



Newsletter

August – September 2017

*"A leading service provider
helping our communities enjoy
the life they want to live"*



A word from our CEO, Helen Pollard



Hello everyone, I hope you are all braving the winter cold – there isn't long now until springtime and warmer weather.

Telstra Business Awards

I am very proud to report that South Eastern Community Care was recognised as a Finalist in the 2017 Telstra Business Awards. This is a huge achievement for our organisation, but more importantly it is a reflection of our amazing community – a community filled with dedicated staff, volunteers, clients and families. So a huge thank you to all of our home care staff, our office based staff, volunteers, clients (you!)



The proud team representing SEC Care: Despite not winning the Charity of the Year, we went home feeling like winners having made it this far in Australia's most reputable business awards.

Can you provide us with a new loving home?

Our loyal human friend Diane needs to move to NSW by the end of September and has to leave us behind. We are really sad and need a new loving home. Our names are Jadie and Pepper and we don't want to be separated because we are best mates. We are both 11 years young and in good health.



I'm Jadie the male Terrier X ☺



I'm Pepper the female Blue Heeler X

If you would like further info or would like to meet us, please call **Diane on 0408 328 132**.

and your supportive families – everyone in the SEC Care community contributes to the success of our organisation. A group of board members, managers and staff attended the awards evening at Wrest Point on Tuesday, 25 July.

Quality Audit

We have been informed that our Quality Review (external Audit) will be held on Tuesday, 12 September. The Auditors will want to talk with clients and/or families. Therefore, information and letters will be posted in about two weeks prior to the site audit with contact details for anyone who would like to meet with the Auditors. The Quality Review is undertaken every three years to ensure Organisations comply with the Home Care Standards.

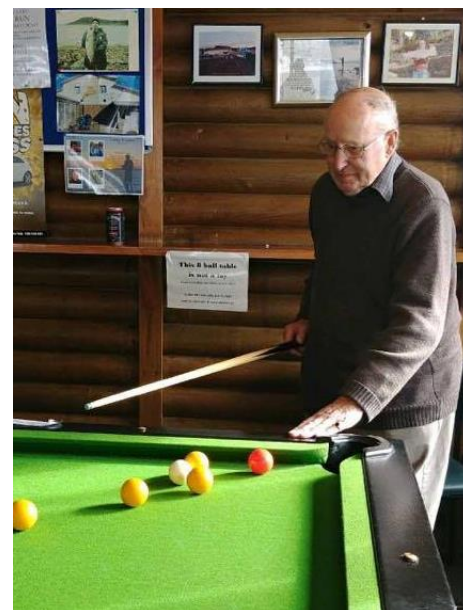
Charter of Client Rights and Responsibilities 2017

All people who receive services under Commonwealth funded programs have rights around knowing what is expected and how they are to be treated. In addition, there are obligations for people who receive Government funded services. Attached to this newsletter is the updated *Charter of Rights*, which we encourage all clients to read. Further information is available on the government website www.agedcare.health.gov.au/programs.

ATTENTION: New process for your Annual Assessments for Personal Care, Domestic Assistance, Respite and Shopping Support:

As of 1 September 2017, Coordinators will no longer visit each client for their Annual Assessment. We will be ringing you to discuss your service. Shortly after this phone call you will receive your Consent Form in the post. If you have any questions regarding these changes, please call your Coordinator. Please note, this does not affect people receiving Packages.

Christmas in July at the Great Lakes Hotel!



Walking in a Winter Wonderland...

We may not have a white Christmas at the same time as the Northern Hemisphere, but the SEC Care Day Centre certainly made up for that with this fun-filled trip to the Great Lakes during the peak of the snowfall in late July. Two busloads full of clients and friends made the picturesque journey up to the icy Central Highlands and enjoyed a festive roast lunch at the Great Lakes Hotel.

Pictures

Top left: Patrick and Lise Chambers enjoying the snow.

Top middle: The Day Centre 'snow lady' featuring Kathy and Denise have a snow fight!

