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Welcome to the winter edition



Allyson Warrington, CEO

Winter is upon us with its shorter and much cooler days. With the change of seasons we're seeing lots of illness around, so it's really important to practice safe methods to ensure we don't spread germs far and wide.

To that end, we recently held a clinic to help our team stay on top of their Covid and Flu boosters. You will notice your support team are still wearing masks so that we can help keep people in the community healthy. And if you do become unwell, they will use the full suite of PPE so that we can continue to provide support if you wish.

In the last edition of Connect I shared information in relation to the reforms occurring within disability and aged care as directed by Government and regulatory authorities. I feel it's important to keep you informed as changes are made to policy and legislation that may impact on services you receive. Our focus is always on you and ensuring the highest quality care.

There have been various consultation processes occur in relation to proposed legislative changes to the Aged Care Act and I have actively participated through both our peak body, ACCPA (Aged Care Community Provider Association) and directly with Government and representatives. I want to ensure that any changes will not be detrimental to areas of our sector, and indeed, our organisation. This is particularly important with issues that are already posing challenges, such as workforce.

Last week I was fortunate to have some brief discussions with the Hon Guy Barnett, Minister for Health at an ACCPA hosted event in Launceston. The Minister is keen to continue dialogue to ensure that our sector remains viable and meets the needs of Tasmanian communities.

I recently participated in an AICD (Australian Institute of Company Directors) roundtable with Senator Anne Ruston, Federal Shadow Minister for Aged Care. I am fortunate to have been invited, along with seven other representatives from the sector across the country, to talk about the proposed changes to the Aged Care Act and the responsible duty provisions impacting on key management personnel (directors and executives), and potential unintended consequences of other changes to the Act, such as attracting people to work in the sector.

Advocacy and engagement are important to us with our common focus, that is our clients, at the centre of all we do.

With that in mind, we share many topics in this edition including the results of our annual satisfaction survey. Thank you to all those clients that took the time to provide us with feedback. You have been heard. We will keep you informed of the work we are doing to make improvements in key areas that you have shared.

Stay warm and well this season. Again, we thank you for choosing CBS to support you to stay independent in your home and community. We are proud to be there for you.

A career of compassion: Julie's story

Julie Gilroy recently retired from Community Based Support after dedicating over 20 years to a career providing domestic services. During this time, she witnessed big changes within the industry and the world.

Driven by a desire for greater flexibility as her children grew, Julie made a change from the banking sector and started a career in support work. Reflecting on this shift, she recalls, "As the kids were getting older, I wanted to have more flexibility." This decision led her to explore opportunities in support work, a move she made after connecting with other parents who were working in similar roles.

Julie quickly discovered that her previous experience provided her with valuable skills, but it was her empathetic nature that truly helped her in her new position. "You've got to have compassion, and you have to be able to listen," she emphasises, highlighting the key qualities necessary for effective support work.

Over the course of her career, Julie saw major changes in the industry, especially with technology usage "When I first started, we were just given a phone number and an address, and that was it," she reminisces. "You arranged all your hours with the clients directly and had to hand your paperwork into the office." Today, support workers at CBS utilise tools which seamlessly deliver all the necessary details to their phone screens, marking a clear difference from the past.

Despite the efficiencies brought about by technology, Julie remained connected to her clients. She cherishes these relationships, considering several former



clients as close friends whom she now enjoys meeting for lunch in her retirement.

While acknowledging the benefits of improved systems, Julie maintains that the human touch is irreplaceable. "The basics are always going to be there, and the human touch has got to be there." On the potential of emerging tech, she says with a laugh, "I don't think a robot is going to be washing a toilet any time soon."

Julie also recounts unexpected moments with clients, showing how communities in Tasmania are connected. One such story involved a client sharing a photo of her grandson, only for Julie to recognise her own daughter in the picture. It turned out they were dance partners at school.

As she settles into retirement, Julie eagerly anticipates pursuing various interests that were perhaps sidelined during her career. Julie expresses her passion for sewing and knitting, mentioning her joy in creating clothes for her grandchildren. Additionally, she plans to contribute to charitable causes, such as knitting beanies for premature babies at the Royal hospital.

We'd like to acknowledge Julie's ongoing commitment to giving back and express our gratitude for her service to the community. Everyone at CBS wishes her well in her retirement and thanks her for her dedication and compassion towards CBS clients over the years.

Annual Client Satisfaction Survey

We are pleased to present you with the results of our 2024 annual satisfaction survey and are thankful to all those that took the time to provide us with feedback. 230 clients shared with us their views on how we are performing, and how we can do it better.

It is pleasing to know that according to these results, you feel safe and supported to provide your feedback to us. We will continue to provide effective ways for you to communicate with us on the things that matter to you.

