

CONNECT

NEWSLETTER

**SPRING
ISSUE**



**WHAT'S
INSIDE**

**Building
connections**

**Your
supporters**

**New
season**

CONNECT

NEWSLETTER



Contents

- 4 Building meaningful connections
- 5 Something for everyone
- 6 Support at Home – personal care contribution change
- 8 Do you know your supporters?
- 10 A new season through fresh eyes
- 11 Reducing the pressure
- 12 Spring on a plate

From the CEO

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

7 August was Aged Care Employee Day, and we thanked our team members for their work.

Our support workforce is predominantly female, but we also have some excellent male workers who find their work very rewarding. Turn to pages 4-5 to meet Paresh and Devid.

We are privileged to have a large number of Nepalese Tasmanians working with us. I have been praying for the Nepali community and everyone affected by the flood disaster at the end of August.

There have been some welcome announcements by the Australian Government about the Support at Home Program and the Commonwealth Home Support Program. Turn to pages 6-7 to see how this affects you.

I'm very pleased that Deborah is enjoying life with her new companion (page 3). It's a great example of a creative use of donated funds.

Best wishes,

Chris Jones, CEO

Hello everybody,

Spring is definitely in the air. This **Connect** is full of seasonal ideas and useful information.

I'd like to bring your attention to the topic of scams, following Scam Awareness Week at the end of August.

A scam is when someone pretends to be a trusted person or organisation in order to deceive you. Their goal is usually to steal money, personal details, or valuable information.

Scams are getting more sophisticated by the day, and anyone from any stage of life can fall victim. If you think you might have been scammed, contact your bank immediately.

Anglicare's financial counselling service can't help you get your money back, but it can help you get back on your feet. Its advice is friendly, confidential and free. The best way to contact a financial counsellor is through the National Debt Helpline by telephoning **1800 007 007**. A counsellor can meet with you in person to discuss your situation if that is your preference.

ScamWatch offers these three simple tips to prevent a scam:

STOP	Always take a moment before giving your money or personal information to anyone.
CHECK	Make sure the person or organisation you are dealing with is real.
PROTECT	Act quickly if something feels wrong.

Check this website for more information:
www.scamwatch.gov.au/stop-check-protect.

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



The purr-fect companion

Deborah is an aged care client who has always loved cats.

When she told us she was missing some companionship, we looked into ways we could help, using funds that have been donated by individuals who support our work.

A real cat wasn't a practical option, but we found the next best thing: a therapy cat. These robotic pets look surprisingly realistic.

Deborah has told her support workers how much she loves her cat. She places it in the window so that it looks just like a real cat enjoying the view.



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.



1. Devid and Wayne quickly developed a rapport.



2. Annette (right) describes Paresh as a real gentleman.

Building meaningful connections

The Anglicare values of respect, compassion, hope and justice are a natural fit for team members Paresh and Devid.

Annette Rowlands lives at Prospect. Her life is full; walking her dog Buddy, playing croquet, listening (and dancing) to music, watching movies and spending time with family.

She appreciates the once-a-week cleaning service she has with Anglicare. Paresh Metai has come just the once to clean her house, but she was so impressed that she immediately rang us to compliment him.

"Paresh is a very polite, fine young man – a real gentleman," she said. "He did a very thorough job cleaning my bathroom and

I really appreciated the way he asked me if there was anything else he could do for me before he left. I would be very happy to have him back again. It's lovely to have a clean house on a Friday, particularly if I have visitors coming for the weekend."

Paresh has been with Anglicare since January this year. Previously he worked in an aged care facility on the Gold Coast. He has no family in Tasmania and enjoys the company of the people he supports.

"I like helping in the community and sharing people's lives," he says. "I really appreciate it

when my clients are grateful for the work I do. I like to work one-to-one with someone; their safety is always the top priority. I use my initiative, and I take care of other people's houses the way I take care of my own. This work is full of blessings and it's a privilege to be paid for it."

Devid Manandhar joined the Anglicare team about six months ago. Based in the Hobart area, he says the support and training he receives from the aged care team has made him feel very connected to his work.

"It means I can focus on giving people the best care, and making them feel comfortable, respected, safe and valued. I believe every person deserves to be treated with dignity, kindness and understanding, no matter their age or situation."

Devid supports people with their everyday needs, including personal care, showering, dressing, shopping, transport, domestic assistance, medication reminders, appointments, walks and social activities.



This work is full of blessings and it's a privilege to be paid for it.



Paresh

"But for me, it is more than just completing tasks. I enjoy building trust and a good relationship. When you take the time to listen to and understand someone, you can build a really meaningful connection," he said.

Wayne McFarlane and his wife Maureen have loved living in their Lenah Valley home for the past 55 years. Wayne has been supported by Devid for around four months now.

"We got on really well together right from the start. He's a lovely person, 100%," Wayne said.

Something for everyone

October is Seniors Month. This year's theme is 'Celebrate ageing'.

