



# Newsletter

February 2022

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



## A word from our CEO

Happy February to everyone. We have experienced a welcome bout of summer weather and I hope people have had a chance to enjoy some relaxation time in recent weeks. A number of our staff have had time off to spend with families before school returns in early February, which will no doubt bring with it some challenges this year!

### **Staffing news**

South Eastern Community Care have experienced a spike in staff absences with COVID in our Community. Staff have been off with general illnesses, holidays, as well as staff contracting COVID or being close contacts of people with COVID. This has placed significant pressure on our scheduling.

We have an agreement with our After Hours Team (Guardian) who are now assisting with recruitment and are employing staff for South Eastern Community Care. This means we will have improved access to well-trained suitable staff when we experience high levels of absenteeism. Guardian Staff are given our training and access to our staff training modules to ensure they are compliant with our expectations in care delivery.

### **COVID Information**

South Eastern Community Care disseminate regular bulletins to staff and volunteers around COVID regulations, safety tips and various changes in guidelines. We have decided to widen these bulletins for all clients, participants and families as well to make sure the message we are delivering is consistent and everyone has access. The bulletins are on our website, and generally added to the website on Fridays. We place a link via Facebook when we update the website to help as many people as possible see the bulletins. If you have a COVID related query, feel free to ask us via email [mail@secommunitycare.com.au](mailto:mail@secommunitycare.com.au) and if appropriate, we may add the information/answer to our upcoming newsletters!

### **Recording Phone Calls**

As mentioned in our last newsletter- we are in the process of setting up recording of incoming and outgoing phone calls. This is a feature which will assist with staff training, quality reviews of our interactions and potentially to clarify conversations when a complaint may arise. Recordings are only kept for a short period. The recording will include our after hours calls. At this stage we are working through the technical aspects of getting calls set up and recorded and it will commence very soon!

### **Group Programs**

We are excited to be able to continue our group programs- both Disability and Aged. We are ensuring they are COVID safe, and this may include caps on numbers, shortening lengths of the programs. Our Group Program staff will keep clients and participants up to date with any changes as they occur!

## Office Hours

A reminder our office hours are 0900 to 1600 Monday to Friday, and we are closed on Public Holidays. If you call our office number after hours, messages are checked the next business day in office hours. To cancel a service, please contact the office on 6269 1200 with as much notice as possible. Our Facebook page and Facebook Messenger is not monitored for this purpose and messages sent via social media are unable to be accessed by scheduling staff/Coordinators, so will not be actioned. *Helena Pollard*

## Wear Red this Feb

'Day of Hearts' Feb 14, is Australia's national day to raise awareness of cardiovascular disease and heart research being conducted.

Most of us know someone with heart disease or have lost a loved ones as a result.

Each year approximately 54 000 Australians are personally affected by a heart attack with an Australian suffering heart failure every 10 minutes. Many more also die.

Red Feb 2022 is about keeping families together for longer



**Heart disease affects 2 in 3 Australians and still remains our leading cause of death. Wear Red this Feb and donate to help us change the future of heart disease.**

**Join REDFEB and help our researchers make breakthroughs into the prevention, diagnosis and treatment of heart disease and together let's change the future of heart disease and keep families together for longer.**

REDFEB supports research which is improving our health and lifestyle. Heart attack signs can be different between men and women. See <https://www.heartresearch.com.au/heartattack/> If you do not have access to a computer, phone our office on 6269 1200 and we will arrange to print this information for you. *Sharon Groves*

### 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

## Day Centre highlights

We have a great month planned for our day centre programs!

Our aged programs will enjoy some craft, a quiz day and some scrapbooking. We have also started a bingo day on Fridays, from 10:00am- 12:00pm, please let our day centre staff know if you would like to attend. Our disability program will enjoy a trip to Orford, a Grease Lightning themed day and a trip to Bonorong Wildlife Park. We will also be hosting a “wear red” day on the 17<sup>th</sup> of February in loving memory of our dear friend Shane. We want to thank all our lovely clients for their patience and understanding during these uncertain times and we hope to continue to provide some wonderful experiences.

