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Welcome to the spring edition



Allyson Warrington, CEO

Don't you just love this time of year? A touch of warmth in the air and the extra hours of light so that we can admire the growth in the garden. It is that time of year when the garden can feel quite out of control too, which is where CBS can help with our spring-cleaning program. Always in high demand, make sure you get on the waiting list nice and early. Despite its name, the program runs year-round.

In our last edition we shared the results of the feedback surveys you so kindly participated in, so that we can reflect on how we are performing in your view. To continue the work, we are inviting interested people to join our client advisory group – the invitation is open to clients or nominated carers from aged care or disability support programs. We would appreciate the opportunity to work more closely with you as we develop improvements in response to your feedback. See page 6 for further information.

Aged Care Employee Day is a National Awareness Day in which families, carers and the community say thank you to the incredible people working in the care sector. On August 7, we were able to share with our teams the beautiful compliments and feedback that you provide to say thank you. You can see more about the celebration on page 4.

In coming months, we will hold our AGM and reflect on some of the successes and learnings of the previous financial year. We were pleased with the recognition of the value aged care workers lend to our society and an increase to their

wages. We hope this goes some way to encouraging more people to join the care industry as workforce shortages have been a sector wide issue.

Wishing you the very best in health and happiness for this next season. Thank you for choosing CBS to deliver your support services and I encourage you to continue to provide us with feedback so that we can keep on doing what we do better!

We love sharing your feedback with our team, it can really make their day knowing they've helped someone. Here's a small selection of the wonderful feedback our clients have shared about their support workers recently:

"Always wonderful and helpful"

"Really grateful for the service and communication"

"Brought her a lot of joy and happiness"

"They often go over and above what could be expected of them"

"Enjoyed and took pride in her work"

"Prompt and efficient, very polite and respectful"



Screen grab from our Aged Care Employee Day video. You can see the full video and more kind words on our YouTube channel.

Creativity and community: Carol's story



Carol Brokate has found a new passion in her life through the CBS social hubs: diamond art. This intricate and colourful craft captured her interest, providing a source of joy and engagement. Her journey into this artistic hobby began after she was introduced to it by a fellow client a few years ago and Carol has not looked back since.

Each work shows her careful attention to detail and artistic talent. This hobby allows Carol to express herself and provides a calming, therapeutic activity she looks forward to each day at the social hub.

Growing up in Melbourne, Carol has fond memories of playing golf regularly with her grandmother before she moved to Tasmania with her parents. As an adult, Carol found employment at the Old Chapel Tea Rooms in Glenorchy, where she was a cherished staff member. The tea rooms were a hub of activity and community, and Carol's warm nature made her a favourite among customers.

Beyond her love for diamond art, Carol is an avid bowler. Her dedication to the sport has taken her places, quite literally. Recently, she had the opportunity to travel to Canberra to participate in the 2024 National Disabilities Tenpin bowling competition. The experience was exhilarating for Carol, because of the competitive spirit and the camaraderie and sense of achievement it brought. Bowling has been a passion of hers for many years, and participating in such a significant event was a dream come true. She was still beaming about it and showing off trinkets from the trip when we chatted with her.

At the CBS social hubs, Carol's enthusiasm for diamond art has proved contagious, with the popularity of diamond art growing among other attendees at the hub. The clients often gather to work on their pieces together, sharing tips and admiring each other's creations. This shared activity has fostered a sense of community and camaraderie, and everyone's artwork is proudly displayed on the walls of the New Town social hub.

As the youngest in her family, Carol has always valued her family connections. She has two living brothers and a brother who passed away during childhood. This loss was a significant event in her life, influencing her appreciation for family and friendships to this day.

Carol's story is a testament to the power of creativity and community. Her involvement in diamond art and bowling has enriched her life, providing her with purpose and joy. She is an active and inspiring member of the hubs community, demonstrating the joy of discovering new passions at any stage of life. Carol recently completed her most complex diamond art piece yet, a beautiful colourful lion, just in time for her 70th birthday.





We celebrated Aged Care Employee Day, a special occasion to recognise and honour the dedication, compassion, and hard work of all our staff members.

At Community Based Support, we are privileged to have a diverse and committed team that spans both the aged care and disability sectors. Each of our staff members plays a vital role in ensuring you can live the life you choose, in the place you love. Whether they work directly with clients or support our operations behind the scenes, their contributions are invaluable.

Thank you Gwenda

In July, we celebrated Gwenda who has been delivering incredible care to CBS clients for 30 years! Gwenda is treasured by her clients and office colleagues alike for her generous nature which is demonstrated with warmth and big smiles. Thank you for everything you do for your community - we are so blessed to have you in our CBS fold Gwenda.



What happens if you are not at home for your scheduled visit?

At Community Based Support, your care is our priority, but we need your help. If you won't be home or are running late for a scheduled visit, please let us know.

If your worker arrives and you're not there, they must follow the non-response procedure:

- The worker will inform the CBS office.
- The office will follow your emergency plan, which may involve contacting you or your emergency contact, and the worker may check around your property.
- If no one knows your whereabouts, the police will be called for a welfare check.

