



Newsletter

June 2019

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

A word from our CEO, Helen Pollard



Welcome to winter!

Hello all - as we pass the shortest day, I hope everyone is rugged up and warm. Our staff may be visiting you in darkness- if you have early morning visits or evening visits – can we please ask that you have external lights on if at all possible for our staff safety?

Thank you for your assistance.

Crispy cold mornings: You can catch snow on Mt Wellington most mornings now!



Client Survey Results

In April 2019, 200 surveys were sent to random clients (we also notified clients in the newsletter that we could send surveys out on request). We were pleased to receive back 89 surveys, and the results were consistent, with a majority of our clients satisfied with their services. There were some comments that identified there are some areas we could look at improving – this feedback has been added to our Continuous Improvement Plan, which is monitored through our Quality group. A summary of the survey results are attached to this newsletter.

Growth at SEC Care – freezing new admissions

As many of you would know, we have experienced a large amount of growth in the past months. That coupled with the staffing sickness inevitable over the winter period, we are experiencing enormous strain on our resources. Although we are continually recruiting, we are finding a shortage of suitable staff, which is the experience of many community providers currently in Tasmania.



This shortage has resulted in gaps for some services, and late cancellations (on our part). Because of the current situation, we have placed a temporary hold on all but the most urgent admissions to give our rostering staff, coordinators and managers a chance to catch up with the demand. Will review the situation with a view to re-open our admission portals once we are positive our systems are aligned with giving our clients the best possible service. Thank you for your patience during this time.

New invoicing and billing format

On a more positive note, we understand invoices and billing is confusing for many (this was noted in the survey results). To combat this, we are implementing a new program that will help us deliver better invoices and statements. We are on track to be using the new system in the new financial year, and have been working closely with the programmers to make sure it meets our needs. With over 1300 clients across 10+ types of funding (and billing rules), we need a complicated system to keep up with us and serve us into the future. We are confident the new system will help future proof SEC Care.

Independent Living Units (ILUs) at SEC Care

We are excited to be moving forward with our ILU Development Project – thank you to all who made it to our ILU information session on Tuesday, 11 June. It was great to see the interest in this exciting housing opportunity – reaffirming our belief that there is a need for this type of housing in Sorell. Please contact our General Manager – Corporate Services (Simon Lee) via reception on (03) 6269 1200 if you have any questions regarding our ILU Development Project. Don't miss out! We expect the units to sell quickly, so if you're interested, make sure you get in touch.



Image above: our ILU information session on Tuesday, 11 June 2019.

The fun at the Day Centre never stops!

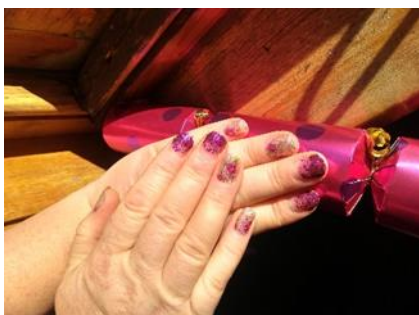


Photos above: On Friday, 31 May members of our Day Centre visited the beautiful Bushland Gardens at Buckland. A big thank you to Laura-Kate from Pulchella Berry Farm for organising a fantastic lunch!



Photos above: On Tuesday, 21 May our Day Centre visited the Tasmanian Museum and Art Gallery to peruse some of Tasmania's finest art and history collections – one of the many interesting activities we undertake with our groups.

Manicures and café lunches for the monthly NDIS ladies group



We are proud to announce the start of a young ladies group for our NDIS participants. This month, participants enjoyed manicures, a café lunch and spending quality time to old and new friends. A big thank you to Nyree and Gay on their support to the young ladies group.

Discussions are still taking place with what the group will do in July, but it is leaning towards a

either a trip to Mona to peruse the art, seeing a film at the movies, or an in-house day at the Sorell Day Centre for some scrapbooking and crafts!

If you are interested in attending the next ladies day out, please call Sacha on 6269 1260. The next day will be Saturday, 6 July 2019.

Day Centre highlights coming up:

Orford Day Centre:

- Wednesday, 26 June – Trip to Salmon Ponds for a gander and lunch.
- Monday, 1 July – Men's group – outing to the Allport's Museum.
- Thursday, 4 July – Trip to Buckland and lunch at the Buckland Roadhouse.

Sorell Day Centre:

- Wednesday, 26 June – In house day at Sorell Day Centre – scrapbooking, bingo and Diamond Art.
- Friday, 28 June – Trip to the Bush Bakery and lunch at Southern Lights café in Hobart.
- Friday, 5 July – Trip to Howrah and lunch at the Shoreline Hotel.

Brighton Day Centre (at Tea Tree Hall):

- Thursday, 20 June – In house day at the Tea Tree Hall, featuring a guest speaker from Advocacy Tasmania, Diamond Art and bingo.
- Thursday, 27 June – In house day at the Tea Tree Hall – scrapbooking and Diamond Art.
- Tuesday, 9 July – Mystery bus trip!

