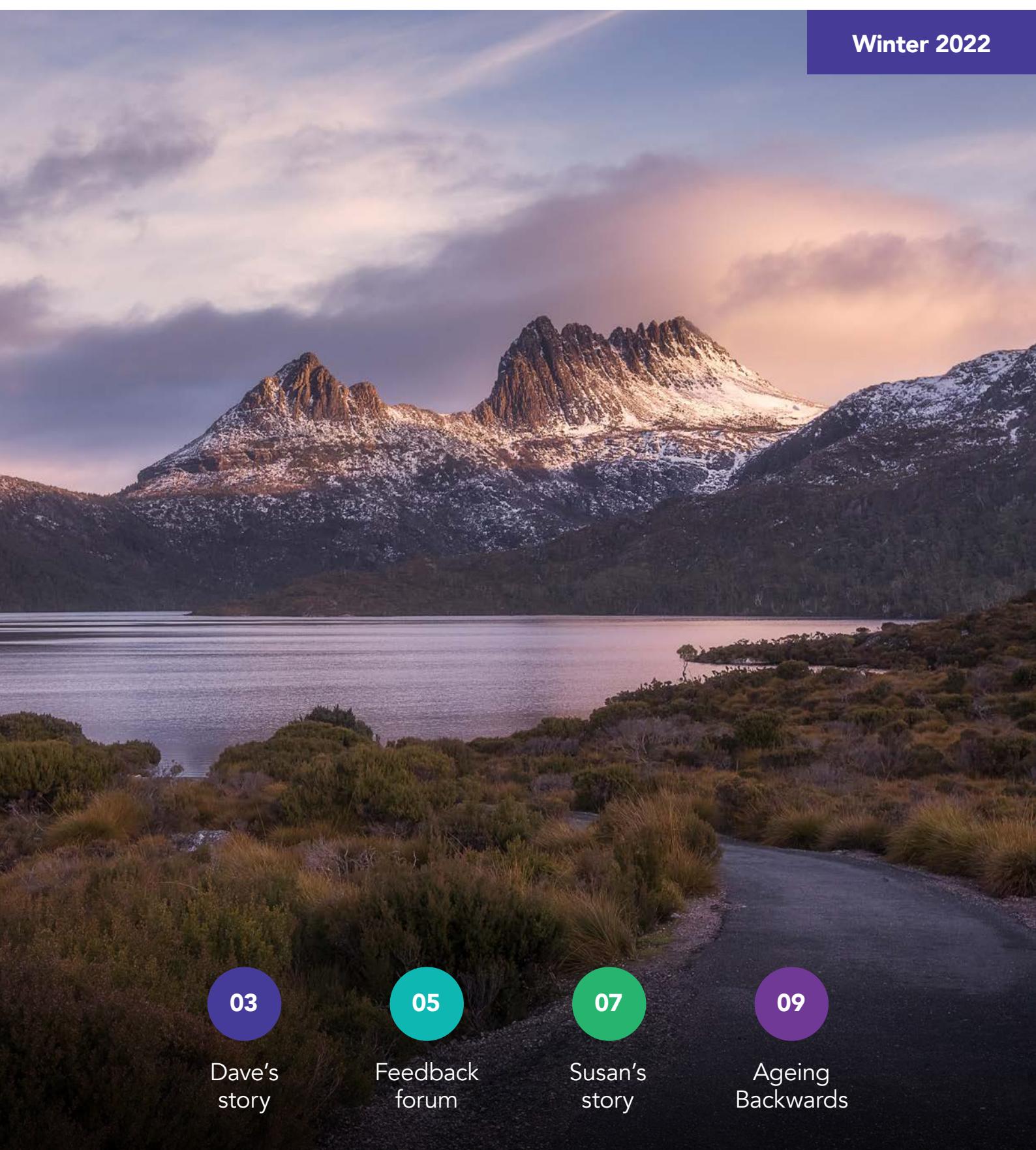


Winter 2022



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CEO Welcome

Allyson Warrington, CEO

Winter is well and truly on the way after a classically beautiful autumn season. I always feel blessed that we experience such distinct seasons here in Tasmania and no matter where we are, nature is not far away.

