



Newsletter

Nov-Dec 2016

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



A word from our CEO, Helen Pollard

The year is marching on and I am currently reviewing our Organisation's Emergency Management Plan to ensure we have our systems ready before Tasmania's unforgiving bushfire season. Now is the time for you to be fire ready and have a plan in place, check your property and get those general tidy-up jobs completed.

Accounts

After receiving some feedback about our invoices and statements we understand that the two documents have caused some confusion! Please note that your invoice is a running sheet of all the services for the month, including what charges have occurred for the services. The statement is a summary of all invoices AND payments you made previously. This means the balance you need to pay is just the amount on the statement. If you have made a payment after the statement was printed it will not appear until the following month. If you ring reception they will be able to give you up-to-date information and if you have made a payment in the week leading up to receiving your statement, please be assured it will have been credited to your account. To reduce the confusion between the invoices and statements we have coloured the statement blue, in other words, your total owing is on the blue form. Thank you to all who have given us comments and suggestions for improving the invoices and statements – we will continue to fine tune the system over the coming months.

Silly Season is nearly here!

This newsletter sees many getting ready for the Christmas and New Year season and I hope you are enjoying the activities and decorations appearing in shops and our streetscapes.

Our Day Centre staff are working on a client Christmas function, and it is great to see people getting into the Christmas spirit!



WE ARE MOVING – Monday, 12 December 2016

As many of you are aware, we are moving our head office from Cole Street into our refurbished premises at 12 Somerville Street, Sorell (where our Sorell Day Centre is also located). As of Monday, 12 December, our head office will officially be at the new premises. This means all the services that you previously accessed at Cole Street will be located to Somerville Street from that date. We look forward to the move and encourage you all to come see our new space once we're settled in.

Our Office Hours

A friendly reminder that our office hours are **8:30am-4:30pm Monday to Friday**. For after hours emergencies, please call **000**.

Client Information Changes

If you have any changes to your address, phone numbers, doctors or any contact details, please call the SEC Care office on **6269 1200**. By helping us, we can ensure the best possible care and service for you.

Farewell Terry, thank you for everything!

On Tuesday, 8 November the SEC Care volunteer team got together to celebrate the retirement of our much-loved volunteer driver, Terry Harriss. Terry has given many hours of his time over the years, ensuring hundreds of our clients made it to their appointments. We are forever grateful to the valuable service he has provided over the years and we will all miss him greatly. We wish Terry and his wife all the best for the years ahead.



Terry with his friend, Rose, from the Cole Street reception team.

Merry Christmas from the team at the SEC Care Day Centres!

Well here we are again another year nearly gone, and we are leading up to a very exciting Day Centre Christmas Party. It has been a great year for the Day Centre – we have a new kitchen and the surrounding building is having a wonderful makeover.

Our regular programs are always full of exciting activities, including a range of social and varied activities, such as crafts, card making, bingo, indoor bowls, sing-a-longs, guest speakers, bus trips, dining out, sharing life experiences, just to name a few. Also with the warmer weather after Christmas, we will be having regular BBQs. Some of the clients are also engaging in the 'Eating with Friends' program, which is held at the Sorell School one Tuesday a month.

All SEC Care staff and clients are welcome to visit the Somerville Street Day Centre throughout the day and enjoy a cup of coffee or tea and have a chat with the staff and clients.

The Somerville Street Day Centre operates five days a week from 9.00am–3.00pm and every 2nd and 4th Saturday of the month. We also have Day Centres at Brighton on Mondays and Thursdays and Orford at Prosser House Monday, Wednesday, Thursday, Friday and the first Tuesday of the month and these also operate from 9.00am–3.00pm.

We would like to take this opportunity to thank you all for another successful year, and also thank you for your ongoing commitment to making what we do in our Day Centres a wonderful experience.

Come one come all to SEC Care's Day Centres!

With calendars jammed packed full of great activities to get you out and about, there's no reason why you shouldn't join in the fun! If you wish to get involved with the Day Centres, phone either Kathy on 0427 804 600 or Denise on 0423 264 833.