A clear area of strength is the quality of the support you receive from CBS support workers. You told us that in the main, your experience with our workers is overwhelmingly positive. They uphold our values of Quality, Respect, Collaboration and Accountability and this contributes to the high standard of care you receive.

These results and written feedback also tell us that we have work to do to improve in some areas and meet your expectations.

This is what we have heard:

- Improvements can be made in the way we communicate about changes to support staff and support times.
- Regular discussion about ongoing goals and needs of support plans needs to be a focus.
- We need to make it easier for you to contact the office team.

We are committed to providing quality care and value the feedback you have provided. This feedback is central to guiding our next steps.

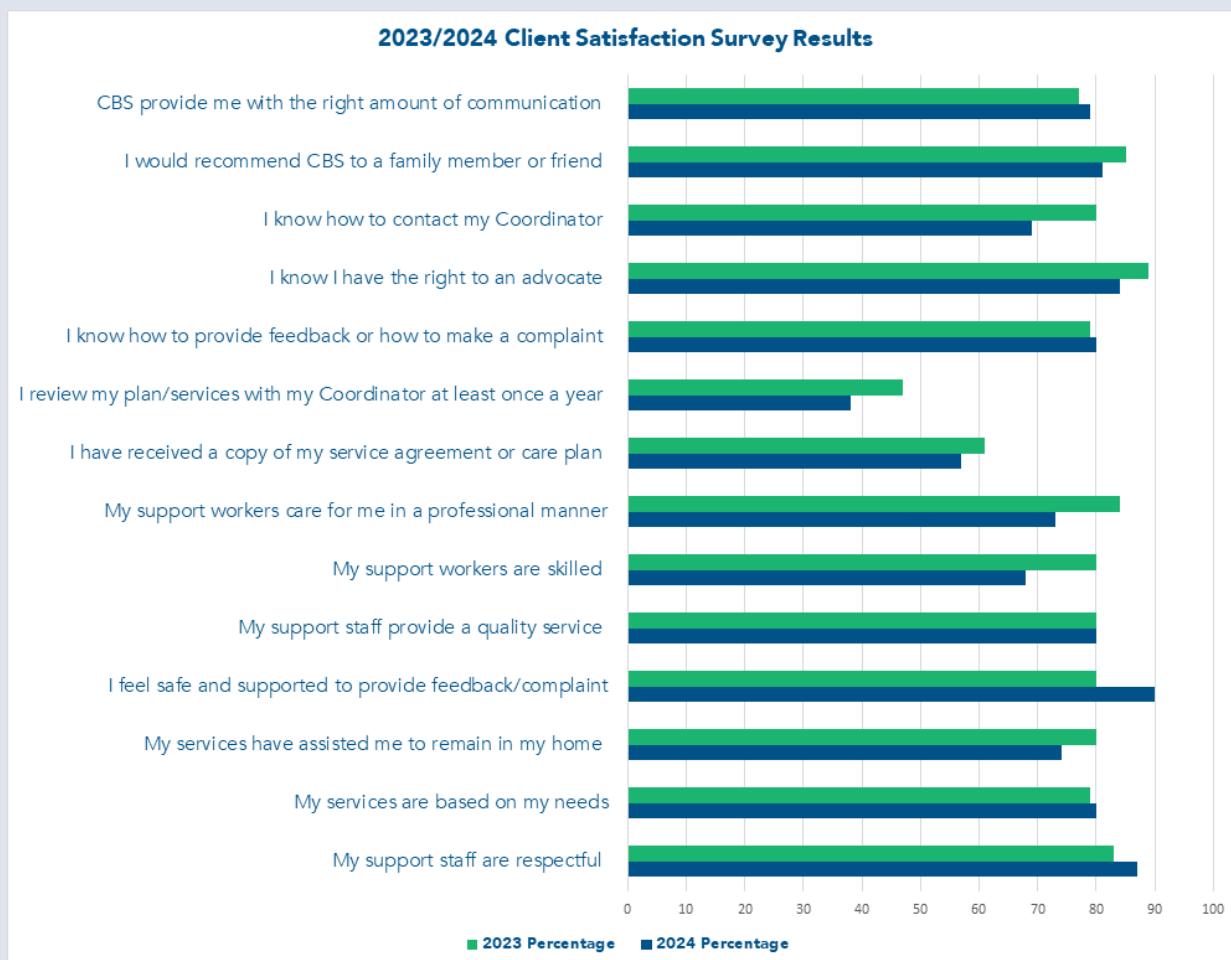
Our strategic objectives are designed to improve our client's experience and one of these objectives is establishing a client advisory forum. The forums will occur in various formats, sometimes as meetings and other times seeking your feedback by telephone or email. The aim is to make it as simple as possible to include your voice in our decision-making process.

