



From The CEO



With Community Based Support celebrating its 30th year of supporting people in the Tasmanian community, we marked the occasion with a very special day. Over 80 people, including the Premier of Tasmania, turned out for a fun filled morning of remembering our proud history. We heard from David Pearce, our first Vice-President, Sandra Newton and Gwenda Splann, who have both been working with us for 23 and 24 years respectively, Dave Asten, who has been a long-time client and primary carer and our Chairman, Ross Doddridge. It was fascinating to see how there had been so many changes over

these years, but some things never change. We believe that the values that got us through the last 30 years will serve us well for the next thirty.

Community Based Support also celebrated the huge difference that carers make to Tasmanian society and the people they care for, during Carers Week. Excellent feedback was received about our MONA event, where radio presenter Dave Noonan gave a speech about his experience caring for his father. Clearly, his thoughts came from the heart and resonated with carers in relation to the highs and lows of this important role. The key message was to look after yourself, because if you don't, you can't help others.

With some changes being implemented by the Federal Government to the Carer program, Community Based Support has taken it upon itself to run some information sessions, so that we can keep people informed, help them plan ahead and hopefully ensure that there are no surprises. We are hosting these over multiple dates in November and early December.

Please contact Corinne, Team Leader Carer Support Services, for more details on 1300 227 827.

We are looking to change our rostering and client service software in the next six months, as we want to be able to provide all of our clients with consistency and flexibility. Improvements in this area, including an online client portal, should flow through as new features. I will keep you informed about this as things develop. We thank you for your patience while the improvements occur. Do remember, you may now ring our rostering team between 6:00am and 8:00pm each weekday to make your necessary enquiries, adjustments or arrangements.

The Coordination of Supports that we are now providing under the NDIS is going from strength to strength due to the excellent service being provided. This service helps you coordinate and set up your services under the NDIS. If you would like to discuss this service more, please contact Vicki, who will be pleased to talk you through how this works.

From The CEO - Continued

Many of you will be aware that a Royal Commission into Aged Care was first announced on Sunday 16th September 2018. The Federal Government has recommended that the Honourable Justice Joseph McGrath and Lynelle Briggs AO will be appointed as Royal Commissioners. The announcement follows an extensive period of public consultation with the community and with the health and aged care sectors. The Commission will broadly look into issues of:

- Quality and safety of care;
- How to care for people with disabilities living in aged care facilities;
- How to best care for Australians living with dementia;
- The challenges in providing accessible, affordable and high quality aged care services;
- Aged care in rural, regional and remote Australia; and
- How Government, the aged care sector, and the community can provide the best services and the most choice into the future.

As I have stated and acted on before, there is no excuse for any form of abuse. Community Based Support welcomes the inquiry and will be participating in a number of ways. All human systems have their challenges and faults, and these need to have a light shone on them and improved. We are also very proud of our staff that do provide great, caring, respectful services that allow people to live at home for as long as possible.

I look forward to meeting people as I move around our services, but if you would like to discuss anything, please feel free to call me or send me an email. Stay safe.



Murray Coates
CEO



Mini Satisfaction Survey

Thank you to all those who filled out the Mini Satisfaction Survey that was sent out with your last newsletter. So far the results have been overwhelmingly positive.

If you would like a copy of the survey, please give us a call anytime on 1300 227 827 and we will happily send one to you, with a reply paid envelope, so you can share your thoughts with us about your services. We are always very grateful to receive honest feedback as this helps us to continually improve our services to you.





Our New Team Is Helping Many To Access The Right Services

In our last edition of Connect, we introduced you to some of our newest team members, Jennie and Julie in our Launceston office and Nikole in our Hobart office.

These three have been working closely together over the last few months, getting out and about, meeting new clients, getting to know our team in Bridport and networking with a whole range of interesting people right across the state.

Nikole has also been holding meetings with people (as individuals as well as in small groups) who are interested in accessing services, but aren't quite sure about how to get them. If you would like to meet with Nikole so she can explain to you, someone you know, or even a group that you might belong to, about how you can access services, please call her on 1300 227 827 and make an appointment.

If you would like to host an information session for you and some of your friends in the comfort of your own home, please call Nikole and she will arrange a time that suits you. We will also provide you and your friends with some tasty treats for a morning or afternoon tea event.

