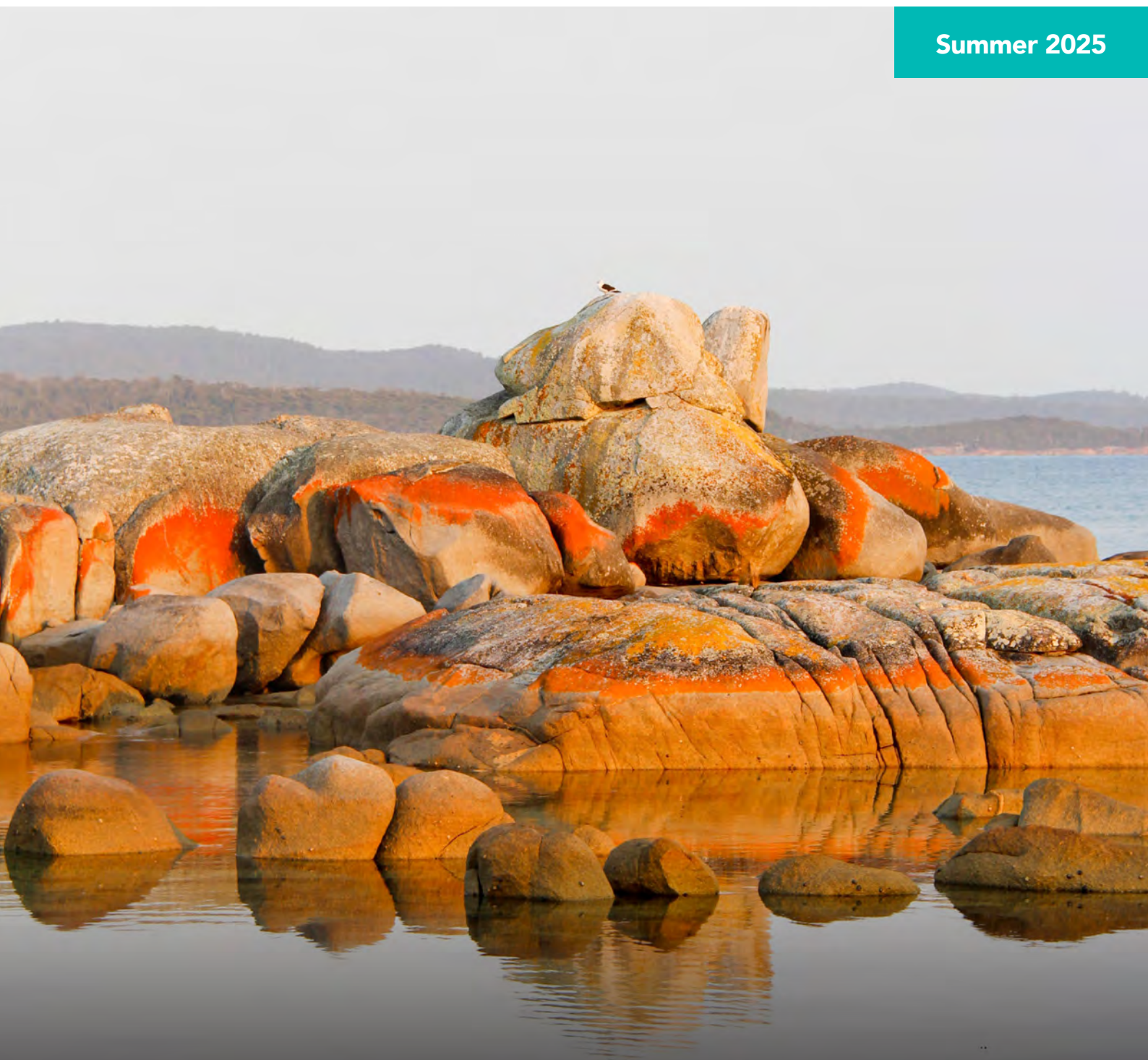


Summer 2025



05

Kelly's care
journey

06

A new standard
of service

07

Meet Verina

09

Building
capability

Welcome to the summer edition



Allyson Warrington, CEO

Welcome to the Summer edition of Connect. As we approach the end of 2025, it's a perfect time to reflect on what has been a year of significant change and progress for CBS and the broader care sector.

