidence that their charges are correct, transparent and aligned with the latest legislative requirements.

"Whenever we come across a problem we check and recheck billing details. We're always happy to answer any questions you have about your invoices and statements. Please get this process underway by speaking with your Care Partner," he said.

Staying strong



There are things you can do to stay strong, stable and upright.

Our first recommendation is to look at your own physical health.

- Stay as active as you can, in the fresh air if possible. If this is challenging for you there are lots of exercises that you can do from a seated position. (Always seek medical advice before starting an exercise regime.)
- Eat foods that are rich in protein and calcium, to keep your muscles and bones strong. The Salmon Bake recipe on page 12 is a perfect example.
- Make sure you have a glass of water on hand. This will keep your body hydrated and your mind clear.
- Talk to your doctor if you are experiencing insomnia. A lack of sleep can affect your physical and mental health.

- Have your blood pressure checked. If you've been feeling dizzy, it could be a sign that it's either too high or too low.
- Make sure you're wearing supportive footwear - this goes for your slippers, too!

Step 2 is to look at your home environment:

- Make a plan to get rid of tripping hazards such as rugs and clutter.
- Think about getting a personal alarm. It will give you and your family members peace of mind and practical help in the event of an emergency.
- Talk to your Care Partner about other devices and home modifications that help to keep you safe. These include walkers, shower chairs, ramps and grab rails and grab sticks.

Rebuilding your confidence

Members of your support team are familiar with Anglicare's Safe Mobility and Falls Prevention Policy.

Enrolled Nurse Vanessa Drysdale emphasises how important it is that you talk to your care team about any concerns that you have.

"We can support you, and together we'll make a plan," she said.

"We can teach you some techniques you can use to get yourself up if you find yourself on the floor. We can also show you some exercises that will restore your strength and help you recover more quickly.

"We can help you get your confidence back so that you can rebuild your strength and enjoy life, while staying safe," said Vanessa.



Are you over 75?

The Medicare 75+ health assessment is a comprehensive, free annual health check-up available to all Tasmanians in this age group.

It's designed to identify health issues early, promote healthy ageing, and help you to remain independent for longer.

The assessment is performed by your GP or a nurse at your regular medical centre. Anglicare can support you to participate in this service, so please talk to your Care Partner about it.



We can help you get your confidence back so that you can rebuild your strength and enjoy life, while staying safe.



Enrolled Nurse Vanessa Drysdale

Staying strong at home

The Staying Strong at Home initiative is an exercise program that can be done from home with little or no equipment.

It features simple exercises like moving from sitting to standing and repeating, and using a hand-held weight.

Printed copies are available on request by emailing admin@cotatas.org.au or telephoning 62 313165.

They are also available from your nearest COTA office in Hobart, Launceston or Burnie.





A local hero

Graham Burgess, 99 of Lindisfarne, has community spirit in spades.

Family history has always been of great interest to him. His great-great grandparents, charged with petty theft, were part of the last shipment of convicts sent to Tasmania in 1850. His wife Brenda's family were first settlers from Ireland and Scotland.

Born in Wynyard in 1926 (on a farm that was later swallowed up by the expansion of the airport) Graham moved south at the age of 20 to further his career as an electrical tradesman.

He was quickly drawn into community life in Lindisfarne and threw himself into volunteering – which he heartily recommends.

Graham was a founding member of both the Sound Preservation Society and the Lindisfarne Historical Society. He was a very active member of the Lindisfarne Garden Society, exhibiting dahlias and orchids at many

garden shows. He also served for more than 50 years as a founding member of the Rotary Club of Lindisfarne.

Graham shared his love of volunteering with Brenda, who won national recognition for her expertise in lip-reading, including a Medal of the Order of Australia in 1997.

2001 was the International Year of Volunteers, and Graham was recognised on the national stage. He also received a 'local hero' award from Clarence City Council.

For 30 years he led a group of indoor bowlers and coordinated bus trips around the community. The hardware and electrical goods shop he ran for 35 years had a very loyal following.

Graham loves living where he does, with its easy access to parklands and points of interest.



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1. Cheryl is one of Graham's regular support workers. They enjoy driving around their local community together.
2. Family history is very important to Graham.
3. This family tree cross-stitch made by Graham's daughter Roslyn is on display in his home.

He enjoys going out for a drive, with both his children and Anglicare workers. He also uses his scooter to visit a nearby park to try out the exercise equipment.

Graham enjoys having five of his seven children living close by. "We all have choices and I definitely married the right person," he reflects. "We had 65 wonderful years together. I have a wonderful family, and they support and help me."

Did you know that Anglicare can support you to stay active in your local community?

Talk to your Care Partner about the activities and hobbies that interest you and we will help you investigate some options.

We're all ears

Healthy hearing gives you the confidence to enjoy life.

World Hearing Day is held each year on 3 March. While this year's theme focused on hearing care for children, we know that it's also particularly important for older people.

Hearing well helps you maintain your independence and stay connected with family and friends.

It keeps your brain active and healthy, by lessening the mental load associated with trying to keep up with conversations.

It's important for your personal safety that you can hear the sounds around you, such as sirens in an emergency.

Sometimes changes creep up so slowly that you don't notice them. That's why regular check-ups are essential. Organisations like Hearing Australia provide them for free.

If you or a loved one have any concerns about your hearing, or you're overdue for a check-up, please talk with your Care Partner and we will support you to have it checked.

We can also assist you to fit your hearing aids and replace their batteries.