If you're unsure about your emergency plan, please contact your coordinator to review or update it. Always inform the office if you won't be home for a scheduled visit.

New CBS faces

Mikey Brown

Mikey recently joined the CBS team as our new Business Support Officer, having moved to Tassie from Canada.



What is your role at CBS?

Business Support Officer - I'm still learning the role, but by the sounds of it, will involve a variety of tasks, from helping out with service agreements, helping with aged debt, IT help desk items, and whatever else is needed of me. My goal is to have the best beard in Corporate Services.

Where do you see yourself in 5 years?

I honestly don't worry about 5 years in the future. I take each day for what it is. I try to find as much happiness through what I feel is important and the rest all seems to sort itself out

Erin Knight

Erin recently joined our rostering team having had a number of interactions with CBS when working as an assessor.



What drew you to CBS originally?

The quantity of programs and quality of services. I have previous experience working with Home Care Packages in a Rostering capacity and most recently as a RAS Assessor for CHSP. I love that CBS offer both and hope I can share some of my knowledge with the team and continue to learn and grow my skills in Aged Care in particular.

What is your favourite part about working for CBS?

I'm really enjoying being back in an office and working with people again, being part of a team. Although I loved assessing, I was quite often on the road and then working from home in the afternoons which was fairly isolating when my family were at work and school. I also love the varying roles and opportunities that are available at CBS.



Join our Client Advisory Group and be part of something bigger

We are taking expressions of interest for you to join our Client Advisory Group and help us co-design our programs with a focus on continuous improvement and providing our staff with the training to support clients in the community better.

Some of the topics we expect to be covering are:

- How we can communicate better with you.
- What are some of the reforms coming to Aged Care or NDIS and how they might affect you.
- What service improvements we are working on so that you can provide feedback.
- Changes to our Family Portal access to allow greater accessibility for clients and carers.
- What information would you like to receive from CBS.
- Do you understand your rights under the NDIS or Aged Care charter.

And of course, we would be pleased to consider any topics you might wish to cover on behalf of all clients.

We won't take much of your time and we won't even give you that much homework! This is what joining our group would look like:

- You can expect to be invited to join us between 2-3 times per year.
- We will provide you with an agenda so you know what will be discussed.
- If you wish to join us online rather than in our meeting room, we can arrange this for you.
- We will provide refreshments. 😊

Hassle free expression of interest by simply calling or sending an email.

Phone: 6208 6636

Email: info@cbsaust.org.au

From Button Days to OAM: Les Williams's story

Les Williams, recipient of the prestigious Medal of the Order of Australia (OAM), has dedicated his life to community service and charitable work. His journey began at a young age and has significantly impacted numerous organisations and individuals over the decades.

"I raised money for the local surf life-saving club for their button day each year; I was around nine years old," Les recalls. These early experiences laid the foundation for a lifetime of dedication to helping others.

Les's involvement with the Huntington's Disease Association of Tasmania is particularly personal. "My father had been diagnosed with Huntington's, and I reached out to them for some information. Eighteen months later, I was the President and have been involved with them since 1989."

Over the past decade, Les has significantly contributed to St John's Parish in Glenorchy. "I've fundraised for St John's for 10 years, running fairs, dinner dances, and soup and sandwich days. I reckon I've helped raise between \$60,000 and \$80,000 for the parish over the years."

Les worked as a firefighter for many years and was heavily involved in charitable work there. He has also volunteered at the Southern Cross Care Rosary Gardens kiosk, served as president of the Willow Court Parents and Friends Association and has volunteered with the Surf Life Saving Club.

"It's quite humbling to receive such an award," Les says of his Order of Australia Medal. "I didn't get involved with fundraising and charities to win any accolades, but it means a lot to receive the award."

Les's charitable efforts were always supported by his wife Lucy, who sadly



passed away a couple of years ago. "She always encouraged and supported me, and we worked as a team. We were married for 50 years, raised three children of our own, and then helped raise grandchildren too."

He encourages young people to get involved in volunteer work. "It's a great way to socialise and learn. You get to appreciate the fact that you can help people. I've met a lot of nice people, and it's great getting to know them."

Reflecting on his volunteer work, Les recalls a particularly meaningful experience. "I remember we once fundraised for a specialised wheelchair for someone, and when you saw the joy on their face when we handed it over, it gave a really good feeling."

Though Les has had to slow down lately due to a diagnosis of aggressive prostate cancer, his commitment to charitable work remains strong. He has most recently teamed up with Paul Hamilton, who runs the CBS Ageing Backwards movement program, to raise funds for the children's ward at the Royal Hobart Hospital.

He's still fighting fit himself and will be completing 60km for The Long Run, a fundraising event held in September for the Prostate Cancer Foundation of Australia.

Les Williams's contributions have touched countless lives and continue to inspire others to give back to their communities. Community Based Support is honoured to provide support to Les, including an annual spring clean, domestic assistance, and home modifications.

