Anglicare TAS
Choice, support and hope

DECEMBER 2026

CONNECT
NEWSLETTER

SUMMER ISSUE



WHAT'S **INSIDE**

Summer safety

Meet Courtney

Cate's Christmas

AnglicareTAS
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NEWSLETTER



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From the CEO

Thank you for the respect and kindness you have shown our team this year.

During 2025-26, we provided 210,960 hours of support to around 1,500 older Tasmanians. This added up to 45,000 showers and around 43,000 shopping trips.

This Christmas edition includes important summer safety information (pages 4-5), a reminder about the importance of carers also caring for themselves (page 8) and an abundance of Christmas cheer courtesy of team member, Cate (pages 10-11).

If there's a topic you'd like us to cover in Connect next year, or add into our staff training calendar, 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





Hello everybody,

We're nearing the end of another full year, and Christmas is just around the corner.

Thank you to everyone who took the time to reach out about your service.

We value your feedback because it helps us to improve. You can provide this information in several ways: talk to your worker or your Care Partner, give us a call on 1800 466 300 or send us an email at clientsupport@anglicare-tas.org.au

You can also use your mobile phone to scan the QR code below. 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.

On behalf of the entire Aged Care team, I hope you have an enjoyable and relaxing break with your loved ones. We look forward to supporting you in the New Year.

Take care, Ellen.

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.

A reminder about our app

If you have a mobile phone number and an email address, you're eligible for the 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 also use it to request changes to your support.

It incorporates a wide selection of enjoyable puzzles and games that have the added benefit of keeping your brain active.

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

If you experience any issues with the app, uninstall and reinstall it. You will not lose any of your information or service data by doing so. Again, your worker will be happy to help.

Your service over the Christmas season

CHSP/HACC services are not routinely provided on 25 December and 1 January. If you require support on these dates, please contact us as early as possible, as alternative arrangements may be available in exceptional circumstances.

Support at Home services will continue as scheduled unless you advise us that you do not wish to receive support on these public holidays. If you would prefer to cancel or adjust your service, please contact your Care Partner to discuss your needs and available options.



Are you prepared for a bushfire?

Tasmania experienced an early start to the bushfire season in September.

We encourage you to have a Bushfire Plan in place, and share it with your family and friends.

A Bushfire Plan explains what you will do before, during and after a bushfire.

Go to the Tasmania Fire Service website at fire.tas.gov.au to find a template you can use for your plan. There's also useful information on the ABC website; go to abc.net.au/emergency.

If you'd prefer some printed material, please contact us on 1800 466 300 and we will mail it out to you.

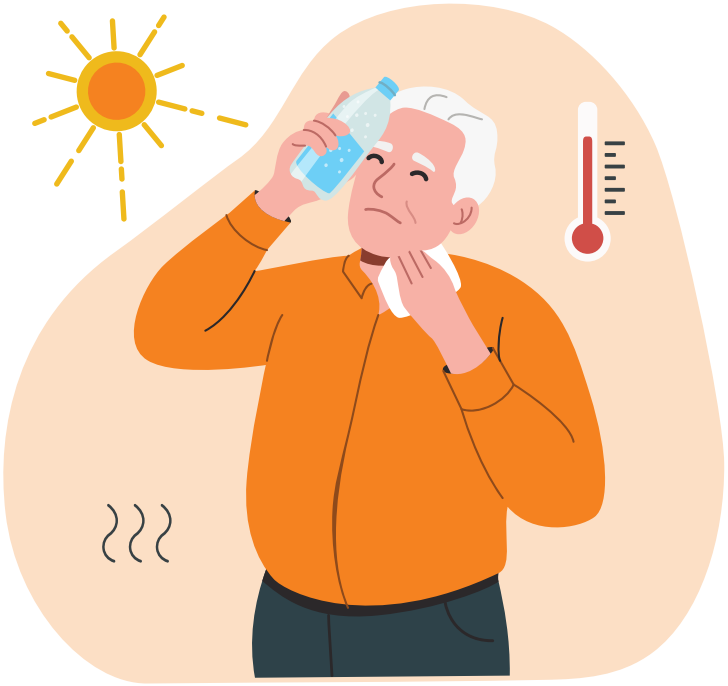
Remember, **the safest option is always to leave early**. Here are our other top tips:

- 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.
- 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.

Keeping your cool

Older people are vulnerable to dehydration during warmer spells. Do you know what to look out for?

- 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.





Good boy, Buddy!

