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Welcome to the spring edition



Allyson Warrington, CEO

Don't you just love this time of year?

The days are getting longer, the weather is warming up, and there's a sense of fresh energy in the air. Spring is a time of renewal, connection and new opportunities, making it the perfect time to try something different and get involved in your community.

One of the best ways to do that is through our CBS Hubs. We currently have availability across our Hub programs, and I encourage you to give them a try if you haven't already. Whether you enjoy social outings, creative activities, learning new skills, staying active, sharing a meal, or simply spending time with others, there really is something for everyone.

We regularly hear from people who tell us they were nervous about attending for the first time but soon found new friendships, greater confidence and a real sense of belonging. If you've been thinking about joining a Hub activity, perhaps this spring is the perfect time to take that first step.

This season is also a busy and exciting time for CBS as we prepare for our upcoming Annual General Meeting. The AGM gives us the opportunity to reflect on the year that has been, celebrate our achievements, acknowledge challenges, and look ahead to the future. It is always a valuable chance to share how CBS is evolving to meet the needs of the people and communities we support, while remaining focused on helping people live independently and with choice and dignity.

Over recent months, CBS has reached an important milestone with the completion of our transition out of NDIS service delivery. While it is naturally sad to say goodbye to valued clients and some of our team members, we are pleased that the transition process has gone smoothly and that people have successfully moved to new providers and opportunities. We are grateful for the relationships built over many years and proud of the care and professionalism shown by everyone involved. On behalf of CBS, I would like to sincerely thank those clients, families and staff members who have been part of this journey and wish them every success for the future.

As always, your feedback continues to play an important role in shaping our services. We appreciate the ideas, suggestions and encouragement you share with us throughout the year. Your experiences help us understand what we're doing well and where we can continue to improve.

Thank you for choosing CBS to be part of your support journey. We value the trust you place in us and remain committed to helping you live the life you choose in the place you love.

I wish you a wonderful spring filled with good health, connection, friendship and plenty of opportunities to enjoy everything the season has to offer.



A note on our NDIS services

After careful consideration, Community Based Support (CBS) has made the decision to discontinue our NDIS service line.

This wasn't a decision made lightly. Over the years, we've valued the opportunity to support NDIS participants across Southern Tasmania, and we're grateful to every client, family and support worker who was part of that journey with us.

Moving forward, CBS will continue to focus on the areas where we can deliver the greatest impact for our community, particularly aged care and broader community support services. This shift allows us to strengthen those core services and continue building on what we do best.

We understand change like this can raise questions, and our team has been working directly with affected clients and their families to ensure the transition is handled with care and clear communication.

Thank you for your continued support of CBS as we move into this next chapter.



Changes to the CBS after-hours line

Most of the time, you won't need it. Here's why.

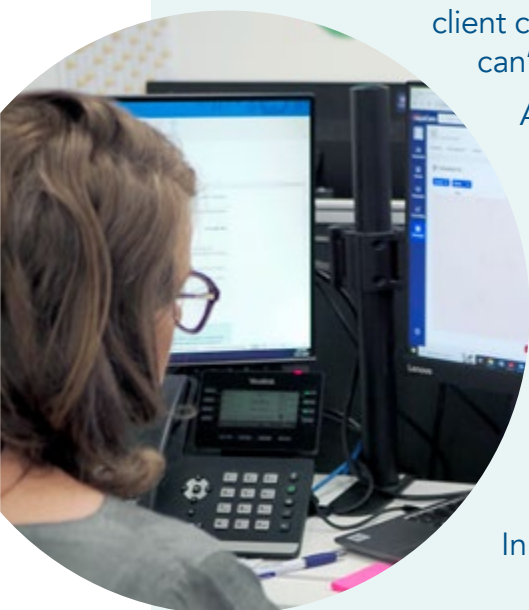
Our after-hours phone service is for our support workers, not for general client calls. It allows them to report emergencies, let us know if they can't make a shift, or check something urgent about a client's care.

As a client, you'll almost never need to call after hours. The one exception would be if your support worker hasn't turned up and you're worried the shift has been missed.

If that happens, leave a message and a coordinator will call you back, based on priority.

For everything else (questions, changes, general enquiries) please call us during business hours, Monday to Friday, 6:30am – 5pm. It's the fastest way to reach the right person and helps us keep the lines free, after-hours, for our support workers.

In a medical emergency, always call 000 first.



Annual Client Satisfaction Survey

CBS are committed to understanding our clients and their needs to ensure our services are truly client centric.

We were grateful and humbled to once again receive a substantial quantity of responses to our annual satisfaction survey, achieving our highest response rate to date. This survey, together with our Fast Feedback, Exit surveys, Client Advisory Committees, Compliments and Complaints provides valuable insights into how we are performing, and how we can do better.

An area of strength was again highlighted in the quality of care delivered by our CBS Support Workers. Clients told us that for the most part, their experience with CBS workers is overwhelmingly positive and was assisting them to remain independent in their homes.

Areas of focus for us to improve in are around communication when there are changes to staff or support times, more consistent cleaning training or standards and providing more stable Care Teams.

We are committed to providing quality care and this feedback is central to guiding the next steps in our continuous improvement framework.

4.4

Overall satisfaction
rating
(Out of 5)

97%

Feel safe and
supported to provide
feedback

98%

Rate their service
3 stars
and above



Inside the CBS Social Hubs: A day worth looking forward to

Walk into a CBS Social Hub on any given day and you'll find something different going on. Recently it was baking Irish soda bread, hands in the dough, kitchen full of chatter. Outings can include heading out to a local yacht club for lunch with a view, checking out the museum or a local nursery. On any regular day, you might find a competitive game of 8 ball underway, or a small but fierce crowd gathered around the board games.