One of the most notable developments this year was the introduction of the Support at Home (SAH) reforms in November. These reforms mark a major shift in how aged care services are delivered across Australia. At CBS, we knew this change was coming and invested considerable time and effort to prepare. From reviewing our systems and processes to training our team, we worked hard to ensure we were as ready as possible for this new world.

While change can feel daunting, please know that our commitment to you remains the same: to provide high-quality, person-centred support that empowers you to live the life you choose. If you have any questions about what these reforms mean for you, our team is here to help, please just reach out.

Our recent Annual General Meeting was another important milestone. It gave us the opportunity to celebrate achievements and acknowledge the people who make CBS what it is.

This year, we bid a heartfelt farewell to our Chair, Dr Peter Tucker, whose leadership and wisdom have guided CBS through many years of growth and transformation.

Peter's contribution has been immense, and we thank him sincerely for his dedication. We also welcomed new directors who bring fresh perspectives and experience to our Board, ensuring strong governance as we move forward. You can find our latest report published on our website.

At CBS, our values of respect, quality, collaboration, and accountability guide everything we do. They are reflected in the way we deliver services, support our clients, and work together as a team. We remain committed to continuous improvement and to creating a safe, supportive environment where you have real choice and control.

As part of this commitment, we've updated our service standards to give you a clear, straightforward outline of what you can expect from us when you engage with CBS, and how we work to ensure your experience is consistent, respectful and centred on your needs.

As the festive season approaches, I hope you find time to relax and enjoy moments with family and friends. Thank you for choosing CBS and for being part of our community. Your trust inspires us every day, and we look forward to continuing our journey together in 2026.

Annual Report

Community Based Support's latest annual report reflects a year of growth, adaptability, and dedication to our mission of empowering people to live the life they choose in the place they love. Throughout the year, CBS supported thousands of clients across Tasmania, delivering high-quality aged care and disability support services tailored to individual needs.

To read the full report and learn more about the impact of CBS in your community, visit our website at:

www.cbsaust.org.au/2024-2025-annual-report



One Foot Forward Challenge

This year's One Foot Forward effort was a solid team achievement. Together we walked 614 kilometres and raised \$786, bringing our total contribution over the years to more than \$7,000. The steady support from colleagues, clients and community members helped keep us moving, and it's encouraging to see how each step adds up. We're pleased to play our part in promoting better mental health and staying connected as a community, while also building awareness and showing support for those who may be finding things tough.



Festive opening hours

Our offices will be closed for the following days over the Christmas and New Year period.

Closed: Thursday 25th December 2025, Friday 26th December 2025 and Thursday 1st January 2026

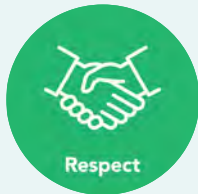


Congratulations to our latest CBS Values Award winners! These dedicated team members have been recognised for their commitment to our values, going above and beyond to support both clients and colleagues.



John Jones

"John came along today for a Spring Clean and I wanted to say what a lovely man John is. He was very obliging, did everything I asked him to do and more. The nicest person I have ever had."



James Spencer

"James dropped in to our Seniors Week event to offer support and to say hello to our clients and members of the community who joined us on the day. We enjoyed his visit and wanted to thank him for thinking of us."



Mary Dobson

"I checked in with a new support worker following her first day who informed me that Mary had been an excellent teacher to her on her first day. Mary was informative and helpful to the buddy, spent a lot of time explaining the client's routines and preferences before giving the buddy the experience with the clients. "



Maddison Tabor

"Janet had a slight fall during her shift today. She wanted Maddison and CBS to know how well Maddison handled the situation. She was calm and made Janet comfortable. Janet felt very safe and grateful for the support."