More than 250 of your pets are now the proud owners of their very own Pet Passport.

A Pet Passport recognises that your pet is calm and well-mannered, and safe to stay by your side when we deliver your service.

Buddy (13, pictured here with his best friend Annette) passed his assessment with flying colours. He is also an all-round super-star: "He motivates me to keep walking," she says.

If you think your pet might qualify for a passport, ask your Care Partner if they can arrange an assessment.



An honour and a privilege

Russell and John enjoy a good rapport.

For team member Russell, trading the classroom for aged care support work has been more than a career change.

"Fourteen years ago, when I was still teaching, my family saw a role with Anglicare Tasmania advertised in the newspaper," Russell recalls. "They commented on how much I liked a chat with the older people at our church and suggested I give it a crack – and here I am!"

Russell usually supports three to four people per day, providing personal care, domestic assistance and social support to them. He says no two days are the same, and this forms an important part of the appeal.

"I love going to work, being part of someone's journey," he explains. "I love hearing people's life stories, and sharing special moments with them. One of my clients had turned 100, and I was there the day his letter arrived from the Prime Minister. Another had worked on the penstocks at the Poatina Power Station so we went and had a look together, which was really cool. Another had worked in a mine – I've learned a lot about how safety regulations have improved over the years!

"I'm always listening and learning, and it helps me to think about what I'd like my own life to look like when I get to this stage."

A rewarding career path

"To see a kid experience a light bulb moment as a teacher is pretty special, but I can honestly say that supporting older people is more rewarding," Russell said.

"It's an honour and a privilege. It's also humbling to know that I can be of help to people when they may be uncertain of what lies ahead."

"A good all-rounder"

One of Russell's clients, John, says the pair gets on well.

"If there's housework to be done, he'll do that for me. If I need to go to the shops, he'll do that with me as well. He takes me to the bank and helps me sort through my mail, which is really helpful.

"I'd describe him as a good all-rounder," John says.



Introducing Courtney

Courtney recently moved into a new role as Client Consultant.

Tell us about your journey with Anglicare. I've been at Anglicare almost five years now. In my first year I completed my traineeship and gained a Certificate III in Business. My job title was Home Care Officer. After that I spent three years in a hybrid role as Home Care Officer and Scheduling Co-ordinator. My colleagues say I am becoming a jack of all trades!

What is your new role? I assist people with information and guidance about Support at Home packages. This includes how to access a package and how to use it.

What do you enjoy most about it? Helping people is rewarding. I enjoy hearing their stories and assisting them to get the services and support they need.

How would you describe the Aged Care team? I'm incredibly grateful to be a part of this amazing team. Everyone is focused on providing the very best of care. Our management team members are forward-thinking and creative. They challenge the system because they want to make it better.

What do you like to do in your spare time? I am an avid reader. When I don't have my head in a book, I'm listening to music, learning to play chess, playing table tennis and video games, visiting family on the mainland, and playing Dungeons and Dragons with friends. I describe myself as a homebody, but I might head overseas in the future – with a book in my hand, of course. I cannot wait to see what 2027 holds for everyone!



Please encourage your supporters to make time for themselves.

Rebecca is a carer who lives in Ulverstone. The support she's received from Anglicare and the Carer Gateway service has helped her maintain her career as a hairdresser in residential aged care.

Caring conversations

More than 80,000 Tasmanians provide unpaid practical care and emotional support to someone who is close to them.

Caring for a loved one can be immensely rewarding, but often there's little time for hobbies and personal interests, physical exercise and the rest and relaxation carers need to keep their batteries charged.

Care2Serve offers the Carer Gateway in Tasmania. Carer Gateway provides free services and support for people who are unpaid carers to family members and friends. This includes counselling, coaching and access to respite. Contact the service on 1800 422 737 or carerstas.org.au

"Reach out to Carer Gateway", says Rebecca

Rebecca cares for her father, whose life was impacted hugely by a vehicle accident in 2021. After leaving hospital, he moved into an MAIB-funded residential facility operated by Anglicare's Acquired Injury Support Services. It was six months before he had recovered enough to move back home, with personal care and social support from Anglicare.

> **The support we received from Anglicare gave me the confidence to keep working.**
>
> Rebecca

Rebecca's career as a hairdresser in aged care facilities is important to her sense of self:

"The support we received from Anglicare gave me the confidence to keep working. I could still be there for Dad and know that when I wasn't, he was being well cared for," she said.