Seniors Month is jam-packed with activities all over the state. There are morning teas and lunches, art, music, walking groups, open days and more.

You can download a copy of the program from the events page on the COTA Tas website, cotatas.org.au or pick up a printed copy at your local library or post office, pharmacy or neighbourhood house.





Support at Home – personal care contribution change

From 1 October 2026, the Australian Government will fully fund approved personal care services for Support at Home participants.

This means that if your support plan includes personal care services and you have available Support at Home funding, you will get personal care services at no out-of-pocket cost to you. This change recognises personal care as an essential service that supports your health, dignity and wellbeing.

Personal care includes support with tasks such as:

- showering
- non-clinical continence management
- dressing
- eating and drinking
- personal hygiene; and
- assistance with self-administration of medication.

There is no change to your contributions for other Support at Home services.

What happens next?

Before 1 October 2026, we may contact you to update documents such as your service agreement, care plan, budget, statements or invoices. You do not need to do anything until then.

Please get in touch with your Care Partner if you have any questions or concerns in the meantime. You can also learn more about personal care contribution changes on the My Aged Care website: www.myagedcare.gov.au/new-and-updates/support-home-personal-care-contribution-changes

Anglicare's response

"This is a sensible outcome. It recognises that personal care is not an optional extra," said Ellen. "It highlights how speaking up about problems can help bring about positive change."

Senate inquiry underway

There is a Senate Committee Inquiry currently underway that's looking at how Support at Home is working, and how it can be improved.

Anglicare Tasmania's submission recommended some practical changes to the program that would reduce red tape, speed up the assessment process and make sure people can access affordable services when they need them. These included:

- reviewing the Assistive Technology and Home Modification pathway to reduce delays and make it easier and more affordable to get equipment and safety modifications done to someone's home; and
- adding a financial hardship component into the aged care assessment, to prevent people from declining essential supports due to cost concerns.

The Committee is due to hand down its report in late November.

What's happening with the Commonwealth Home Support Program (CHSP)?

We welcome the Federal Government's decision to extend the Commonwealth Home Support Program (CHSP) until June 2029, and to keep it separate from the Support at Home Program.

CHSP helps 830,000 older Australians with everyday things like meals, transport, cleaning, home maintenance, social support and health.

"It allows people to live safely and independently in their own homes, and gives their family members peace of mind," said Ellen. "Properly funded, it plays a very important role in in-home aged care."



Do you know your supporters?

The Anglicare team puts you at the centre of your service. We support you to make your own decisions regarding your care.

There may be times, however, when you need additional support, particularly if you've been unwell, spent time in hospital or there are other changes such as decision-making capacity.

You can appoint another person to communicate with us on your behalf if you wish. That person could be a family member or friend, under an informal arrangement.

At some stage, you may need to appoint a Power of Attorney or a Guardian to act as a more formal decision-maker. We will work with the people you nominate to ensure that you get the best possible support while you

are living at home. We will still consult with you about your care.

These are the main types of support that you may need:

Enduring Power of Attorney

This refers to a legal document where you appoint someone else to manage your finances and property after you can no longer manage them yourself. There will need to be some proof that this is your situation.

Your Power of Attorney cannot make decisions about your health or lifestyle. They can only make decisions about your financial affairs.

A document must be signed and registered with the Tasmanian Land Titles Office. You can find more information at www.dpipwe.tas.gov.au/land-tasmania/land-titles-office.

An Enduring Guardian

This is a legal document where you appoint another person, or people, to be your guardian to make decisions about your personal matters if you are unable to make them yourself.

These decisions include:

- where you live
- who you can visit and who can visit you
- what care services you need
- what work, study or training courses you can do
- most medical and dental treatment (but not mental health)
- any legal matters that relate to your personal affairs.

They cannot make financial decision on your behalf. A legal document must be registered at Service Tasmania.

A registered supporter

Under the Aged Care Act 2024, a registered supporter can assist in dealing with matters where you may need extra support in managing your aged care services. They can be a family member or friend. You can register your supporter with My Aged Care. Anglicare will document this arrangement on your file.

This person may attend assessments and reviews, and receive and assist in filling out paperwork associated with your care and support. If you wish them to, they can negotiate with Anglicare and/or lodge a complaint about the service we provide.