Inspiring others: Kelly's journey from support worker to aged care leader



When Community Based Support's Support at Home Manager, Kelly Frerk, was invited to take part in HumanAbility, a national campaign promoting careers in care, she saw it as a chance to help others discover the rewards of working in aged care.

HumanAbility shares stories from people across aged care, disability and veterans' care, highlighting the pathways and challenges that shape these roles. For Kelly, sharing her journey was a chance to show that a caring career can offer personal growth and a clear pathway.

Kelly's story began more than twenty years ago, when she was a young mum with two small children. "A friend of mine had applied for a position as a Domestic Assistance Worker and said she really loved it," Kelly recalls. "The hours suited her family life, so I decided to apply too."

That decision opened the door to a lifelong vocation. "I started off helping people in their homes," she says. "At that time, my husband was diagnosed with a terminal illness. I didn't know much about his condition, but I wanted to learn. Some of the things happening to him were also happening to my clients, and that motivated me to understand more."

Balancing work, family and caring responsibilities was not easy, but it strengthened her desire to learn. While working in the community, she studied Enrolled Nursing. "I wanted to remain in the community and help people stay in their homes," she says. "I could see the difference that a bit of extra knowledge and care could make in someone's life."

After her husband's passing, Kelly's determination to grow her skills deepened. Encouraged by her employer, she applied for a national scholarship to continue her studies. "I was one of only two people in Australia to receive that scholarship," she says. "It helped me complete my training to become a Registered Nurse."

Today, as Support at Home Manager with CBS, Kelly leads a team providing person-centred care across southern Tasmania. She draws on her professional expertise and lived experience to guide others.

"Reflect on your personal experiences," she advises. "It really helps when you're in an industry like this. You can have those meaningful conversations with people because you understand what they're going through."

Kelly says she is pleased to see aged care changing for the better, with greater recognition of support staff and nurses. "With the Fair Work value case, wages have improved, and there are great career paths available," she says. "It's a good time to be part of this sector."

At CBS, a strong focus on professional growth ensures staff have the skills and confidence to succeed. With innovative learning platforms and ongoing training, team members are supported at every stage. Kelly hopes her story encourages others to explore aged care. "There are real opportunities to grow, make a difference, and find purpose in this sector," she says. "If you're looking for more than just a job, it's worth considering a role in support work."

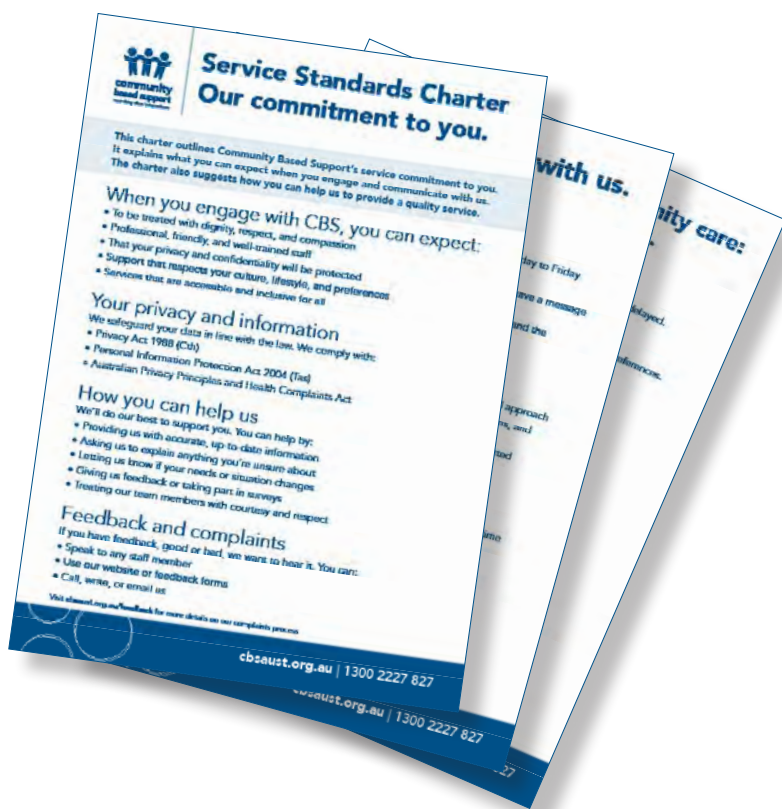
Our updated Service Standards: Clear, respectful, and designed around you

At Community Based Support, we want every visit, call, and service to make your life easier, safer, and more independent. With you in mind, we've refreshed our Service Standards for care at home and in the community.

