



# Newsletter

January 2022

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



## A word from our CEO

Happy New Year! We continue to ensure we have plans in place to cope with changes and the safety of staff, volunteers and clients. We hope that 2022 is a wonderful and productive year for you and your families. All the South Eastern Community Care Team is excited to be partnering with you again in the coming year.

**COVID** As we enter a New Year, looking forward to 2022, the signs are that we will have ongoing challenges and changes to how we work, play and live. There are still issues and uncertainty around how we react and live with COVID, and we see many signs of the stress this can create in the community. If you are struggling with mental health or wellbeing related to COVID, please reach out. There are a number of phone and online services to support people (see below), or you may discuss with your GP, or alternatively, any other trusted person.

## What online and telephone mental health support services are available?

**Beyond Blue** has launched the Coronavirus Mental Wellbeing Support Service — a dedicated service for people who need counselling during the COVID-19 pandemic. Call 1800 512 348 to speak with a trained mental health professional (24 hours, 7 days a week).

**Lifeline** provides support to people experiencing emotional distress. You can speak with a trained crisis supporter:

- over the phone on 13 11 14, available 24 hours 7 days a week
- through online chat, every night from 7pm to midnight AET
- via text on 0477 13 11 14, between 6pm and midnight AET, 7 days a week

**Kids Helpline** offers counselling to children and young adults (aged 5 to 25). Call 1800 55 1800 or go to [kidshelpline.com.au](http://kidshelpline.com.au).

Young people can get support through **headspace centres** — whether in person at a centre, online or over the phone. There are more than 100 headspace centres across Australia.

The **Raising Healthy Minds app**, developed by the Raising Children Network, has information, ideas and guidance for parents to help them provide support for their child's mental health and wellbeing. Free from Google Play and the App Store.

24/7 Mental Health Services	
<b>Is it an emergency?</b> If you or someone you know is at immediate risk of harm, call triple zero (000)	
<b>Suicide Call Back Service</b> Anyone thinking about suicide 1800 654 607	<b>Lifeline</b> Anyone facing a personal crisis 13 11 14
<b>Beyond Blue</b> Anyone feeling stressed or depressed 1800 22 4444	<b>Kids Helpline</b> Counselling for young people aged 5 to 25 1800 55 1800
<b>MensLine Australia</b> Men with emotional or relationship concerns 1300 76 64 76	<b>Open Arms</b> Women and families counselling 1800 022 3446

Print or download this mental health helplines infographic.



**RECORDING PHONE CALLS** As we grow, our team changes and we have many more queries, calls and interactions. Overwhelmingly, interactions are positive and issues are resolved. However from time to time we have situations where we could improve how we deliver our customer service and/or there are conflicting descriptions of interactions. We want to audit and improve our customer service, develop training scenarios for staff, and be able to resolve complaints on/when they arise. So, for the protection of clients, callers, staff and for quality and training we will commence recording of telephone calls in mid/late January. There will be an alert on our phone system to let all callers know when recording of calls commences. Recordings are automatically deleted after a short period of time and will not be kept indefinitely.

**FEEDBACK** A reminder that we really do want your feedback! Email, phone, letters, feedback forms are all ways you can let us know how we are going in working with you in your home/s. If you have a compliment we pass it on to the staff member concerned and it boosts morale. If you identify an area for improvement- it may assist you and many others!

*Compliments, complaints, concerns all help us monitor and improve what we do.*

**ASSISTANCE FOR CLIENTS/PARTICIPANTS** If you have a complaint and you are not satisfied with the response from South Eastern Community Care- you can contact:

- Aged Care Quality and Safety Commission (Aged Care) – 1800 951 822 / [Online Complaints Form | Aged Care Quality and Safety Commission](#)
- NDIS (Disability) 1800 800 110 / [Contact and feedback form | NDIS](#)
- In addition Advocacy Tasmania is available for all members of the community, and can give assistance helping you understand forms/contracts, helping you if you aren't getting what you want, and/or if how you are being treated doesn't feel right.

**Your say**  
Advocacy Tasmania

I need some help | Your Advocates | Your rights | What is advocacy?

1800 005 131

**Our Advocates listen to you and help you work out a way forward.**

'Your say' advocacy is all about helping you to be heard and understood.

If you are unable to speak for yourself, or find it difficult, our Advocates can help you.

We can provide information about your rights, and help you to deal with problems or complaints.

Best of all, everything we do for you is: free, confidential, independent and professional!

**What can we help with?**



**SOCIAL MEDIA** The vast majority of our staff and clients use social media and it can be a wonderful tool for connecting. South Eastern Community Care has a Facebook site where people can interact and photos are shared with permission.

We have released our social media policy to all staff and we prohibit staff from being friends with clients on facebook or other social media platforms. This is because the relationship between staff and clients can be complex and there is a potential power imbalance. Blurring of lines between work and social lives reduces the ability of staff to make correct safe decisions around client care. There is potential for abuse of the relationship and we are here to protect the interests of clients at all times. Please understand if staff say they are not able to be your 'friend' on social media it is not a personal issue, rather one of professionalism and protection of all parties. *Helen Pollard*

#### 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**

#### 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

### Welcome back to all our day centre clients for a big 2022!

It has been a cautious start to year due to the large Covid outbreak we are currently facing but we hope to continue on with our programs as long as it remains safe for our clients and staff.

We have been enjoying some fantastic in house activities this month, the men’s group have enjoyed making some calendars and detailing some wooden boxes with paints and varnishes.

Our Sorell and Brighton groups have also enjoyed making some calendars, playing games of bingo and creating dog biscuits to sell.

We are looking forward to some big plans for 2022 and we can’t wait until things start returning back to some sort of normality so we can enjoy some new and exciting activities.

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

We have welcomed in the New Year with a bang and are looking forward to lots of fun and laughter in 2022!



### Sorell Day Centre:

- **Fri 21 January** State Cinema 0930
- **Fri 28 January-** Howrah Garden Centre and Shoreline Shopping Centre
- **Sat 29 January-** Kempton Hotel

**February events and activities TBA-Calendars available from the SEC Care office or call 6269 1200**

### Brighton Day Centre:

- **Wed, 19 January-** Luncheon @ Claremont Hotel
  - **Sat 29 January-** Kempton Hotel
- February events and activities TBA-Calendars available from the SEC Care office or call 6269 1200**

### Orford Day Centre:

Prosser Day Centre will be closed through January, reopening February 2022!

**February events and activities TBA-Calendars available from the SEC Care office or call 6269 1200**

### Monday Men’s Group:

**Our Men’s Group meets every Monday in January, January 24th will be a client-choice outing!**

### 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!**