Brighton Day Centre Calendar for Nov-Dec 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
21 – No bus today.	22	23	24 – In house day at Pontville Day Centre. Activity: Scrapbooking. Time: 10:00am – 3:00pm.	25	26	27
28 – Brighton Bus trip – Mystery trip! Time: 10:00am – 3:00pm. Meal at own cost.	29 – 'Eating with Friends' at Sorell Primary School! Time: 10:00am – 3:00pm. Meal cooked by students.	30	1 (Dec) – In house day at Pontville Day Centre. Activity: TBA Time: 10:00am – 3:00pm.	2	3	4
5 – No bus today.	6	7	8 – In house day at Pontville Day Centre. Activity: Casino themed day – wear black and white! Time: 10:00am – 3:00pm.	9	10	11
12 – Brighton Bus trip – Mystery Christmas trip! Time: 10:00am – 3:00pm. Meal at own cost.	13	14 – Day Centre Christmas party at Sorell Memorial Hall. Pre-book by phoning Day Centre. Time: 10:00am – 3:00pm Cost: \$20.00.	15 – Day Centre closes for Christmas – back on Thurs, 5 Jan 2017.	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1 (Jan)
2	3	4	5 – Day Centre resumes.	6	7	8



Happy 70th Birthday Drena!

On Wednesday, 19 October our Sorell Day Centre celebrated Drena's, 70th birthday. Drena is a dedicated volunteer at the Sorell Day Centre and is much-loved by the SEC Care community. We hope you had a wonderful birthday Drena – thanks for sharing the delicious cake!

Sorell Day Centre Calendar for Nov-Dec 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
21	22	23 – In house day at Somerville Street Day Centre. Activity: Scrapbooking and bingo. Time: 10:00am – 3:00pm.	24	25 – Bus trip – South Arm RSL for lunch Time: 10:00am – 3:00pm. Meal at own cost.	26	27
28	29 – ‘Eating with Friends’ at Sorell Primary School! Time: 10:00am – 3:00pm. Meal cooked by students.	30 – In house day at Somerville Street Day Centre. Activity: Entertainment from Vic! Time: 10:00am – 3:00pm.	1(Dec)	2 – Bus trip – trip to the Black Buffalo for lunch. Time: 10:00am – 3:00pm. Meal at own cost.	3 – Mens Gathering – trip down to the Channel to visit the Heritage Shop. Time: 10:00am – 3:00pm. Meal at own cost.	4
5	6 – Shopping at Eastlands and lunch. Time: 10:00am – 3:00pm. Meal at own cost.	7 – In house day at Somerville Street Day Centre. Activity: Casino themed day – wear black and white! Time: 10:00am – 3:00pm.	8	9 – Bus trip to the Casino for lunch. Time: 10:00am – 3:00pm. Meal at own cost.	10 – Men’s Gathering – bus trip to the Huntington Tavern in Kempton. Time: 10:00am – 3:00pm. Meal at own cost.	11
12	13	14 – Day Centre Christmas party at Sorell Memorial Hall. Pre-book by phoning Day Centre. Time: 10:00am – 3:00pm Cost: \$20.00.	15 – Day Centre closes for Christmas – back on Thurs, 3 Jan 2017.			18
19	20	21	22	23	24	25
26	27	28	29	30	31	1 (Jan)
2	3 – Day Centre resumes.	4	5	6	7	8

Richmond Day Centre

The Richmond Day Centre is now operating out of the Sorell (Somerville Street) Day Centre. If you wish to speak to someone about the Richmond Day Centre, call our Day Centre Manager, Michelle, on 6269 1264.



Melbourne Cup Celebrations

Pictured Left: Gloria, Carol, Audrey, Di and Jeal getting into the spirit for the Day Centre’s ‘pink themed’ Melbourne Cup Day celebrations. We hope your numbers were lucky!