Top right: Brian Gumb having a game of pool with the locals.

Middle right: The Great Lakes had two inches of snow the night before we arrived!

Bottom left: Audrey, Kathy and Denise playing in the snow!

Bottom right: Just one of the many tables we filled at the Great Lakes Hotel for lunch.



Come and join the fun at our SEC Care Day Centres!

Grow your social life with the team at the SEC Care Day Centres! We have three locations at Brighton, Orford and Sorell with calendars jam-packed full of activities, outings and events. **To enquire about joining one of our Day Centre groups, phone either Kathy on 0427 804 600 or Denise on 0423 264 833.**



Brighton Day Centre calendar for Aug – Sept 2017

Mon	Tue	Wed	Thu	Fri	Sat	Sun
(Aug) 14	15 – No bus outing today.	16	17 – In house day at Pontville Day Centre. Activity: Cooking day. Time: 10:00am – 3:00pm	18	19	20
21	22 – Tuesday Bus Outing – Trip to Orford for lunch. Time: 10:00am – 3:00pm Meal at own cost	23	24 – In house day at Pontville Day Centre. Activity: Scrapbooking – bring your photos! Time: 10:00am – 3:00pm	25	26	27
28	29 – No bus outing today.	30	31 – In house day at Pontville Day Centre. Activity: Father's Day celebration! Time: 10:00am – 3:00pm	(Sept) 1	2	3
4	5 – Tuesday Bus Outing – Trip to Eastlands for shopping and lunch. Time: 10:00am – 3:00pm Meal at own cost	6	7 – In house day at Pontville Day Centre. Activity: Magazine scavenger hunt! Time: 10:00am – 3:00pm	8	9	10
11	12 – No bus outing today.	13	14 – In house day at Pontville Day Centre. Activity: Jewellery making. Time: 10:00am – 3:00pm	15	16	17

Get the hair salon treatment in the comfort of your home!

Rebekah Duharte is a qualified hairdresser with over 24 years experience. Rebekah is available on appointment to give you affordable cutting and styling in the comfort of your home!

If you are looking for VIP hair salon treatment without the stress, call Rebekah to discuss your options on 0406 756 874.



Sorell Day Centre Calendar for Aug – Sept 2017

Mon	Tue	Wed	Thu	Fri	Sat	Sun
(Aug) 14	15	16 – In house day at Somerville Street Day Centre. Activity: Cooking day! Time: 10:00am – 3:00pm	17	18 – Friday bus trip to the Marquis Hotel in Hobart for lunch. Time: 10:00am – 3:00pm Meal at own cost	19 – Saturday outing – bus trip to Cygnet for sightseeing and lunch. 10:00am – 4:00pm approx Meal at own cost	20
21	22	23 – In house day at Somerville Street Day Centre. Activity: Scrapbooking – bring your photos! Time: 10:00am – 3:00pm	24	25 – Friday bus trip to the Black Buffalo for lunch. Time: 10:00am – 3:00pm Meal at own cost	26 – Saturday outing – bus trip to Peppermint Bay for lunch. Time: 10:00am – 4:00pm approx Meal at own cost	27
28	29	30 – In house day at Somerville Street Day Centre. Activity: Father's Day celebrations! Time: 10:00am – 3:00pm	31	(Sept) 1 – Friday bus trip to Hotel SoHo in Hobart for lunch. Time: 10:00am – 3:00pm Meal at own cost	2 – Saturday outing – bus trip to Greta for sightseeing and lunch. Time: 10:00am – 4:00pm approx Meal at own cost	3
4	5	6 – In house day at Somerville Street Day Centre. Activity: Magazine scavenger hunt. Time: 10:00am – 3:00pm	7	8 – No bus outing today.	9 – Saturday outing – bus trip to Ross for sightseeing and lunch. Time: 10:00am – 4:00pm approx Meal at own cost	10
11	12	13 – In house day at Somerville Street Day Centre. Activity: Jewellery making. Time: 10:00am – 3:00pm	14	15 – Friday bus trip to the Club Hotel for lunch. Time: 10:00am – 3:00pm Meal at own cost	16 – Saturday outing – bus trip to Primrose Sands RSL for lunch. Time: 10:00am – 4:00pm approx Meal at own cost	17



Happy 93rd birthday to Denis!