Saturday Outing Group

- Saturday, 22 June – trip to Oatlands for a wander and shop and lunch at Kempton.
- Saturday, 29 June – trip to the East Coast and lunch at the East Coaster resort.
- Saturday, 6 July – Mystery bus trip!

Our Community

Have your say about the topics that affect your world: email emily@secommunitycare.com.au or phone 0417 399 227

Client Recipe – Date Loaf



Ingredients:

- 1 cup chopped dates
- 1 tsp bicarb soda
- 1 cup boiling water
- 50g melted butter
- 1 egg (beaten)
- ¾ cup of brown sugar
- ½ cups self-raising flour

Method:

- Place dates, bicarb and water in a bowl.
- Leave to stand for 5 minutes. Add butter, egg, sugar SR flour and mix well.
- Bake for 45 minutes in a lined 6 inch cake tin at 160 degrees.
- Enjoy with cream or vanilla ice cream.

Congratulations, Sally Roberts!

NDIS Participant, Sally Roberts has been recognised for her years of volunteering with Volunteering Tasmania. Volunteering has enriched Sally's life by being able to help others, building friendships in her local community and increasing her involvement in projects of interest. Volunteer Tasmania are always looking for new recruits, so if you are interested, contact Volunteering Tasmania on 6231 5550, or Sacha on 62691260. SEC Care also has a Volunteering Program for our Day Centre and Transport Service, and we are always looking for new recruits! Contact reception for more information.



NDIS Participant Afternoon Tea – hold this date!

When: Tuesday, 16 July 2019

Time: 4:30pm

Where: Sorell Day Centre

Participants are invited to attend an afternoon tea and an information session to hear about disability advocacy and how it can help you. A NDIS representative will also be present to discuss how to self-manage your plan and what your responsibilities are in doing so. SEC Care and NDIS will be available to answer any questions you may have during this time. The event will be dependent on number of attendees, so please register your interest with Sacha by either phoning 6269 1260, or emailing sacha@secommunitycare.com.au.

INDEPENDENT LIVING UNITS NOW SELLING

4 x Two bedroom units in the heart of Sorell

- + Landscaped, maintained gardens
- + Air conditioning and all white goods included
- + Level access, architecturally designed for comfort
- + Safe, supported environment
- + Easy access to services, shops and amenities
- + Building commencing July 2019

Quality Community Care



Entertainment Books at SEC Care - \$20,000 worth of savings!



SEC Care is selling Entertainment Books for 2019-20 through reception to raise money towards our kennel we sponsor at the Dogs Home of Tasmania!

For every book we sell (\$70), \$14 goes towards our fundraising!

You can buy your books now by either coming into the office (a book or digital copy (phone app.)) or following the link below to our fundraising hub and order a book online (or a digital copy!) >>
<https://www.entertainmentbook.com.au/orderbooks/9383w24>.

Recipe of the Month

Beef and vegetable stir-fry with garlic rice

Winter is well and truly here, which means it is time making dishes to keep us warm and comforted during this chilly time!

This Asian-inspired dish is perfect for combatting the meat and carb cravings we all get during winter, while not giving too many calories in return! It is also an easy way to get your daily intake of vegetables!

Ingredients:

- 2 tablespoons vegetable oil
- 6 garlic cloves, crushed
- 1 brown onion, thinly sliced
- 1 1/2 cups jasmine rice
- 600g beef stir-fry strips
- 1 tablespoon ginger paste
- 1 long red chilli, thinly sliced
- 2 tablespoons soy sauce
- 1/3 cup oyster sauce
- 1 tablespoon brown sugar
- 200g fresh green beans
- 200g frozen peas
- 200g fresh broccoli
- 2/3 cup fresh Thai basil leaves
- 1/4 cup chopped roasted cashews
- Fresh lemon wedges, to season



Method:

Step 1

Boil kettle. Heat half the oil in a medium saucepan over medium-high heat. Add half the garlic. Cook, stirring, for 1 minute or until fragrant. Add rice. Stir to coat. Add 3 cups boiling water. Reduce heat to low. Simmer, covered, for 10 to 12 minutes. Remove from heat. Stand for 5 minutes or until tender and water is absorbed.

Step 2

Meanwhile, combine beef, onion, ginger, remaining garlic and half the chilli in a bowl. Heat a wok over high heat. Add remaining oil. Swirl to coat. Add half the beef mixture. Stir-fry for 3 minutes or until browned. Transfer to a heatproof bowl. Cover to keep warm. Repeat with remaining beef mixture.

Step 3

Meanwhile, combine soy sauce, oyster sauce and sugar in a small bowl.

Step 4

Add your green veges and 2 tablespoons water to wok. Stir-fry for 5 minutes or until tender and hot. Return beef to pan with sauce mixture. Stir-fry for 2 minutes or until heated through.

Step 5

Stir in basil. Serve stir-fry with rice and sprinkle with cashews and remaining chilli. Squeeze fresh lemon juice over finished product to add a fresh hit of citrus. Enjoy!