Thank you for choosing kindness

The Anglicare aged care team is growing every day to meet demand for our services. With your support, our new team members are settling in.

“We choose our team members very carefully,” explains Ellen. “It’s important to us that the people who support you are aligned with the Anglicare values of compassion, respect, justice and hope.

“Once we have a new person on board they are trained in our policies and procedures. If they are new to this type of role they are mentored by one of our more experienced team members”.

Ellen said Anglicare recognises that every client is different, with unique lived experience and expectations of what their support will look like.

“Everyone has their own preferences in the way they’d like things done around their

home, and we respect that. This can vary from the way the bed is made to how you prefer to be assisted with tasks like food preparation, showering and hanging out the laundry.

“It does take a little time for our staff to familiarise themselves with you and your home. It might take several visits.

“Your situation may be quite different from the other people that they support, and it’s worth remembering that sometimes they are visiting up to five homes in any one day.

“We really appreciate it when you are patient and kind as they settle into the routine at your home”.

We love it when you take the time to express your appreciation for the support we provide you.

Here are just a few of the lovely messages you've sent us lately:

Annette is absolutely amazing. She is very thorough, polite and respectful. I would love to have her back any time.

Paula is very professional, always willing to go the extra mile.

We are so appreciative of all the amazing things the support staff do, it's making such a difference in our lives already and most importantly in Mum's.

I feel comfortable and valued.



Are you using the AnglicareTas app?

Jenny Archer is a client who lives in the North. She explains why she uses the Anglicare Tas app.

"I like the Anglicare app on the phone as it enables me to access services very quickly. There is a great convenience in being able to access information which is readily available on the app.

"It's great to be able to see when a worker is due to arrive and the length of time of each shift.

"I think it's terrific having the Care Plan on the app. I can refer to it and see any jobs that need to be attended to before a worker arrives.

"There are many extra features on the app, I would encourage you all to check it out. Even daily puzzles are provided for those of us who are trying to keep our brains active".

Please talk to your Care Partner about downloading the app onto your device. We will help you set it up.

Good tidings of comfort and joy

Last year, donations to Anglicare's Christmas Appeal put food on festive tables and gifts under the tree.

"Everyone really pulled out all the stops, and families have been overwhelmed with relief and gratitude. Together, we've been able to make a real difference to families and individuals in need," says Anglicare's Parish Community Development Worker, Margaret Savage.

"One parent cried when her worker told her there was assistance on the way. And a family living on the West Coast was thrilled

to receive mountain bikes for their children".

Overall, Anglicare workers distributed more than 1,000 bags of items (including over 700 food hampers) that eased cost of living pressures and spread Christmas cheer for people engaged with our community services and housing programs. This included pantry items and essential toiletries at supported accommodation facilities around the state.



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One parent cried when her worker told her there was assistance on the way.

”

Margaret Savage

We're helping the families we support to prepare their children for the new school year.

School's back



A survey by Compare the Market showed that Australian families spend an average of \$767 on back-to-school expenses, and 58 per cent put these costs on credit cards or used personal loans or buy-now-pay later schemes.

Anglicare used the funds it received through the ABC Giving Tree Appeal to assist families with school essentials.

"The start of a new school year is a busy, exciting and potentially stressful time for children, and a smooth start boosts their confidence and improves their learning outcomes," said Margaret Savage.

"We've provided school snack hampers and vouchers for families to purchase school items like lunchboxes, drink bottles, backpacks and footwear," she said.

Anglicare's Taz Kids program is supporting students in a different way.

Taz Kids is a free, in-school program that is designed to support young people who have a parent or guardian living with mental health issues.

A report from our Social Action and Research Centre released last year says one in two Tasmanians experience a mental health condition at some stage in their lives, which is the highest rate in Australia.

Taz Kids program coordinator Juanita Schofield says this can make children feel responsible for caring for their parents, and often other siblings as well.



"At Taz Kids, we help them to better understand mental illness and how to improve the relationships they have with their parents. We build their resilience and help them connect with other young people experiencing similar challenges," she said.

If you have family members who may be interested in joining Taz Kids, reach out to Anglicare on [1800 243 232](tel:1800243232).

Salmon and spuds for Easter

Are you looking for a high-protein, economical recipe to share with family and friends this Easter?

A Salmon and Potato Bake ticks all the boxes. It will easily feed four people.

Ingredients

1kg potatoes, peeled and cut into thin slices

1 tbsp olive oil

1 large onion, sliced - or you could use a leek instead

1 tbsp plain flour

A few handfuls of baby spinach

Butter, for greasing

A large tin of salmon, flaked (no need to drain)

200ml of cream

Grated cheese for the top - gruyere if you have it, but any cheese will do!



Method

Pre-heat the oven to 180 degrees Celsius or 160 if your oven is fan-forced.

Lightly salt a saucepan of water, bring it to the boil and simmer the potatoes for 2-3 minutes. Drain and set aside.

Heat the olive oil in a frying pan and gently fry the onion for 5 minutes. Stir in the flour and season with salt and pepper.

Wilt the spinach in a pan over medium heat, then squeeze out the excess liquid.

Butter a 1.2 litre ovenproof dish and layer up the potatoes and onion with the salmon and spinach, ending with a layer of potato.

Pour the cream over the top. Sprinkle with cheese and bake for 20-30 minutes, until golden and bubbling.

You could also sprinkle parsley on top and incorporate extra veggies such as peas, corn and broccoli florets.



1800 243 232
anglicare-tas.org.au

 **Anglicare**TAS
Choice, support and hope