We were lucky enough to help Mr Denis Briers celebrate his impressive 93rd birthday recently – Denis is a friendly local man and client of SEC Care who lives with his lovely wife Margaret and his dog Mischief. Happy birthday, Denis, and here's to many more!

Picture: Wally, Denis and Keith enjoying Denis' birthday cake at the Day Centre's Monday Men's Group.

Richmond Day Centre

The Richmond Day Centre is now operating out of the Sorell (Somerville Street) Day Centre. This is an intimate smaller group that operates different programs on certain days of the week. See the calendar below for further details. If you wish to speak to someone about the Richmond Day Centre, call Audrey on 0407 219 312.

Richmond Day Centre calendar for Aug – Sept 2017

Mon	Tue	Wed	Thu	Fri	Sat	Sun
(Aug) 14 – Men’s Day – in house day at Somerville Street. Time: 10:00am – 3:00pm Lunch provided	15 – Ladies’ Day – bus trip to Eaglehawk Neck for lunch and sightseeing. Time: 10:00am – 3:00pm Meal at own cost	16	17 – Bus trip to Eaglehawk Neck for sightseeing and lunch. Time: 10:00am – 3:00pm Meal at own cost	18 – Young group – in house day at Somerville Street. Time: 10:00am – 3:00pm Lunch provided	19	20
21 – Men’s Day – bus trip to the Wagon and Horses for lunch. Time: 10:00am – 3:00pm Meal at own cost	22 – Ladies’ Day – in house day at Somerville Street. Time: 10:00am – 3:00pm Lunch provided	23	24 – In house day for Richmond Group (at Sorell Day Centre). Time: 10:00am – 3:00pm Lunch provided	25 – Young group – in house day at Somerville Street – fishing DVDs and games! Time: 10:00am – 3:00pm Lunch provided	26	27
28 – Men’s Day – in house day at Somerville Street. Time: 10:00am – 3:00pm Lunch provided	29 – Ladies’ Day – shopping trip and lunch. Time: 10:00am – 3:00pm Meal at own cost	30	31 – Bus trip to the Richmond Arms for lunch. Time: 10:00am – 3:00pm Meal at own cost	(Sept) 1 – Young group – in house day at Somerville Street. Time: 10:00am – 3:00pm Lunch provided	2	3
4 – Men’s Day – trip TBA. Time: 10:00am – 3:00pm Meal at own cost	5 – Ladies’ Day – in house day at Somerville Street. Time: 10:00am – 3:00pm Lunch provided	6	7 – In house day for Richmond Group (at Sorell Day Centre). Time: 10:00am – 3:00pm Lunch provided	8 – Young group – in house day at Somerville Street. Time: 10:00am – 3:00pm Lunch provided	9	10
11 – Men’s Day – in house day at Somerville Street. Time: 10:00am – 3:00pm Lunch provided	12 – Ladies’ Day – trip TBA. Time: 10:00am – 3:00pm Meal at own cost	13	14 – In house day for Richmond Group (at Sorell Day Centre). Time: 10:00am – 3:00pm Lunch provided	15 – Young group – in house day at Somerville Street. Time: 10:00am – 3:00pm Lunch provided	16	17



Lily the puppy!

Some SEC Care staff were very lucky to meet Lily the Golden Retriever puppy recently when she came to visit her Mum, Deb Gregory, in the office. Needless to say, we are all in love and can't wait for her to visit again!