Speaking of seasons, we continue to do our best to protect you from the downside of seasonal change... the flu and COVID-19. CBS staff have recently been vaccinated against the flu and they are all up to date with COVID vaccinations too. Our team continue to wear masks and take all the necessary precautions to keep us all safe.

Recent changes to COVID restrictions mean we can now offer more availability at our social hubs. The timing is terrific as more of our clients are expressing interest in joining in on the diverse activity program. Whether you want to stay in and simply enjoy the company of others or want to get out and about, our program has something to suit everyone. Contact our Client Services team to discuss how they can assist you to access the funding and join in on the fun activities.

I'm sure you are aware we have a new Federal Government. Labor's election platform promised a 25% pay increase for aged care workers, strengthening of the NDIS and a closer interface with aged care and health. We will continue to advocate for increased pay, training and support for our staff and for appropriate funding to continue to support you, our valued clients.

Executive Manager of Aged Care Craig Triffitt, and myself, recently attended the Aged and Community Services Australia Summit. Along with colleagues from all over the country, it was an opportunity to discuss Government's aged care policies, sector reform, technology, ethical decision making, and the new home care program (Support at Home). With the incoming Government we will be awaiting indicators of the progress of earlier announcements.



Meanwhile here at CBS, the team are working with energy and focus to continually improve the ways we deliver our support to you. We recently welcomed a group of our Home Care Package clients to discuss the surveys we undertook and to listen to feedback and suggestions for improvement. We are always grateful for these opportunities to really hear what it is you need. We will soon welcome a group of our NDIS clients to understand their unique needs and how we can continue to support them.

This is a packed edition of Connect, so pour yourself a cup of something warm, put your feet up and take a moment for yourself to have a read.



Craig and Allyson at the ACSA summit

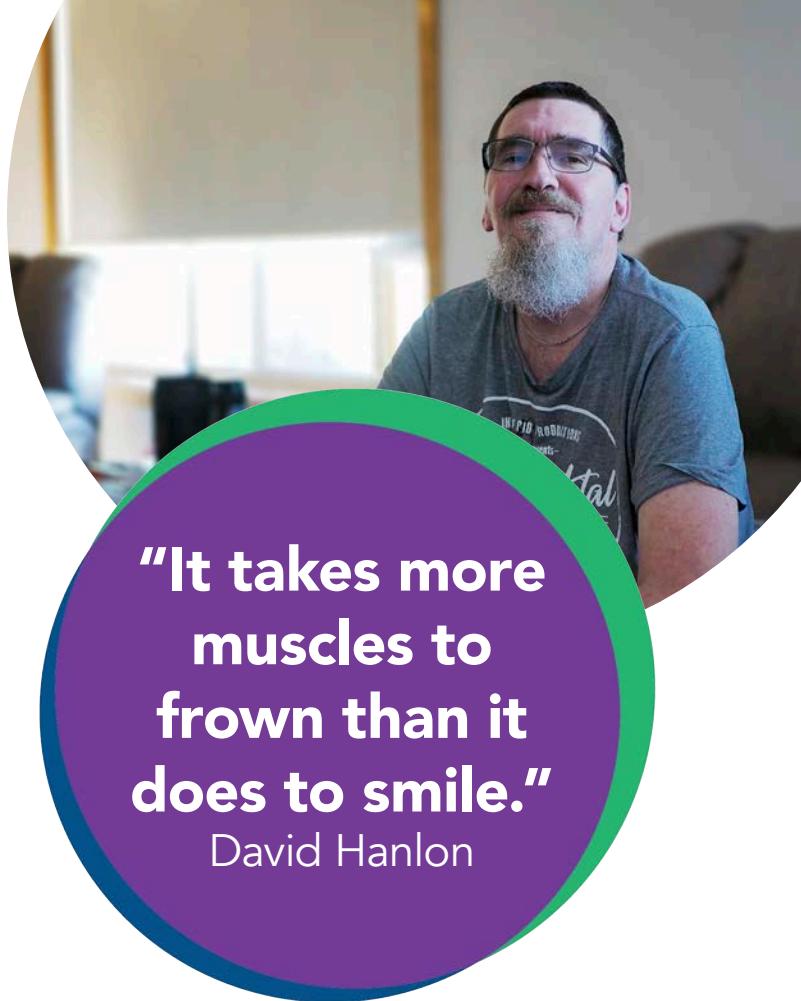
Dave's advice on getting the best out of support options.