What these standards mean for you:

Our new standards are guided by our values of Respect, Quality, Accountability, and Collaboration, and they outline what you can expect from our team:

- Professional conduct and respect: We arrive on time, wear visible ID, introduce ourselves, and always respect your home and privacy.
- Clear communication: We speak plainly, listen carefully, and keep accurate records to ensure transparency and accountability.
- Dignity and choice: We support you in ways that let you stay in control of your life, routines, and personal care.
- Health and safety: We follow strict hygiene practices, report safety issues promptly, and support you safely with medication when needed.
- Reliability and continuity: We aim to provide a consistent team and keep disruptions to a minimum.
- Feedback and improvement: Your feedback matters and we welcome it as a way to continuously improve our care together.



Partnering with you:

We also ask for your help to make care as safe and effective as possible. For example, keeping walkways clear, updating us on changes in your needs, and communicating openly with your support team.

The updated standards were shared at our Client Advisory Committee meeting and approved by both client representatives and support worker representatives. One support worker commented:

“Coming from a residential facility setting, these standards really helped me understand exactly what my role is in home care.”

These standards are not just rules, they are our commitment to you. They guide everything we do, ensuring your care is respectful, safe, and centred on your needs.

You can view the full CBS Service Standards on our website at www.cbsaust.org.au/about-cbs



A little bit about me:

Verina Wihongi-Tarawa

Verina recently joined the Programs Team as a Coordinator. She has a wealth of experience in the community services and employee engagement sectors



What's been your favourite part of your role at CBS?

STSS referrals. It's the kind of work where you need to think quickly and stay adaptable, but it's also deeply meaningful, knowing that we're helping vulnerable people and their families transition safely and comfortably back home after a hospital stay. It truly takes a team effort from the very beginning. Clear communication and collaboration are key to achieving a positive outcome for each client.

What advice would you give for recent new hires?

Like anything, good things take time. Take your time to learn, ask questions, and repeat. Remember to breathe, there's a lot of information to take in, and no one expects you to know everything right away. The good news is, you're surrounded by a supportive team that's here to help you succeed. Enjoy the ride and embrace the journey ahead!

What do you find most challenging at CBS?

Right now, the most challenging part is learning my role and finding my rhythm within the team. Ask me again in three months, and I'm sure I'll have a lot more to say for myself! For now, I'm focused on showing up, learning as much as I can, and being the best I can be each day.

What is your favourite childhood memory?

Freedom, I was raised in a small rural community where everyone knew everyone. Life was simple, after school, we'd swim in the river. I can still smell Nan's hot bread fresh from the oven, thickly spread with butter and golden syrup. We spent hours fixing our old bike and riding through the dusty back roads of our town. Every school holiday brought the thrill of a three-hour horse trek into the bush with days filled with hunting, fishing, and living off the land. It was the best life, and I wouldn't trade it for anything.

Top 2 life Highlights

At age five, my biggest dream was to represent my country at the Olympic Games. I learned the values of hard work, perseverance, and community. In 2004, that childhood dream became a reality when I stepped onto the mats in Athens to compete in Taekwondo for New Zealand. Family means everything to me, especially my children, Kauri (20) and Karryne (19). Watching them grow into young adults has been challenging. Like any parent, I've had moments where it's been painful, frustrating, and just plain hard work. But through it all, I couldn't be prouder of who they're becoming and what they've already achieved. They're my greatest accomplishment and my constant reminder of what truly matters.