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

The NDIS Social Group were very busy in January with shopping at Cambridge Park and lunch at Red Square Café, celebrating Kathy Hays’ special birthday (**see below**). We had Australia Day celebrations, a trip to Zoodoo and the Botanical Gardens too!



### **Volunteer Drivers needed**

Hello! We are always on the hunt for volunteer transport drivers. To enquire as to how you can help, please call 6269 1200!

### **Orford Day Centre:**

For any info regarding Prosser House, please contact our Community Involvement Coordinator Alex on 6269 1278

### **Sorell Day Centre:**

- **Wed 16 Feb-** Macrame
- **Mon 21 Feb-** Mens Group
- **Wed 23 Feb-** Scrapbooking- Christmas photos
- **Mon 28 Feb-** Mens outing
- **Wed 2 March-** Baking kiss biscuits
- **Wed 9 March-** Scavenger Hunt
- **Wed 16 March-** St Patrick’s Day activities. Come dressed in green and make homemade Baileys Irish Cream to have with lunch!
- **Wed 23 March-** Easter/special occasion card-making
- **Wed 30 March-** Making wooden planter boxes

### **Brighton Day Centre:**

- **Thurs 17 Feb-** Bead craft: necklaces and bracelets
- **Thurs 24 Feb-** Scrapbooking Christmas photos
- **Thurs 3 March-** Baking chocolate balls
- **Thurs 10 March-** Scavenger Hunt
- **Thurs 17 March-** St Patrick’s Day activities- Come dressed in green and make homemade Baileys Irish Cream to have with lunch!
- **Thurs 24 March-** Easter/special occasion card-making
- **Thursday 31 March-** Making wooden planter boxes

### **Monday Men’s Group:**

**Our Men’s Group meets every Monday of the month with the final Monday an outing of choice!**



**A note from Tasmania Fire Service** The cooler months are just around the corner and the wintertime brings more chimney fires, dryer fires, fires caused from faulty electric blankets and incorrect use of wheat filled heat packs. Accidents can happen and the best warning you can have of a fire in your home is a working smoke alarm.

**Smoke alarms** effectively detect the toxic smoke from a fire that can cause serious injury or potentially kill you. This early detection provides you and your family time to safely evacuate.

- All smoke alarms have a use by date of 10 years - after this time, the entire alarm must be replaced. The back of the alarm will indicate a manufacture date or a replace-by date.
- Replace wireless lead/alkaline battery type alarms for smoke alarms with an inbuilt 10-year lithium battery.
- 240-volt smoke alarms have a back-up battery – if your smoke alarm is wired into your electricity then change the back-up battery every year.
- Install a smoke alarm in each sleeping area (bedroom), hallway, living area, and at the top of stairways in a multi-level home.
- These smoke alarms should be interconnect - so when one goes off, they all go off alerting you and your family at the earliest possible time.
- For older people or people with a disability - smoke alarms should be connected to a personal alarm.
- For people with hearing impairment - install a smoke alarm for the deaf or hard of hearing in bedrooms. Especially people who wear hearing aids during the day and then remove their aides to sleep.
- Young children are likely to sleep through the sound of a smoke alarm, so you must alert them to a fire and help them escape to safety.



**Test smoke alarms monthly and vacuum dust and cobwebs from alarms every six months.**



**Your home fire escape plan is possibly the most important plan you'll ever make.** Design your home fire escape plan to suit your home and talk about it with everybody in the house. Make a home fire escape plan and practice at least twice a year.

- Crawl low if caught in smoke.
- Use windows as an alternative means of escape if safe to do so.
- Once out, stay out at a safe meeting place outside your home (e.g. next to your letterbox).
- Never go back inside.
- Call triple zero (000) and ask for the fire service.

**The best fire escape plan is worthless if your escape route is blocked. While deadlocks and security grilles may deter intruders, they can be deadly in a fire. When you are in the house:**

- Leave keys in any deadlock, or on a hook (preferably attached to a chain) close to the door or window, and out of reach of intruders.
- Make sure that window security grilles and screens open readily from the inside.
- Make sure that all windows and doors open easily for all members of your family.