Orford Day Centre Calendar for Nov-Dec 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
21 – Bus Trip to the Old Salt Works at Little Swan Port. Lunch at Prosser House. Time: 10:00am – 3:00pm.	22	23 – Bus trip to Oatlands for lunch. Time: 10:00am – 3:00pm. Meal at own cost.	24 – Bus trip to Bolton’s Beach for morning tea. Lunch back at Prosser House. Time: 10:00am – 3:00pm.	25 – In house day at Prosser House Day Centre. Activity: Dust pan golf, bowls, and darts Time: 10:00am – 3:00pm.	26	27
28	29	30 – In house day at Prosser House Day Centre. Activity: Succulent planting, library visit. Time: 10:00am – 3:00pm.	1 – In house day at Prosser House Day Centre. Activity: Dust pan golf and making Christmas decorations. Time: 10:00am – 3:00pm.	2 – Bus trip to Cambridge Park and lunch at the Horse Shoe Inn. Time: 10:00am – 3:00pm. Meal at own cost.	3	4
5 – In house day at Prosser House Day Centre. Activity: TBA. Time: 10:00am – 3:00pm.	6	7 – Woodsdale Guild Christmas Party. Time: 10:00am – 3:00pm (lunch at 12:00pm). Meal at own cost.	8 – Bus trip to May Shaw for a visit and lunch at Bark Mill Time: 10:00am – 3:00pm. Meal at own cost.	9 – In house day at Prosser House Day Centre. Activity: Library visit Time: 10:00am – 3:00pm.	10	11
12	13	14 – Day Centre Christmas party at Sorell Memorial Hall. Pre-book by phoning Day Centre. Time: 10:00am – 3:00pm Cost: \$20.00.	15 – In house day at Prosser House Day Centre. Activity: Christmas themed day. Time: 10:00am – 3:00pm.	16 – Bus trip – TBA. Time: 10:00am – 3:00pm. Last day before Christmas break.	17	18
19 – Day Centre closes for Christmas – back on Monday, 2 Jan 2017.	20	21	22	23	24	25
26	27	28	29	30	31	1 (Jan)
2	3 – Day Centre resumes.	4	5	6	7	8

Want to join in? Call our Prosser House Day Centre Coordinator, Cheryl, on 03 6257 1152.

What You Had to Say in the Survey

Thank you to all the participants that entered the “Inside Looking Out” competition in July earlier this year.

Mrs Nancy Brockman of Brighton was the successful winner of the lucky draw, winning a \$200 Coles voucher. Congratulations Nancy!

As a service provider the competition gave us great insight into what participants are looking for in SEC Care and the way services want to be received.



Pictured: Nancy Brockman of Brighton with her \$200 Coles voucher.

Many entries highlighted that they were happy with the way things are and others gave some suggestions including:

- Having additional services provided when clients are unwell or circumstance have changed.
- Having someone that can fix small jobs around the house, like changing light globes, fixing tap washers, door hinges, hanging curtains or staff being able to climb to reach things from high cupboards or to move furniture.
- The provision of gardening for ongoing maintenance and not just for hazard control.
- Opportunities to travel to different places outside of the local community.
- To have more social outings available; including shopping trips for clothes and presents.
- Having a meals support service to prepare home cooked meals.
- Having a mobile supermarket.
- Having nursing services more available to provide advice and support.

Entries also highlighted particular traits that they would find beneficial in their support staff, including:

- Respecting my home, “knocking on the door and waiting for me to answer”.
- Encouraging my independence, but also appreciate that if I’m having a bad day that I may need some additional support.
- To be efficient and timely with tasks and of a high standard.
- To take into consideration the helplessness of some clients and how frustrated they may feel as a result.
- Someone that is informed and can talk about a range of subjects, as well as give advice and direction on things the client is struggling with.
- Be happy! Be well presented! Be energetic! Love their job!

All responses are much appreciated and will be considered. Please stay tuned with the newsletters for future options that will become available.

For those of you who feel that you might need more direct support, please note you have options. First of all, you can call your SEC Care Coordinator to discuss your needs. If you are a Home Care Package client, a re-assessment may be required. If you are under 65 years you can also contact Carepoint on 1300 769 699, or if you are over 65 years, you can contact My Aged Care on 1800 200 422 to discuss the provisions of your care.