We invite clients, families, and staff to let us know if you would like to be part of our client advisory forums.

If you have any questions about the results, or the client forum process, please contact Paul Dolzan on 0498 284 323 or via email at paul.dolzan@cbsaust.org.au

More information regarding the client advisory forum can be found here www.cbsaust.org.au/contact-us/feedback/

Here's a graph summarising the results in comparison with 2023.



Kingston hub open Fridays

The Kingston social hub is now open on Fridays and proving to be very popular! Our friends from the Cygnet Hub have joined us at Kingston and have been made very welcome.



New beginnings for Ageing Backwards classes

We are delighted to introduce our new trainer for the CBS Ageing Backwards classes, Paul Hamilton. Paul is a qualified and well-rounded instructor with rehabilitation accreditation and experience in training older adults.

"I'm passionate about my role and pride myself on looking after clients whether group or personal training through tailored exercise routines to accommodate all levels with proper, supportive technique."

- Paul Hamilton

With winter upon us there is no better time to get moving, keep those joints happy and have a laugh with new friends.

Classes on offer are as below however we are open to offering more should there be further demand.

Tuesday 11am, Montrose Yacht Club
Thursday 2pm, New Norfolk RSL



Hitting the mark: Trish Rider's story

"I had no idea it was something you could do now, I thought it was from the time of Robin Hood!" Trish Rider is talking about archery, a sport she recently tried for the first time on a CBS social hub outing.

"It was on the program for a day I don't usually do, and one of the participants suggested I give it a go," she recalls. Little did she know, this simple suggestion would ignite a captivating new interest.

Despite Trish being a novice, she found herself drawn to the activity's blend of focus and precision. "I found it quite a challenge, I loved it," she remarks. The supportive atmosphere of the group encouraged her to embrace this new pursuit.

As Trish honed her skills, she noticed gradual improvements. "I eventually managed to hit the target after sending a few arrows bouncing up the paddock," she admits with a chuckle. Each successful shot brought a sense of accomplishment and fuelled her desire to persist.

The idea of taking her interest in archery beyond just a casual hobby began to grow in Trish's mind. "I'm hoping to go along to an archery group at Roches Beach on the Eastern shore once the school holidays are over," she shares.

It wasn't just the act of shooting arrows that Trish enjoyed; it was the entire experience surrounding it. "I liked that it was a group activity, outdoors and in the fresh air," she remarks. The camaraderie, the challenge, and the sense of rejuvenation she felt while practicing archery made her feel alive. "I felt like I was 10 years younger," she exclaims.



In addition to archery, Trish expressed interest in exploring other activities that are regularly on the social hub program. "I'd like to give 10-pin bowling another go," she says, reminiscing about the fun she had on a previous outing. She shared ideas about workshops on using technology and gardening, having been frustrated with some recent plant potting experiments. The social hubs actively invite contributions from participants so we wouldn't be surprised to see this on the next program.

Outside of the social hubs group, Trish has an active social life. From a choral singing group to regular lunch gatherings with former colleagues, she remains connected with her close friends..

Trish spoke highly of the social hub staff. "They are absolutely wonderful," she exclaims. "Their professionalism is extraordinary. I'm always talking with the other participants about how fantastic they are," she shares.

Trish's story is one of curiosity, community and embracing new experiences. In taking on the challenge of archery and other experiences offered by the social hubs, she has found a potential new hobby. It's also highlighted the importance of keeping active in the community and sparked an interest in finding out more about what else is available to her.

New CBS vehicles

Community Based Support (CBS) is pleased to announce the addition of new branded vehicles to our fleet, including cars, vans, and utes. This investment aims to enhance service delivery and ensure our clients receive the best support.

CBS has chosen fuel-efficient models to reduce our environmental footprint, aligning with our commitment to sustainable service delivery.



Introducing Eion

We are delighted to introduce our new in-house Occupational Therapist, Eion Jennings, to the CBS team. Eion brings 17 years of OT experience and a deep commitment to enhancing the quality of life for our clients.

He joins CBS for a second stint after working in the private sector for a little bit. Before that he's been a bank manager, ambulance dispatcher and worked with Guide Dogs Tasmania as well as the Royal New Zealand Foundation for the Blind.



We sat down with Eion to find out a bit more about the life of an OT.

What is an Occupational Therapist?

If there's anything practical that's becoming hard to do, my job is to help you find solutions so you can keep doing it.

What do you love about it?

I love that I get to help people in their own homes and to maintain their independence.

What are you excited about/interested in seeing in the future?