More information can be found at [Registered supporter resources | Australian Government Department of Health, Disability and Ageing](#)

An advocate

An advocate is someone who helps and supports older people to understand their rights, express their wishes, and make informed decisions about their care and services. They work on behalf of the older person to ensure their voice is heard, help resolve concerns or complaints, and support them in accessing the services they need. An advocate is independent and focuses on protecting the person's dignity, choice, and wellbeing. We've put together a list of organisations that can provide support to you:

- Your Say, Advocacy Tasmania Inc: telephone [1800 005 131](tel:1800005131)
- Aged Care Quality and Safety Commission: telephone [1800 951 822](tel:1800951822)
- State Ombudsman's Office: Level 6, 86 Collins Street, Hobart, 7000 Tasmania, telephone [1800 001 170](tel:1800001170)
- Human Rights Commission (Australia) Level 3, 175 Pitt Street, Sydney, 2000 NSW [1300 656 419](tel:1300656419)
- Anti-Discrimination Commissioner Level 1, 54 Victoria Street, Hobart, 7000 Tasmania [1300 305 062](tel:1300305062)
- Elder Abuse Helpline Free call: [1800 441 169](tel:1800441169) (TAS)
- My Aged Care: For information about aged care services and how to access them, visit: myagedcare.gov.au or call [1800 200 422](tel:1800200422)
- The Older Persons Advocacy Network (OPAN) also offers free and confidential advocacy support. Call [1800 700 600](tel:1800700600) to be connected to your local advocate.



A new season through fresh eyes

The days are getting longer, the bulbs are out and everything feels lighter as we head into the new season.

It's rejuvenating to throw open your windows and let the fresh air and sunshine in.

Spring is the perfect time to take a good look around your home and identify some tasks that you've probably put off over winter.

Clutter builds up easily, often without us realising. We all take pride in our treasures but if it makes your home unsafe to move around and use properly, or to find things, it can make life difficult.

Here are some things to check:

- Do you have furniture or rugs or other items that present a trip hazard?
- Are surfaces difficult to clean because there are so many items on them?
- Are the food items in your fridge, pantry and freezer within their use-by dates?
- Has dust and dirt built up from your wood heater?
- How long is it since you cleaned the inside of your washing machine, or the oven?

Do you have a family member who could support you to make some changes? If not, talk to your Care Partner to see if Anglicare can help. We may be able to assist with tasks like sorting photos, doing an inventory of your cupboards, and making sure your home is a healthy environment for you and your visitors to enjoy.

There are occupational health and safety rules that limit the tasks we can do around your home. For example, our team members are not allowed to stand on anything in order to reach a high space.

A spring in your step

Spring is also a great time to increase your mobility and strength if you can.

If you can't get out for a walk or a class, there are simple exercises you can do in your own home. A set of small hand weights can work well, for example, or 'chair yoga' has become popular for good reason – check it out on YouTube.

Boosting your physical health will reap benefits for your mental health, too. Always consult your GP before starting a new exercise routine.

Reducing the pressure

A thoughtful response to Anglicare's Winter Appeal is helping people meet their urgent needs.

Donations are helping us to put food on tables, keep families housed and assist people across all stages of life with the cost of living.

Parish partners including St Georges Battery Point, South East Anglican, Lindisfarne Anglican and the Yarn Time knitters from Triabunna have provided us with groceries, essential toiletry and cleaning items and more.

The young people living at Trinity Hill in North Hobart were thrilled to receive donated cookware; they couldn't wait to get back to their kitchens and get started.

Meanwhile, something as simple as a toilet brush and toilet cleaner can make the difference between a family keeping their rental home and facing the risk of homelessness.

Parishioners from a variety of churches heard our call-out for donations of

grocery items and cleaning supplies.

Pictured below: Rev Victor Shaw from St Georges Battery Point Anglican Church.



Spring on a plate

This dish features seasonal produce, and it's packed with protein to maintain muscle. Freeze the leftovers or invite family and friends over to share.

Spring greens and feta frittata

Serves: 6

Prep time: 25 minutes

Cook time: 25-30 minutes

Ingredients

1 tablespoon olive oil
1 large potato, very thinly sliced
1 brown onion, diced
1 cup mushrooms, sliced
1 bunch asparagus, cut into 3-4 cm lengths
3 cups spring greens (e.g. kale, spinach, silver beet), roughly chopped
2 tablespoons herbs (e.g. rosemary, thyme), finely chopped
8 eggs
1/3 cup cream or plain yoghurt
200 g feta cheese, crumbled
Pepper, to taste (optional)

Recipe adapted by Healthy Ageing Tasmania from the Asparagus and Spring Greens Quiche recipe by Eat Well Tasmania.

Method

1. Preheat the oven to 180°C (160°C fan-forced).
2. Heat the olive oil in a large frying pan over medium heat.
3. Add the potato and onion and cook for 5 minutes, stirring occasionally until they soften.
4. Add the mushrooms and cook for 3-4 minutes, stirring occasionally.
5. Add the asparagus, spring greens and herbs. Cook until the greens have wilted and any excess moisture has evaporated.
6. In a large bowl whisk together the eggs, cream (or yoghurt), and pepper.
7. Transfer the vegetables into a lightly greased baking dish (recommend 23-25cm).
8. Sprinkle over the feta cheese.
9. Pour over the egg mixture.
10. Bake for 25-30 minutes, or until the centre is set and the top is golden.
11. Allow to cool for 5 minutes before slicing.