That's the thing about the Hubs, no two days look quite the same, and that's the point.

Our Social Hubs, based at New Town and Kingston, exist to give people a reason to get out, connect, and enjoy themselves. For some, that means diving into activities. For others, it's simply about being around people, having a chat over a cuppa, and feeling part of something.



Staff take the time to get to know everyone who comes through the door, their interests, their pace, what makes them comfortable. Whether someone's a regular or trying it out for the first time, there's no pressure to join in more than feels right for you.



If you, or someone you know, might enjoy a bit more connection in the week, the Hubs are worth a look. Access is available through CHSP, HACC, or Support at Home referral pathways, and our Client Services team can help you figure out what applies.

Come along and see for yourself. Visit cbsaust.org.au/social-hubs or call CBS on 1300 227 827.



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.



Harry Booth & Verina Wihongi-Tarawa

Harry and Verina were singled out by the oncology social work team at the RHH who wanted to say how much they appreciate our service provision and communication for their patients in accessing STSS. They described Harry and Verina's work as consistently the best service that they deal with.



Prasun Shrestha

Support worker Prasun brought his guitar to client Geoffrey's home and asked if he could play a song for him. When Prasun asked what he'd like to hear, Geoff told him to choose. Prasun then played 500 Miles From Home, which unexpectedly turned out to be Geoffrey's late wife's favourite song. Leanne, Geoffrey's daughter said it was one of the most beautiful moments they've experienced.



Amber Lovell and Bianca Perkins (Buddy)

Amber's buddy Bianca said she was a pleasure to work with, noting that she engaged confidently with clients, was willing to get involved and give things a go, and fit in naturally with the team. They added that they believe she will be a wonderful worker and a real asset to CBS.



Bianca Perkins

Sue wanted CBS to know that Bianca is amazing. They get along well and she is not pushy. Sue lost her wallet during a social support visit and said she went into panic mode but Bianca was calm and supported her to make contact with the bank etc. She is also very helpful in helping Sue declutter.



Get to know some of the team at Community Based Support, whether they're providing support to you in your home or managing your care from our office.

Olivia Rodrigues

Olivia joined CBS as a Support at Home Coordinator in May and has extensive experience in the aged care sector. She recently moved to Tasmania from the mainland.

What would you do (for a career) if you weren't doing this?

Working as an aged care advocate supporting and educating older Australians about how aged care services work.

Tell us three things most people don't know about you

I grew up in a small orchard town on the south coast of New South Wales. I have a certificate 3 in farm propagation/ welding/ thermal cutting and animal husbandry. I've been lucky enough to stand inside the crypt of the Great pyramid in Egypt.



Shristi Gurung

Shristi works in our accounts team and holds a Masters Degree in Professional Accounting. She has previous experience working for accountancy firms in Melbourne.

What drew you to CBS originally?

I was drawn to CBS because of its strong commitment to empowering older people and helping them live independently. I wanted to be a part of an organisation that makes a meaningful difference in the community while allowing me to continue develop my professional skills.

What are the three words to describe CBS?

Supportive, Compassionate and Inclusive

What is the one thing that you can't live without and why?

I can't live without my family and coffee. My family are my biggest source of support and encouragement, no matter what challenges come on my way. Coffee helps my day to start and end. It gives me a sense of relaxation every time I drink it.



Exercise options for Eastern Shore.

CBS offers our Ageing Backwards movement program in Montrose and New Norfolk but we often receive requests for classes on the eastern shore, where we don't currently operate. For people looking for options in those areas, the Exercise Treatment Program run by Salveo Healthcare and supported by Primary Health Tasmania, may be a helpful alternative.

It's free for eligible Tasmanians and runs for 14 weeks. The program is for people aged 55+ (or 45+ for Aboriginal and Torres Strait Islander people) who have a long-term health condition or may be at risk. It includes an individual assessment and weekly group sessions focused on strength, balance and confidence. You don't need to be fit to start.

Many participants improve their balance, build confidence and learn ways to stay active at home. The program is offered across Tasmania, including Clarence, Sorell and Hobart.

Find out more:

visit exercisetreatmentprogram.com.au

call **1300 655 530**

or email ETP@salveohealth.com.au



Thank you Gwenda

Support Worker Gwenda Splann recently retired after 32 years at CBS. Her dedication to our community was unparalleled and we are so grateful that it was our clients who got to experience Gwenda's care and support for so many years. Thank you for everything Gwenda and enjoy relaxing in your garden and having a very well earned rest.



Farewell to our Social Hubs NDIS clients

With the cessation of our NDIS services we said goodbye to our wonderful NDIS clients who attended our Social Hubs. We have so many happy memories over the years and we're sad to see them go. Thanks for all the fantastic memories.

Social Hub pics



Doctor Syntax Hotel



South Arm RSL



Brew + Bloom Cafe



Christmas in July lunch



Fuchsia House Ukulele Players

Social hubs Program

Regular outings/activities include:

- Scenic drives
- Arts and crafts activities
- Shared lunches out and about
- BBQs and picnics
- Museums and cultural tours



community
based support
maximising client independence

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.



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

NDIS Commission

P:
www.ndiscommission.gov.au/about/complaints

Speak Out Association Tasmania

Disability Advocacy
P:
www.speakoutadvocacy.org

Advocacy Tasmania

P:
www.advocacytasmania.org.au

