



Client Newsletter

August 2023

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



A word from our CEO

From everyone at South Eastern Community Care- welcome to our newsletter. We have made the decision that our staff are to continue to wear masks while delivering services and care in your homes. We provide staff with PPE, and they are able to stock up from our offices during business hours. We encourage all staff to have a flu vaccine as well and stay up to date with COVID vaccines- these measures will assist to keep our staff, clients, participants and the community safer.

As mentioned in the previous newsletter- we are closing our office doors on Fridays as of this week, due to those days being generally quiet. There will still be Coordinators and Roster staff available by phone, and payments will be able to be made by phone- we will just not have ability for 'walk-ins'.

Staff Training and meetings

We have been holding a monthly virtual meeting for all support workers for many months now- a recording of the meeting is emailed to everyone as well as minutes/notes from the meeting so that all staff have the opportunity to stay informed and up to date. The recording allows people to watch at a time that suits them, giving better flexibility. We also aim to have face to face groups - and over July/August all Home Care Worker staff are being rostered to attend a meeting and training session. We know staff value face to face time and the opportunity to meet and trouble shoot with their colleagues. We provide feedback and some training based on trends we have seen from your feedback, incidents and new relevant Government changes or requirements.

Contacting staff in the office

If you need to speak with your Coordinator - all have an office telephone line which has message capability. Our Coordinators are not available after hours. When you call - you can use their direct number, or you can call the main office number and then the option for the person you wish to speak to - also you can use the option function at any time. See a list below of the options which you can save and use for future reference if needed!

Please note calls to/from South Eastern Community Care are being recorded for

Training and quality purposes

Calling direct (the preferred option for your convenience and privacy):



General enquiries 6269 1200 then option 9

Account payments 6269 1200 then option 1

| | | |
|----------------------|------|------|
| Account queries | 6269 | 1255 |
| NDIS | 6269 | 1294 |
| Home Care | 6269 | 1229 |
| Nursing | 6269 | 1240 |
| Social Programs | 6269 | 1278 |
| Rostering/Scheduling | 6269 | 1292 |

Important Phone Numbers to Remember:

COTA Tasmania (03) 6231 3265

SPEAK OUT ADVOCACY TAS (NDIS) (03) 6231 2344

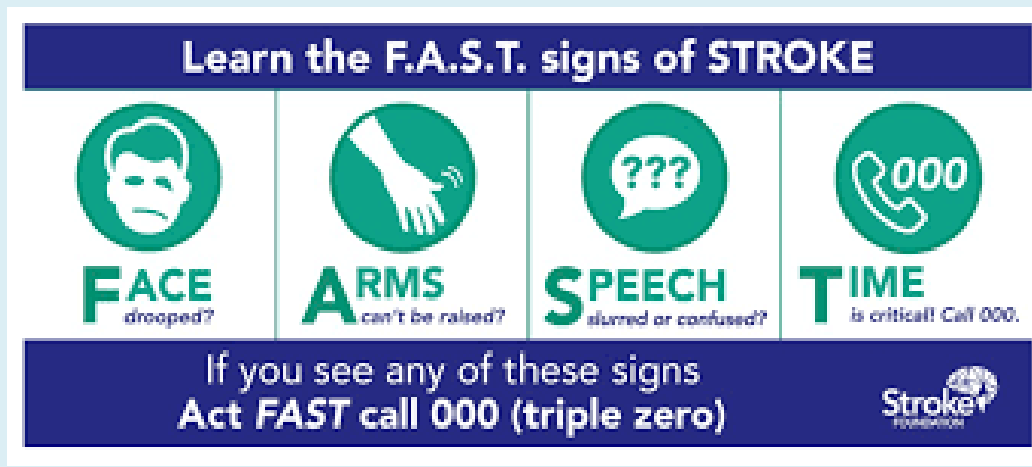
ADVOCACY TASMANIA 1800 005 131

Home Care Packages your Coordinator has given you their direct number

Quality Corner

National Stroke Week 2023 (7 – 13 August) encourages the community to fight stroke together so that you or your loved one's can continue to enjoy life during and after recovery. Fighting stroke together aims to bring people together to share knowledge, support and resources to help prevent strokes from occurring and to aid in the recovery process for those who have experienced a stroke.

