



# Newsletter

December 2021

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

## A word from our CEO, Helen Pollard



### Season's Greetings

This newsletter finds us fast approaching Christmas and a busy time for many people. As we head into the festive season I want to thank all clients, participants, families and friends for your support during the year. I hope you have the opportunity to spend time with your family and loved ones over the next few weeks. On behalf of everyone at SEC Care, I wish you and your families a safe and happy Christmas and New Year.

Our Staff have worked very hard and many are taking breaks over Summer. In addition we are heading into a period with many public holidays and basic services such as Domestic Assistance are not usually delivered on Public Holidays, nor are they replaced. This means disruption for some and if you have any queries or concerns about your services or need clarification in any way- please contact your Coordinator.



### Christmas Office Closure

Once again, our office will be closed at 12pm on Friday 24<sup>th</sup> December, and will stay closed between Christmas and New Year, reopening on Tuesday 4<sup>th</sup> January. We will not take general enquiries or referrals during this time. Services will be delivered as usual in your homes on the non-public holidays between Christmas and New Year.

### Consumer Advisory Committee

On Tuesday 23<sup>rd</sup> November we held our first Consumer Advisory Committee meeting, chaired by the President of the Board- Lois Green OAM. The group discussed South Eastern Community Care's Consumer Engagement Plan, and talked about how there could be consumer input into feedback, linking with the board and senior staff in decision making/planning. The next meeting will be held in March 2022. We are excited to be getting this group up and running! If you cannot make our meetings but may be interested in reviewing our brochures, forms, information etc - please give me a call on 0407 512 588.

### Feedback

Your feedback is very important and helps us to identify ways we may be able to improve the services we deliver to you. If we improve something for you, we most likely improve it for others! You can give us feedback / comments by completing a 'I Have A Comment' form (available from staff and reception), emailing your Coordinator, or phoning your Coordinator, the office or our Manager/s. we welcome any comments- compliments are passed on to the staff concerned and help boost morale, improvements identified make our services better equipped to meet everyone's needs.

During 2021 (up to 15<sup>th</sup> November- we received 118 Compliments and 26 Complaints. We are sure many more of our clients and families have something to say and we would love to hear from you!

### Reduced hours at Christmas and New Year

With the imminent arrival of the Festive Season, please be aware of the following changes to the Office hours during the holiday period:

- Friday, 24 December 2021– Office closed from 12pm
- Monday, 27 December 2021 –Monday, 3 January 2022 inclusive- Office closed

### Finance Update- BPay Facility

The BPay facility for payment of client's accounts will be discontinued effective from 28 February 2022.

The following payment methods are available to our clients:

- **Direct debit** arrangement with SECC, payments are processed on the last Thursday of each month. Please contact our business services staff on 6269 1255 to organize this facility, or alternatively by email [finance@secommunitycare.com.au](mailto:finance@secommunitycare.com.au)
- **Cash, cheque or credit/debit card** at the office, 12 Somerville Street, Sorell
- **Cheque** payment via the mail
- **Credit or debit card payments** via the telephone
- **Cash or cheque payments at any Bendigo Bank branch**
- **Transfer** from your internet banking account or in person at your bank, the SECC bank details are listed on your tax invoice/statement. Please remember to include your client reference and/or name in your transfer

If you have any queries regarding your account please do not hesitate to contact us.



### Community Transport Closure

Our Community Transport Drivers will be having a break from 16/12-4/1/2022. We will not accept transport bookings during this period.

### Christmas Gifts-

We understand clients often have a special bond with regular workers. As we approach Christmas, I respectfully ask that you not show your appreciation through giving substantial gifts. Chocolates, garden produce, a card etc are lovely if you want to give something. Staff are not allowed to accept substantial gifts, jewellery or money.

Accepting these may result in termination of employment. We do not want to offend or upset people by returning gifts, so we ask you to not give anything substantial.

**Small gestures are okay!**

**Staff members are allowed to accept Christmas cards, garden produce, chocolates, or a heartfelt 'thank you'**

### Visit Times reminder

If you have cleaning or social support in particular, please leave an hour or two free either side of your allocated visit time. Even with a regular staff member, things can change quickly! Staff may have a visit cancelled at short notice and arrive to you earlier than expected, or have an emergency and arrive later than expected. While we aim to have as much regularity as possible, we unfortunately cannot guarantee your exact visit time each week/fortnight. Thank you for your consideration.

### SEC Care Foot Clinic with Juliane

If you have diabetes, it's important to check your feet regularly and talk to your GP or a healthcare professional about any changes and concerns you may notice. Our Foot Clinic offers this service while cutting your toe nails. As we age our eye sight fails, and with high blood glucose levels over time, can cause nerve damage which makes it hard for people to feel sensation in their feet. This can mean that you might not feel it if you have injured your feet while cutting your toe nails.

The Foot Clinic is held in the Little Yellow House opposite Banjos in Sorell **Monday to Friday** (Unless I am on the road visiting Triabunna, Bicheno and Kempton!) Bookings are taken by our Reception Team and our appointments are usually 30 minutes. This includes; an assessment of your individual needs, 'Cleanse, Cut and File' nails and a Foot massage and moisturise. We are able to support our clients with diabetes with general foot and nail care and provide referrals if required.

**Call 6269 1200 to enquire or book an appointment**

## Day Centre highlights

*December has been a wonderful month for our day centre programs.*

**Our Aged Day Centre program** has enjoyed some Christmas craft, each creating wonderful wooden Christmas trees.

We have also enjoyed a fantastic home-style Christmas lunch at Levendale that was provided by the Levendale Hall committee, we cannot thank them enough for their support.

We had an amazing day out for lunch at Oatlands when we attended the Pancake Parlour.