Humour is important to Dave Hanlon as he talks about the importance of being able to have a laugh, no matter the situation. He insisted on being called Dave when we sat down for a chat, as calling him David meant he'd "done something wrong".

Dave spent much of his working life in various manual labour jobs such as sawmills or bricklaying, before an accident led to a rethink. His sister Sheralyn was working in the aged care sector and encouraged him to give it a go. She supported him to do the necessary training and soon enough he was qualified as a support worker.

He started working in an aged care home in Hobart and quickly built a rapport with residents and staff alike. He was so popular; his colleagues would tell him everyone was asking for him whenever he had a day off. He'd often go into the home on his day off anyway, just to check in on the residents and stay for a chat. Dave has fond memories of working in the aged care sector and says it was the best job he ever had.

Dave was diagnosed with Primary Progressive MS a number of years ago which sadly brought an end to his job at the care home. Sheralyn has turned her caring focus to her brother and is his primary carer, looking after Dave's life admin and support coordination. His caring nature is still very much there too as he offered a coffee and a seat when we arrived at his home to chat.



"It takes more muscles to frown than it does to smile."

David Hanlon

Before his diagnosis, Dave had been very fond of woodwork and loved creating things with his hands. His son obviously takes after his dad as there was a beautiful wooden airplane sitting on the sideboard, which Dave was very proud to talk about. Dave lives with his son and 15 year old cat Fluffy and will often sit out with his neighbours for a chat.

As someone who worked in the care industry previously, Dave was well placed to know exactly what he wanted from his own support package. "Focus on what you want to get out of it, ask lots of questions and just be sure that you're getting what you need to be comfortable" is his advice for anyone exploring care options for themselves or a loved one.

Dave receives a number of NDIS supports from CBS including house cleaning, assistance with self care and access to community, social and recreational activities.



Home Care Package feedback forum

We recently hosted a group of Home Care Package clients at a forum in our Moonah office.

The purpose of this forum was a follow up to our survey that we sent out last year, to better understand the issues facing our community and how we can work to resolve them. Subjects discussed included billing, scheduling, support worker allocations and communication preferences. We listened to all the points raised and documented issues that need to be actioned.

This forum and preceding survey all form part of our values of collaboration and accountability. We don't just want to provide services to our community, we want to develop relationships and work together to find the best way forward.

A very big thank you to those who took time out of their day to come talk with us and we look forward to implementing the changes discussed and continuing to provide the services you want, in the way you want them.

Home Care Packages FAQ

Knowing what questions to ask a provider when choosing a Home Care Package can be a bit daunting. To help out, we put together a handy Frequently Asked Questions section on our website at: cbsaust.org.au/home-care-packages-faq

It's based on feedback from hundreds of visits and consultations we've made with clients based around queries on cost, service and quality.

You can also give our Client Services team a call on **1300 227 827** to discuss any questions you have.



A bit of fun with our execs making the CBS name.

Flu vaccines

We organised a flu vaccination clinic in our Moonah office to provide all our staff with their annual shot. Like COVID-19 vaccines, this is mandated for all CBS staff.



Support Worker meetings

We held our regular meetings between our support workers and their coordinators to find out how everything is going. It's a great way to meet face to face and discover ways we can work closely together to make sure our services enrich your lives.

COVID safe services

In the unfortunate event that you or a loved one has COVID, you can rest assured there will be minimal disruption to your services.

Our staff are all fully trained on the correct use of full PPE so that you can focus on feeling better, while still receiving your supports.