Social hubs Program

Featured outings/activities coming up

- Outings to scenic local spots
- Relaxed lunches at local pubs and cafés
- Fun and creative craft sessions
- Social games and trivia mornings
- Group cooking and baking days



Hub locations

New Town
Kingston



Check out
the latest
program on
our website

Ageing Backwards Movement Program

The Ageing Backwards Movement Program offers gentle, effective exercise to improve mobility, balance, and well-being. Designed for accessibility, it helps participants build strength, flexibility, and reduce discomfort.

Led by experienced instructors who adapt exercises to individual needs, it's ideal for those looking to regain confidence, reduce stiffness, or stay active. More than just fitness, it's a chance to connect with others in a supportive, friendly environment.

Class location and times:

Tuesday 11am | **Montrose Yacht Club**
Thursday 1pm | **New Norfolk RSL**
Friday 11am | **Montrose Yacht Club**

Call us on **1300 227 827** to find out more.



Forget Me Not: Building skills, confidence and quality care

At Community Based Support (CBS), our aim is simple: to help people stay independent in their own homes, in the way they want. To make this happen, our support workers need the right skills, knowledge, and confidence to give care that is reliable, high-quality, and suited to each person's needs.

Training can be tricky when most of our staff work out in the community. Traditional classroom courses take workers away from the people who need them and can be hard to fit into busy schedules. That's why CBS started using Forget Me Not, a flexible training tool designed to work around the way support work really happens.

Forget Me Not works differently. It uses a messenger-style interface and sends short questions every few days. Questions are repeated until staff get them right, helping them remember what they've learned rather than forgetting it after a single workshop or quiz. This works well for busy staff and keeps services running smoothly, which is better for clients too.

CBS staff have found the platform really helpful:

- "The repeating questions really make the information stick. I feel more confident applying it with clients."
- "It's great to gain knowledge that actually helps the people I support."
- "The more I use it, the more I understand the challenges our clients face."

Forget Me Not has also allowed CBS to offer more training. Working with other

support providers across Australia and with funding from Aged Care Research & Industry Innovation Australia, we helped develop Dementia Care Microlearning modules. These focus on practical skills, quality care, and understanding the daily challenges faced by people living with dementia. Staff complete the modules step by step, building knowledge and confidence while growing professionally.

Recently, CBS added new modules focused on the Aged Care Quality Standards. These help staff understand the rules and deliver care that meets and exceeds them. This creates a skilled and confident team, giving clients peace of mind that the care they receive is safe, professional, and tailored to them.

Forget Me Not also makes it easier to onboard new staff and keep everyone up to date. When policies or standards change, new modules can be added quickly without taking staff away from their work. Staff can learn at their own pace, whether they are new or experienced.

For clients, this means a confident, capable support team delivering consistent, high-quality care. For staff, it's an opportunity to grow, gain new skills, and advance in their careers, all while continuing to work in the community they care about.

With Forget Me Not, CBS is helping our team learn and develop, while also building trust in the quality of care we provide. It's a simple, practical approach that benefits everyone: staff, clients, and the Tasmanian community.





CBS Social Hubs

Our social hubs offer a welcoming place for older Tasmanians and people with disability to connect, stay active and enjoy life. Located in New Town and Kingston, they run Monday to Friday from 10.00 am to 3.00 pm and include morning tea, lunch and transport on our buses where available.

You'll find a friendly and relaxed environment with planned activities designed to help you learn new skills, try fresh experiences and build community. Whether it's creative workshops, outings to scenic spots or shared meals with friends, our team ensures there's something to suit different interests.

Spending time at the hub can be a great way to stay socially connected and maintain independence. Many of our clients say they value the friendships formed and the sense of belonging that comes from taking part in regular activities together.

Our social support is funded through CHSP, HCP, HACC and NDIS schemes, though fee-for-service options are also available.

If you would like to arrange a trial visit or find out more, our client services team is ready to help. Just give our Client Services team a call on **1300 227 827** to find out more.

Alternatively send an email to info@cbsaust.org.au



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