Orford Day Centre Calendar for Aug – Sept 2017

Mon	Tue	Wed	Thu	Fri	Sat	Sun
(Aug) 14	15	16 – Bus trip to Pontville, via Campania and lunch at the Pontville Hotel. Time: 10:00am – 3:00pm Meal at own cost	17 – Mystery bus trip! Time: 9:30am – 3:00pm Meal at own cost	18 – Bus trip to Cambridge for shopping and lunch at the Horseshoe Inn. Time: 10:00am – 3:00pm Meal at own cost	19	20
21 – In house day at Prosser House Day Centre Activity: Memory lane crossword and games. Time: 10:00am – 3:00pm	22	23 – In house day at Prosser House Day Centre Activity: Library visit. Time: 10:00am – 3:00pm	24 – In house day at Prosser House Day Centre. Activity: Puzzles and trivia. Time: 10:00am – 3:00pm	25 – In house day at Prosser House Day Centre. Activity: Various activities. Time: 10:00am – 3:00pm	26	27
28	29	30 – Bus trip to Swansea and lunch at the Bark Mill café. Time: 10:00am – 3:00pm Meal at own cost	31 – In house day at Prosser House Day Centre. Activity: Card games, bingo and memory lane crosswords. Time: 10:00am – 3:00pm	(Sept) 1 – In house day at Prosser House Day Centre Activity: Movie day! Time: 10:00am – 3:00pm	2	3
4 – Mystery bus trip! Time: 10:00am – 3:00pm Meal at own cost	5 – Bus trip to Moonah to look at mobility aids and lunch at Cooley's Hotel. Time: 10:00am – 3:00pm Meal at own cost	6 – In house day at Prosser House Day Centre Activity: Puzzles and games. Time: 10:00am – 3:00pm	7 – Bus trip to Mt Wellington and lunch at the Fern Tree Tavern. Time: 9:30am – 3:00pm Meal at own cost	8 – In house day at Prosser House Day Centre. Activity: Card games and bingo. Time: 10:00am – 3:00pm	9	10
11	12	13 – Bus trip to the Dunalley Hotel for lunch. Time: 10:00am – 3:00pm Meal at own cost	14 – In house day at Prosser House Day Centre Activity: Puzzles and games. Time: 10:00am – 3:00pm	15 – Bus trip to Swansea and lunch at the Bark Mill café. Time: 10:00am – 3:00pm Meal at own cost	16	17

Want to join in?

Call our Prosser House Day Centre Coordinator, Cheryl, on 0438758927.

Renovations to our streetscape and building at Somerville Street

Work will commence shortly on the roof at Somerville Street and we will soon be starting work on the front garden area of our building facing Gordon Street as well. We are looking forward the external aspect of our new office having a much needed lift!

Health, Wellbeing and Nutrition

Red wine braised lamb shanks with rosemary

Ingredients

- 4 Lamb shanks (1 per person, add less or more based on how many people you are feeding)
- 5 sprigs of fresh rosemary
- 2 carrots (diced)
- 2 celery stalks (diced)
- 3 garlic cloves (diced)
- 1 large onion (diced)
- 2 dried bayleaves
- 1 can of diced tomatoes
- 2 cups of red wine
- 2 cups of beef stock (or equivalent)
- 2 tbsp of tomato paste
- Salt and pepper to taste
- 2 tbsp Olive oil
- 1/2 cup of hot water
- 4 large peeled potatoes
- A knob of butter
- Broccolini (or greens of your choice)
- Parsley (for garnish).



Instructions

Step 1 – Rub salt and pepper into shanks and place them in a large, hot pot with olive oil and cook until brown. This step is to lock in the juices and flavour of the shanks during the braising process. Please note – you may have to cook your shanks separately (you want at least half of the shank touching the surface of the pot during this step). Once they are brown, take them out and put them aside.

Step 2 – Leaving the pot hot, add more olive oil (if there's not enough coating the pot already from the shanks) and add your diced onion. Cook until brown, then add your garlic, carrots and celery. Cook these over medium heat until they appear to soften. Return your shanks and add your wet ingredients; the diced tomatoes, beef stock, tomato paste and red wine. Mix these through and finish off this step by adding your fresh rosemary and dried bay leaves. Put the lid on the pot, turn the heat to low and leave to simmer for 2-2.5 hours. Check your pot every 30 minutes to ensure the shanks are covered in your braising liquid. If the pot is bubbling fiercely, turn it down.