*We are also very much looking forward to our big end of year Christmas luncheon at the New Norfolk football club on December 15!*

**Our Disability program** continues to grow and create amazing activities and opportunities for our clients.

We have enjoyed activities such as bowling at Zone 3, shopping and lunch at Cambridge Park, and a crazy hat and sock themed day at Campania Hall.

We look forward to many more adventures over the coming months and can't wait to join our friends for the Christmas Luncheon!



### Monday Mens Group:

- **Wednesday, 15 December – CLIENT CHRISTMAS PARTY! New Norfolk, 11:00am -2:00pm**

Day Centre closed as of Wednesday, 22 December 2021, reopening as of Wednesday, 10 January 2022.

**Our Mens Group meets every Monday in January, the 24 January will be a client-choice outing!**

### Day Centre highlights coming up:

#### Sorell Day Centre:

- **Wed 15 December – CLIENT CHRISTMAS PARTY! New Norfolk, 11:00am -2:00pm**  
**Day Centres closed 22 Dec-10 Jan 2022**
- **Fri 14 January-** Spotlight adventure meeting at Sorell at 0930
- **Sat 15 January-** Cygnet Hotel 0930
- **Wed 19 January-** Luncheon @ Claremont Hotel
- **Fri 21 January** State Cinema 0930
- **Fri 28 January-** Howrah Garden Centre and Shoreline Shopping Centre
- **Sat 29 January-** Kempton Hotel

#### Brighton Day Centre:

- **Wed 15 December – CLIENT CHRISTMAS PARTY! New Norfolk, 11:00am -2:00pm**  
**Day Centres closed 22 Dec-10 Jan 2022**
- **Sat, 15 January-** Cygnet Hotel 930
- **Wed, 19 January-** Luncheon @ Claremont Hotel
- **Sat 29 January-** Kempton Hotel

#### Orford Day Centre:

- **Wednesday, 15 December – CLIENT CHRISTMAS PARTY! New Norfolk, 11:00am -2:00pm**  
Prosser Day Centre will be closed through January, reopening February 2022!

## Quality Update- Sharon Groves

It's six months since I arrived at SEC Care and I have seen a lot of changes. The changes are resulting from updates in the aged care and disability standards plus COVID 19.

I'm sure the coming years will continue to see many changes. Our staff have been working very hard and looking back over the achievements of the last 6 months I can see why people feel tired.

SEC Care achievements in my time have been many and include;

- Implementing quality and auditing schedule, this work has resulted in form and policies reviews which are currently underway
- Consumer advisory committee commenced
- SEC Consumer engagement plan implemented
- SEC Care Aboriginal Engagement plan implemented
- Incident management training of staff and management
- Implementation of projects resulting from client feedback
- COVID preparedness plan reviewed and tested in Octobers lock down.
- All staff 100% COVID 19 immunised with some receiving their 3<sup>rd</sup> injection this month
- Staff training significantly increased

Our staff, volunteers and the clients who have given us feedback are to be commended for the list above.

***I look forward to working with you all next year. Stay safe during the holiday break and wishing you all a Merry Christmas***

**Australian Government**  
Aged Care Quality and Safety Commission

Engage Empower Safeguard

## How to stay active and enjoy yourself during COVID-19

Are you missing some of your favourite activities? You can still do many of the social activities you enjoy, though they may be a little different. Think about what you enjoy and talk to your family and carers about what you would like to do. This may involve using technology like apps on a smartphone or tablet. Your family or carers can show you how to use these devices if you don't already know.

BEFORE COVID-19	DURING COVID-19
<b>Group exercise class</b>	<ul style="list-style-type: none"><li>- Socially distanced outdoor exercise group</li><li>- Chair exercises in your room</li><li>- Online dance or yoga class</li></ul>
<b>Gardening club</b>	<ul style="list-style-type: none"><li>- Garden with a small socially-distanced group</li><li>- Take care of a pot plant in your room or on your balcony</li><li>- Go on a virtual tour of famous gardens</li></ul>
<b>Choir or music concerts</b>	<ul style="list-style-type: none"><li>- Have a socially distanced singalong with your neighbours</li><li>- Sing along with your favourite singer on the radio</li><li>- Watch a concert or musical online</li></ul>
<b>Day trips</b>	<ul style="list-style-type: none"><li>- Go on short walks outside with a small group</li><li>- Relive your adventures by looking through old photo albums</li><li>- Join a virtual tour of famous art galleries and museums</li></ul>
<b>Church/mosque/synagogue/temple</b>	<ul style="list-style-type: none"><li>- Attend a small group religious service</li><li>- Devote some personal time to prayer or meditation</li><li>- Check if your religious group is recording their service and watch online</li></ul>
<b>Games night</b>	<ul style="list-style-type: none"><li>- Organise a game night with an intimate group of family or friends</li><li>- Complete some puzzles or games in the newspaper or magazines</li><li>- Challenge your family and friends to an online game</li></ul>

Talk to your family and carers about which ideas would work for you. Ask them to help you learn any new technology that you'd like to use. Then stay active and enjoy yourself during COVID-19.

For more information, go to [www.agedcarequality.gov.au/consumers](http://www.agedcarequality.gov.au/consumers)

## ENJOY HOLIDAY TRADITIONS AND PROTECT YOUR LOVED ONES | COVID-19 |

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/holiday/holiday-graphics.pdf>

- The best way to keep your family and friends safe is to get vaccinated.**
- Wear a mask in public indoor settings if you are not fully vaccinated, have a weakened immune system, are in an area of high transmission.**
- Avoid crowded, poorly ventilated spaces.**
- Delay travel until you are fully vaccinated.**
- If you are sick or have symptoms, don't host or attend gatherings.**

**CDC** [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)