Did You Know...

Did you know you can look at your roster online? We can also send you a text or email to let you know of a roster change. If you want to know more please speak to one of your coordinators on 1300 227 827.

Summertime Tips

With Spring almost over and Summer about to arrive, we thought it might be a great time to offer you some helpful tips about staying well and safe during the upcoming summer and festive season.

1. Remember to stay hydrated. It's easy to become dehydrated during the warmer months so please remember to drink plenty of fluids to avoid becoming ill. Water is best.
2. Slip, Slop, Slap... Slip on a shirt, slop on some sunscreen and slap on a hat.
3. Get your rest – Routines may vary with summer events, but aim to get seven to nine hours of sleep a night. Keep your room cool and shades pulled to help make your sleep more comfortable.
4. Move your body - Added heat (even if it's dry heat!) can make exercise uncomfortable in the summer months. Try getting some exercise in the morning hours before the sun is at its peak. Or break up your day and go for shorter walk breaks throughout your day. But remember not to over exert yourself.
5. You may have already done this with the change to daylight savings, but it's a good time to check and/or change your smoke alarm batteries.
6. Take a cold water shower - One of the quickest ways to cool down is to step into a cold water shower. It will instantly make you feel refreshed. Also try washing your feet and face with cold water before you go to sleep. It is said that placing an ice pack on your neck can work wonders too to cut down body temperature. Even wiping yourself with wet towels can help.

We hope these tips assist you and your loved ones to remain healthy over the summer months.

BEWARE! Protect Yourself From Scams

Scams come in all shapes and sizes. Have you received an offer that seems too good to be true, or a request to donate to a good cause? Perhaps an invitation to 'befriend' or connect with an online admirer? Or maybe you have been asked to give personal information like your bank account number, PIN, or access to your computer.

Some recent scams have included people who claim to be from Charities who either knock on your door or call you on the telephone. There has also been an increase in people impersonating well-known businesses or the police so they can get access to computers and steal money or banking information. There have even been some who leave pre-recorded messages saying they are from Centrelink and they are going to increase your pension, all you need to do is call them... Don't do it, it's a SCAM! These scammers ask you for personal details over the phone that allow them to have access to your bank accounts, pay a bill over the phone, or they may ask you for details about your computer so they can 'fix' a problem that has been reported.

Don't forget that scammers always lie! They usually claim to represent highly reputable organisations, banks and government agencies to trick their victims.

Remember that these reputable organisations will **never** ask you for your personal details over the phone, they will never ask you to reveal your PIN number and they will never ask you to pay large amounts of money over the phone.

If you receive a call, you can tell the person you will think about it and that you will call them back if you decide to go ahead. You can then call the organisation or company they claimed to be working for to check it out further. Even better still, you or your family member or friend can go to the ACCC Scamwatch website to get further information and help.

Their website address is www.scamwatch.gov.au

With Christmas and the holiday period looming, scammers will be looking for ways to take your money from you. Be wary and alert so you don't get caught out.

Call If You Are Away Over The Christmas Break

Christmas is coming! I know... where did the year go?

If you are planning to go away over the holiday period, please make sure you contact the office (Hobart – 6208 6600, or Launceston – 6338 1889) to let us know that you won't be home. This way, we can make sure that your support workers won't come to your home and worry unnecessarily about you when they find you are not there.

Dementia Awareness Extended Into 2019

By now you will probably have heard about the Jane Tolman - Dementia Awareness information sessions on offer at CBS. Our last sessions for 2018 will be held on:

Monday 26th November in Hobart

1.30pm to 3.30pm; and

Tuesday 27th November in Launceston

1.30pm to 3.30pm.

If you would like to attend either of these sessions please contact us on 1300 227 827 to RSVP.

If you can't make one of these sessions, don't worry, the sessions have now been extended. Dr Tolman has very kindly agreed to continue these sessions well into 2019.

The 2 hour sessions will be held at Community Based Support's Moonah office on the last Monday of every month, from January to June 2019. They will also be held in Launceston City on the last Tuesday of every month, from January to June 2019. They will start at 1.30pm and finish at 3.30pm.

The sessions are free and open to any member of the community. If you are interested in learning more about Dementia, please contact CBS on 1300 227 827 to book your space.



**community
based support**

maximising client independence