Social hub program

Featured outings and activities

- Richmond Maze
- Christmas in July party
- Sailing on the Derwent river
- Shot Tower historic site and tea rooms
- Lunch at Puddleduck vineyard

Check out the full programs on our website or pick up a copy at one of the hubs



July - Sep
2022
programs
out now!

Hub locations

New Town
Cygnet
Kingston
Riverside

Get your flu shot

With winter upon us and flu cases rising by the day, now's the time to get your flu vaccine. Friendly Care Pharmacy truly support local community businesses. Why not get your vaccine at one of their handy locations in Hobart, New Town or Moonah.



Doing mum proud: Susan's story

Susan Reid joined the rostering team in March this year having previously worked out in the field as a support worker. She's always had a people focussed approach throughout her career and credits her mother with instilling a sense of achievement from helping others.

"I grew up watching my Mum work in the aged care sector, and often as a child I would go with her to the facility she worked at, and volunteer in the social activities at her workplace. It was good to be exposed to the industry at such a young age".

She decided to follow in her mum's footsteps and moved into the aged care sector, working in a care home before joining CBS as a support worker. Not one to shy away from a challenge, Susan applied for the rostering role saying "Change is as good as a holiday. I needed a change and I wanted a new challenge. I love my clients, however I felt I needed an opportunity to further my knowledge and skillset, as well as see what working from a different perspective within CBS is like".

Susan had gained important admin and computing experience in customer service roles before becoming a support worker. She believes these skills helped her stand out as the successful candidate for the rostering position. She's really enjoyed getting to put faces to the names of people she'd mostly spoken to on the phone. "Meeting everyone, learning their roles, how that fits in with a client's care and seeing how they interact with clients, has been pretty awesome" says Susan.

Susan's very grateful for the knowledge and experience she's gained at CBS, both as a support worker and now that she's moved into an office-based role. "Even when in the field, I found that CBS was really flexible with learning and really encouraged people to further their skillset and education. In the office, I have a whole new perspective on how it works behind the scenes. It's certainly not what you think it is while you're in the field".



"I always loved how she would be proud of what she has accomplished working in the aged care sector."

Susan Reid

When asked which of CBS' values resonates the most with her, Susan had this to say "Respect resonates most with me as it is something that should be part of everyday life. Respect for clients, team mates, workplace and clients' homes. As well as outside of work, respect for the community etc".

Susan's advice for other support workers looking to move into an office position shows the benefits of being encouraged to try new things. "Don't doubt yourself. You literally will never know until you try. It will either be yes or no, so there is no point stewing on it, to only regret it later, so go for it".



**"I can go
so many places
knowing my
familing is only
a press of a
button away."**

LiveLife alarms keeping CBS clients safe

Community Based Support helps many of our clients to access a LiveLife personal alarm to provide extra peace of mind and continued independence. The alarms come in a pendant style or wristwatch style so you can choose which suits your lifestyle best.

Should you experience a fall, the inbuilt falls detector means that the device will automatically start calling through the six contacts you have selected to get you help when you need it. Our Client Services team can talk with you in more detail about how the alarm works and which option will suit your needs.

We can also support you to contact My Aged Care for any relevant referral code. We will even take care of the ordering of the alarm for you and make sure it arrives to your door, ready to use with your emergency contacts pre-loaded.

It's as easy as calling our friendly Client Services team on **1300 227 827**

Personal and home safety

At CBS we provide a range of solutions that increase the level of safety for people living independently in their own homes. Safety monitoring equipment can include devices such as:

- Personal medical alarms
- Fall detectors
- Help buttons
- Smoke, gas and flood detectors
- Key safes.

Ageing Backwards

movement program

Ageing Backward's belief towards exercise is to build strength in our daily movement patterns. All whilst having fun and making exercise an easy part of our daily lives. Please don't think you are not fit enough to join in. Everyone is welcome and will walk away with a feeling of accomplishment.

The classes are gentle, age appropriate and a great way for to keep active at your pace, in a social environment. You don't have to be a CBS client to sign up so feel free to bring a friend.



"I enjoy going, having a laugh and feeling a bit more confident and steady."

Ann (Claremont group)



Meet your instructor Liz

Liz is an experienced and qualified personal trainer with a passion for training and educating others about health and fitness.