I want to help people become proactive rather than reactive. I aim to set people up for success so they can stay independent for as long as possible. Let's not wait for something difficult to happen if we can prevent it.

See next page for some handy tips Eion's put together to make every day tasks safer and more comfortable.

Eion's OT tips

Eion has put together a series of information sheets to help you with everyday things like getting in and out of the car, sitting comfortably in a chair and getting a good night's sleep in a home care bed. Here's a selection of handy tips from those articles.

Sitting comfortably (Seat depth)

- Ideal seat depth is sitting with your back fully supported by the chair, with an approx. 2.5cm gap between the front of the seat cushion and the back of the knee.



- The goal is for as much of the bottom and thigh to be supported by the chair seat as possible, spreading weight across as wide an area as we can to reduce pressure and increase comfort.

Getting out of the car safely (Wind down the window)

- This provides an additional grab point at a different height and which is easier to grasp than the internal door handles and, in some instances, enables people to put their heads into this space to move their centre of balance forward.
- It also provides an easier to grasp support when turning on the spot to then sit back into the car seat.

Home Care Bed Hints

- Your bed won't help you if you don't use it, so please don't be afraid to experiment with the controller and the different positions to find out what works with you and get confident with using the bed functions.
- You can't break the bed, so don't worry about pushing the 'wrong' button.

This is a small selection from Eion's comprehensive information sheets. Visit our website at www.cbsaust.org.au/policy-categories/fact-sheets/ to read the full documents and start living more comfortably and on your terms.

Social hubs

Featured outings/activities coming up

- Rewind Cinema
- Christmas in July
- Hub Olympics
- Music with Johnny
- Mad Hatter tea party



Hub locations

New Town
Kingston



Check out
the latest
program on
our website

The July to September social hubs program

We are excited to present our Social Hub Programme for July to September, packed with a variety of engaging activities.

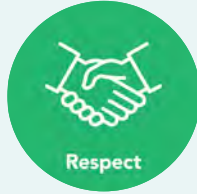
In July, our outings and in-hub activities include a fish and chips day at the wharf, fun guessing games with pet photos, lunch at the Dodges Ferry Hotel, a nostalgic movie experience at Rewind Cinema, and an UNO challenge. The second week of July is dedicated to NAIDOC Week, featuring various cultural activities hosted in our hubs.

August offers activities like a walk along Kingston Beach, a fancy dress day, and lunch at the Shoreline Hotel. We'll also have themed days such as Christmas in July, with craft sessions and festive celebrations. Later in the month, enjoy activities like decoupage, Nepalese cooking, and armchair travel to Mexico, culminating in a movie day at Village Cinemas Hobart.

September brings a mix of creative, culinary, and recreational activities. Highlights include making sushi, a spot of karaoke, a visit to the Longley International Hotel and crafting tissue paper art. We'll celebrate National Potato Day with a cook-up and enjoy outings to local cafes and bakeries. To wrap up the month, we'll engage in bookmark making, music through the years, archery, and celebrating RU OK? Day at the Hub. We look forward to welcoming you and enjoying these experiences together.



Quality



Respect



Collaboration



Accountability

CBS Values Awards

CBS staff consistently embody the organization's values of quality, accountability, collaboration, and respect in their interactions and work. This is evident in their professionalism, dedication, teamwork, and respectful treatment of clients, ensuring high standards of service delivery and client satisfaction. Here's the latest winners from our rewards and recognition program and some kind words shared about them from our clients.

Toni Cartledge

"Toni is professional, friendly, helpful and has a great all round attitude."

Eion Jennings

"He was friendly, explained everything clearly, made me feel really comfortable, and checked that I was happy moving through the process."

Leeann Abrahams

"Leeanne does a brilliant job of cleaning. After completing the main tasks, she goes the extra mile by attending to the finer details. I'm really happy to have her as my ongoing worker."

Petalyn Wright

"Petalyn came in and got straight into the work, she was happy, laughing and joking with me. Petalyn uses a lot of initiative; sometimes I go to ask her to do something and then see that she has already started or completed the task. She's had a positive impact on my well-being."

Ramandeep Kaur

"Ramandeep is a very nice person. I was extremely happy with the work that Ramandeep did, particularly as it was her first time at my house. It was obvious that Ramandeep enjoyed and took pride in her work."

Bradley Wallis

"What a pleasure it was to be assisted by Bradley today, he's so polite, kind and professional. He was just so careful to make sure that everything was done correctly. Thank you thank you so much for organising everything and sending such a wonderful person to help me in my home."

Jacqueline Taylor

"Worked her bottom off!"

Meldrick Ferrao

"I was so impressed with Meldrick's hard work. He got so much done and I would recommend him to anyone. Such a nice person."

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