Step 3 – While your shanks are braising, peel your potatoes and boil them in a pot of boiling water until soft. Take them out and mash them – add butter, salt and pepper to taste. I also like to add some parsley to my mash. Steam your chosen greens in a steam pot (pot with holes that sits above a pot of shallow boiling water) for 2-3 minutes.

Step 4 – Your shanks will be ready when the meat is so tender it is nearly falling off the bone. Once they are ready, take them out and run your braising liquid through a sieve over your large braising pot then return to a hot stove. Reduce your braising sauce by half (taste as you go).

Step 5 – Place your shank over a bed of mash (greens on your plate too!), then drizzle your sauce to finish off your masterpiece. Enjoy!



Letters to the Editor:



Reinhart Schroeter, **Wattle Hill**

Have your say about the topics that affect your world:

email emily@secommunitycare.com.au or phone 0417 399 227.



Australian Government

Department of Health

Charter of Care Recipients' Rights and Responsibilities – Home Care

Aged Care Act 1997, Schedule 2 User Rights Principles 2014

(amended on 27 February 2017)

Care recipients' rights - home care

General – Each care recipient has the following rights:

- to be treated and accepted as an individual, and to have his or her individual preferences respected
- to be treated with dignity, with his or her privacy respected
- to receive care that is respectful of him or her, and his or her family and home
- to receive care without being obliged to feel grateful to those providing the care
- to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care
- to have access to advocates and other avenues of redress
- to be treated without exploitation, abuse, discrimination, harassment or neglect.

Consumer Directed Care - choice and flexibility – Each care recipient has the following rights:

- to be supported by the approved provider
- to set goals in relation to the outcomes he or she seeks from home care
- to determine the level of ongoing involvement and control that he or she wishes to have in the provision of the home
- to make decisions relating to his or her own care
- to maintain his or her independence as far as possible
- to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available
- to have choice and flexibility in the way the care and services are provided at home
- to participate in making decisions that affect him or her
- to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity
- to choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes.

Consumer Directed Care - care and services – Each care recipient has the following rights:

- to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs
- to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive
- to receive care and services that take account of his or her other care arrangements and preferences
- to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

Consumer Directed Care - individualised budget and monthly statement of available funds and expenditure – Each care recipient has the following rights:

- to receive an individualised budget for the care and services to be provided
- to have his or her individualised budget reviewed and, if necessary, revised if:
- the care and services to be provided, or the costs of providing the care and services, change; or
- he or she requests the approved provider to review and, if necessary, revise the individualised budget

- to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

Personal information – Each care recipient has the following rights:

- to privacy and confidentiality of his or her personal information
- to access his or her personal information.

Communication – Each care recipient has the following rights:

- to be helped to understand any information he or she is given
- to be given a copy of this Charter
- to be offered a written agreement that includes all agreed matters
- to choose a person to speak on his or her behalf for any purpose.

Comments and complaints – Each care recipient has the following rights:

- to be given information on how to make comments and complaints about the care and services he or she receives
- to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way
- to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

Fees – Each care recipient has the following rights:

- to have his or her fees determined in a way that is transparent, accessible and fair
- to receive invoices that are clear and in a format that is understandable
- to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances
- not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

Care recipients' responsibilities - home care

General – Each care recipient has the following responsibilities:

- to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
- to treat care workers without exploitation, abuse, discrimination or harassment.

Care and services – Each care recipient has the following responsibilities:

- to abide by the terms of the written home care agreement
- to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
- to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

Communication – Each care recipient has the following responsibilities:

- to give enough information to assist the approved provider to develop, deliver and review a care plan
- to tell the approved provider and their staff about any problems with the care and services
- before the care recipient changes approved providers, to tell the approved provider and their staff of the day the care recipient intends to cease to receive home care services from the approved provider.

Access – Each care recipient has the following responsibilities:

- to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
- to provide reasonable notice if he or she does not require home care to be provided on a particular day.

Fees

- Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.