"Having worked in the aged care sector, I understand the importance of maintaining fitness to keep your body strong and active to prevent injury, falls, weight gain, heart disease, diabetes and keeping a strong, active body".

Times and locations

Tuesday 10:30am | Blackmans Bay Hall, The Esplanade
Tuesday 2pm | Claremont Girl Guides Hall
Thursday 10:30am | Blackmans Bay Hall, The Esplanade
Thursday 1pm | New Norfolk RSL
Friday 10.30am | Tolosa Street Hall, Glenorchy

**Call us on
1300 227 827
to book your
free trial**

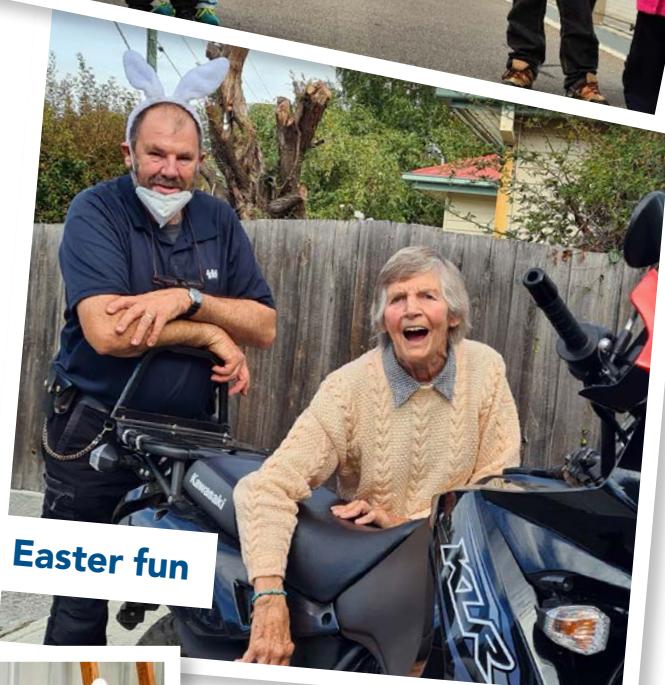
Social hubs in action



Easter activities at Riverside



Hobart Cenotaph



Easter fun



Go Karting



Transport museum



In hub cooking

Social hubs in action



The logo for 'community based support' features three stylized human figures holding hands. The text 'community based support' is written in a bold, sans-serif font, with 'maximising client independence' in smaller text below it. A large teal circle contains a white Facebook 'f' icon and the text 'Follow us on Facebook' in white, bold letters. Below this, the handle 'communitybasedsupport' is shown in a smaller white font.





Book your flu shot today. Don't let the flu go viral.

Flu may have taken a back seat recently, but it can be serious and it's back.

Protect yourself and your loved ones. Book your flu shot today.

It's recommended for everyone over 6 months of age.

It's free for all people living with disability.

Book now at your GP, pharmacy, or community flu vaccine clinic.

Find out when there's a community clinic near you at www.coronavirus.tas.gov.au

Remember
the Flu!

Book your flu shot today.

For more information on the flu

go to health.tas.gov.au

or call 1800 671 738.



Feedback

At Community Based Support we are committed to providing the very best service to everyone. In order for us to achieve our goal of delivering great service to you, we need you to let us know how we are getting it right as well as when we get it wrong. You can provide us with feedback through any of the methods below.

- Phone: 1300 227 827 or 6208 6600
- Email: feedback@cbsaust.org.au
- Write:
Community Based Support
PO Box 823 Moonah TAS 7009
- Visit: www.cbsaust.org.au

Other useful contacts

Aged Care Quality and Safety Commission

P: 1800 951 822

www.agedcarequality.gov.au/making-complaint/lodge-complaint

NDIS Commission

P: 1800 035 544

www.ndiscommission.gov.au/about/complaints

Speak Out Association Tasmania

Disability Advocacy

P: 03 6108 2188

www.speakoutadvocacy.org

Advocacy Tasmania

P: 1800 005 131

www.advocacytasmania.org.au