"I can't thank the Carer Gateway enough," she adds. "They listened, followed up and explained the range of services that were available to me, including respite and how to navigate the pathway into residential aged care. Their support encouraged me to get rid of the feelings of guilt I had that I wasn't doing enough."

Rebecca's father recently moved into an aged care facility in his local community. MAIB funds social support for him that continues to be provided by Anglicare.

Numbers that matter

Anglicare has released its annual report for 2025-26, Real impact.

As well as in-home aged care, we operate a range of housing and community services, including family, financial counselling and mental health support, and support for people with an acquired injury. We also advocate on behalf of disadvantaged Tasmanians for changes that will improve their lives.

During 2025-26 we:



Took

3,772

calls and online chats through the National Debt Helpline, supporting Tasmanians experiencing financial difficulty.



Achieved an

82.4%

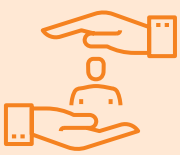
satisfaction rate with clients of our Acquired Injury Support Services and their families.



Distributed

189

naloxone kits through our Needle and Syringe Program, helping prevent deaths from opioid overdose.



Assisted **235** young people to move into stable accommodation and build essential life skills through the Youth2Independence program.



Used donated funds to cover the costs of psychology assessments for children to support their developmental needs.

You can read the full report on our website. Go to anglicare-tas.org.au and click through to it under 'About Us'.



Cate is dreaming of a white Christmas

Christmas is all about family, connection and creating memories together, says Care Partner and Senior Coordinator, Cate.

"One thing that has always inspired me is the idea of a traditional Canadian white Christmas," she says.

"Growing up watching Christmas movies filled with snowy landscapes and festive traditions, the season always seemed so magical. I love bringing some of that Canadian charm into our celebrations. I've also been lucky enough to experience a Canadian Christmas firsthand, and it was every bit as magical as I imagined.

"For me, the best part of Christmas is spending time with loved ones, sharing good food, and enjoying the special moments that bring everyone together.

"I especially love baking during the festive season and look forward to creating gingerbread houses for my family and friends each year. It has become a favourite Christmas tradition, and I always make an extra one for the office to share with colleagues. There's something special about bringing people together through homemade treats and festive activities."

> **"There's something special about bringing people together through homemade treats and festive activities..."**
>
> Cate

Cate's Christmas sugar cookies

These simple sugar cookies are perfect for Christmas and fun to decorate with icing and sprinkles.

Christmas sugar cookies

Ingredients

250g butter, softened
200g caster sugar
1 egg
2 tsp vanilla essence
375g plain flour
½ tsp baking powder

Method

1. Beat butter and sugar until creamy.
2. Add egg and vanilla and mix well.
3. Stir in flour and baking powder to make a soft dough.
4. Chill for 30 minutes if needed.
5. Roll out and cut into Christmas shapes.
6. Bake at 180°C (160°C fan-forced) for 8-12 minutes.
7. Cool completely before decorating.

Simple icing

Ingredients

250g icing sugar
2-3 tbsp water
Food colouring
Christmas sprinkles

Method

1. Mix icing sugar with water until smooth.
2. Divide into bowls and add colours.
3. Spread or pipe onto cooled cookies.
4. Add sprinkles before the icing sets.

Tips

- Let cookies dry before stacking.
- Store in an airtight container for up to a week.
- Bake the cookies a day or two ahead, then decorate with family and friends for a fun Christmas activity.



Not feeling like yourself lately?

Every Australian can access free and confidential mental health support through the Medicare Mental Health support program.

This service is funded by the Australian Government, and it respects your privacy. Everyone is welcome.

You don't need a formal diagnosis, referral or Mental Health Treatment Plan to be eligible.

There are several ways in which you can access this service:

- Telephone the Medicare Mental Health phone service on 1800 595 212. This service is available weekdays, 8:30 am – 5:00 pm, excluding public holidays. There are support options available if you have hearing or speech loss.
- Go to the Medicare Mental Health website, www.medicarementalhealth.gov.au, for trusted resources on topics such as managing worries, improving your mood, sleeping better and problem-solving. There is also free online service called the Medicare Mental Health Check In.
- Visit a Medicare Mental Health Centre in Launceston, Devonport, Burnie or Glenorchy. You can find a list of addresses and opening times at www.medicarementalhealth.gov.au

Please note that this is not a crisis service. If you need urgent help, call 000 or Lifeline, on 13 11 14.



If you're in a position to contribute to our Christmas Appeal, donating is easy.
Ring 1800 243 232 or visit Anglicare-tas.org.au/donate

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