Help others to keep enjoying life too by sharing the F.A.S.T. (Face, Arms, Speech, Time) signs of stroke with your family and friends. If you or someone you know experiences the signs of stroke, no matter how long they last, call triple zero (000) immediately.



7th August – International Day of the World’s Indigenous Peoples

There are an estimated 476 million indigenous peoples in the world living across 90 countries. They make up less than 5 per cent of the world’s population, but account for 15 per cent of the poorest. They speak an overwhelming majority of the world’s estimated 7,000 languages and represent 5,000 different cultures.

Indigenous peoples are inheritors and practitioners of unique cultures and ways of relating to people and the environment. They have retained social, cultural, economic and political characteristics that are distinct from those of the dominant societies in which they live.

Despite their cultural differences, indigenous peoples from around the world share common problems related to the protection of their rights as distinct peoples.

Indigenous peoples have sought recognition of their identities, their way of life and their right to traditional lands, territories and natural resources for years. Yet, throughout history, their rights have been violated. Indigenous peoples today, are arguably among the most disadvantaged and vulnerable groups of people in the world. The international community now recognizes that special measures are required to protect their rights and maintain their distinct cultures and way of life.

In order to raise awareness of the needs of these population groups, every 9 August commemorates the International Day of the World's Indigenous Peoples, chosen in recognition of the first meeting of the UN Working Group on Indigenous Populations held in Geneva in 1982.

Recipe of the Month - Curried Chicken (Courtesy of Social Programs staff)

- 500g chicken thighs or breast fillets- diced
2 teaspoons of curry powder
- 2 tins of Cream of Chicken Soup (Campbells is the best to use)
- 1 cup of mixed vegetables (can be frozen or fresh)
- 1 cup of Sour Cream

METHOD

1. Brown chicken in pan, add soup curry powder and vegetables
2. Cook until vegetables and chicken are cooked through
3. Add sour cream and serve with rice (optional)



Juliane's Joke of the Month

How do sheep keep warm in winter?

Central Bleating.

(Thanks Mrs B. You know who you are.)



Foot Clinic – Fees

CHSP Fees: \$30.00

Private: \$65.00

Mobile Options:

CHSP: \$45.00

Private: \$75.00

To book an appointment, please call our friendly reception team on 6269 1200

Social Programs highlights – July

Our Disability Social Programs participants brave the cold for a walk at Montrose Bay after a morning of shopping and lunch at Northgate on Wednesday 28th June.



Christmas in July at Prosser House - below



Disability Social Programs – upcoming events

Friday 4th – Morning tea at Copping

Friday 11th – Sports Day

Saturday 12th – Brunch with friends at Puddle Duck Winery

Friday 25th Night Time event (participant choice)

Sorell:

Mondays – Men’s Group 10am – 2pm

Wednesdays - Mixed Group 10am – 2pm

Every Friday – Bingo 10am - 12pm

Knitting Group 1.30pm – 3.30pm

Saturday lunch outings to be advised for August

For any information and to book a spot please call Anna on 0400 986 854 or Angela on 0427 013 440

Tea Tree:

Every Thursday in August

Activities include: Bingo, card making, crafts and more!

Saturday lunch outings to be advised for August

For any suggestions regarding activities & events, please see Social Programs staff.

Prosser House:

Mondays – in house

Tuesday 1st August – Lunch outing (destination to be advised)

Tuesday 29th August – Shopping Trip

Saturday lunch outings to be advised for August

For any information on Prosser House activities and events please call Anna on 0400 986 854