Social hubs

Featured outings/activities coming up

- Mount Field outing
- Grand Hotel Huonville lunch
- Halloween party
- Christmas party and activities
- Therapy Paws doggy painting



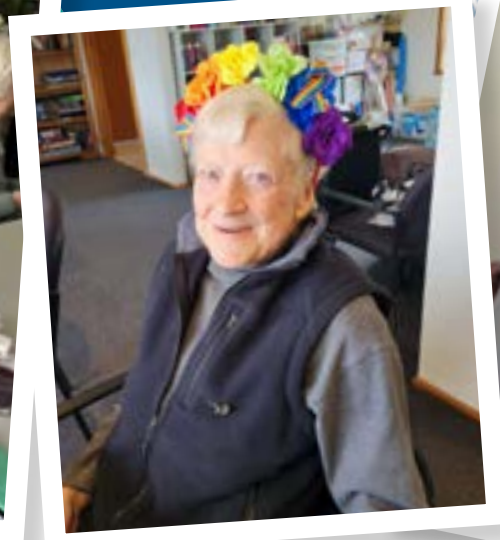
The October to December social hubs program

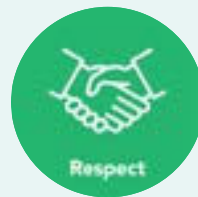
As we transition from spring to summer, the latest CBS social hubs program offers a variety of activities designed to engage and uplift our community. October kicks off with outdoor explorations and creative in-hub sessions, including spring themed art, strolls to scenic spots, and a festive Halloween celebration.

In November, clients can look forward to several outings, from visits to local cafes and vineyards to a Mystery Bus Tour. Creative and community focused activities are a highlight, with opportunities to make Christmas cards, jewellery, and festive treats. The program balances these with regular in-hub events like games, movie days, and BBQs out into the (hopefully) sunny garden areas of the Kingston and New Town social hubs.

December wraps up the year with some festive spirit, featuring Christmas themed activities across the Hubs. Clients can enjoy celebrations, craft sessions, and outings, all leading up to the grand combined Christmas party at the Tasmanian Golf Club.

The program provides a mix of social, creative, and outdoor activities, ensuring clients can enjoy the lead-up to the holidays in a supportive and engaging environment. As always, the Hub program is designed to build community connections, promote wellbeing, and create memorable experiences for all participants.





CBS Values Awards

CBS staff consistently embody the organisation'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.

Accountability: Patricia McKnight and Sharon Cranefield

"I just want to commend you all on the outstanding support that was provided to Helen. It was difficult with Helen often refusing support, but you all did everything possible to ensure Helen was comfortable and supported at home. Thank you so much for the commitment and care you have shown".

Collaboration: Andrea Horne and Sandra Anders

Andrea and Sandra played a crucial role in supporting Priscilla through challenging times, including her transition to respite care. Despite difficult circumstances, their non-judgmental approach and transparency helped Priscilla navigate complex decisions. "This process has been an emotional rollercoaster for Priscilla and difficult for her to understand - with Sandra and Andrea's reassurance and support this has had a positive impact".

Quality: Matthew Taylor

Matthew was praised for his recent work installing safety rails in Rosalie's home. Rosalie expressed immense gratitude, stating the installation had significantly improved her ability to navigate her steps safely. She commended Matthew for his "caring nature, attentiveness, and friendly approach".

Respect: Danielle Edge

Danielle received heartfelt thanks from Veronica and Peter for her skill, care, patience, and professionalism in preparing their new care plan. They appreciated her hard work and dedication, expressing their best wishes in recognition of her efforts.

Special Mention: Kylie Lucas & Elena McNicol-Windram

Kylie and Elena were acknowledged for turning a complaint into a compliment. A previously disgruntled client, who had submitted a complaint in April, now feels greatly improved with CBS's support and wishes to continue receiving services as he transitions to the NDIS. This positive turnaround reflects their ability to address concerns effectively and enhance client satisfaction.

This charter outlines Community Based Support's service commitment to you. It explains what you can expect when you engage and communicate with us. The charter also suggests how you can help us to provide a quality service.

What you can expect from us:

- Our phones will be open from 8:30am – 5pm Monday to Friday.
- We will answer and return calls promptly.
- Our customer service counter will always be attended.
- We will respond to your correspondence promptly.
- We will keep you informed of the progress of your enquiry.
- We will respect your privacy and confidentiality.
- We will communicate clearly and in plain language.
- Our staff are given regular training to ensure they deliver the service you need.
- Our office provides access for people using wheelchairs or with limited mobility.
- Our website provides access for people living with disability or experiencing changing needs due to ageing.
- We accept National Relay Service calls for those who are deaf, hard of hearing or have a speech impairment.
- We accept calls through the Translating and Interpretation Service.

How you can help us:

- You can give us all the information we need to help you.
- Ask us to explain anything you are not sure about.
- Keep us updated around any changing care needs or changes of circumstance you may have.
- Provide us with feedback to tell us how you think we can improve our services.
- Participate in our surveys.
- Let us know when we are getting it right.

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

