



# Newsletter

July 2020

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

## A word from our CEO, Helen Pollard



### **COVID19**

Thank you to all clients and families who have been very patient and cooperated with increased questioning from our staff during the COVID19 Pandemic. SEC Care will continue with a number of the initiatives we implemented during the Pandemic to keep clients and staff safe. In line with Tasmanian Government directions and advice we will be gradually opening some aspects of our services from now. As of 20th July our Office will be open to clients and others. There will be screening at the reception desk and limited access to staff and meeting spaces. We will have a gradual staff return to their offices, and have been pleased with how well our Coordinators, rostering staff and other office based staff have managed working from Home! Of course the Leadership Team will continue to monitor the situation and we will review our operations if there are any changes in the local area or Tasmania regarding COVID19. Our newsletters and any information we have is on our website if you wish to see current and past information. [www.secommunitycare.com.au](http://www.secommunitycare.com.au)

### **HOME CARE PACKAGES**

Are you in receipt of Commonwealth Home Support (CHSP)?  
Are your needs for in-home support increasing or changing?  
You may be eligible for a Home Care Package.

South Eastern Community Care is an approved Package provider and we currently deliver over 120 Home Care Packages in Sorell, Richmond, Brighton, Eastern Shore and our delivery footprint is ever-growing!

Packages are more flexible than CHSP and can be tailored to the individual- if you think a more flexible program may suit your needs- please speak with our CHSP Coordinator- Kate- who can assist you to navigate the My Aged Care and approval process for Packaged Care.



### **STAFF VISIT TIMES**

Reminder- when people are admitted to our programs we let you know we cannot guarantee a specific time of visit. Please allow an hour either side of the 'expected' visit. When you have a regular carer- you will often get your visit at around the same time each week, but traffic, an emergency at the prior visit, illness, short term cancellations, and many other things all impact on the timing of a staff members' round! If your visit day is changed or the visit changes significantly (e.g. morning to afternoon) you will be informed- but we are not able to call for an hour or shorter change of times.

Of course, if you have a specific need which requires a definite time- this will be managed- by your Coordinator in consultation with our scheduling staff.

## Our Community

### FEEDBACK

Please let us know if you have any comments about our services and/or our staff. Compliments are passed on to the individual and improve morale. If you have an issue- no matter how big or small- bringing to our attention may help improve our services for you and for others. We value ALL feedback. You can use our "I have a Comment" form, write, email or phone- whichever is best for you.

### DAY CENTRE STAFF

Our Day Centre Staff are missing all the beautiful clients while we can't have big group activities and outings! With restrictions starting to ease in the community the staff are working hard to put together activities for CHSP clients. Day Centre Staff will be in contact as they have limited spots on set days. Package Clients and NDIS clients will need to contact their coordinators to discuss activities available to these funding groups.



**ZAN THE  
HAIRDRESSER**

AVAILABLE FOR

- TRIMS
- PERMS
- SHAMPOO  
& CONDITION
- SETS

VERY  
REASONABLY  
PRICED  
CONTACT ZAN  
ON 0401182065

Protect yourself and others from getting sick

**Wash your hands**

- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



World Health Organization



### Relax and have your feet pampered at the SEC Care Foot Clinic!

SEC Care Foot Clinic is now operating out of the 'Little House' (opposite Banjos). The Foot Clinic is for our clients and the community.

**Foot Care is for any age/anyone and there are subsidised prices available for pensioners.**

**Fees: Pensioner: \$25.00 Private: \$60.00**

For more information or to book an appointment, contact Reception on Ph. 6269 1200

## Our Community

Have your say about the topics that affect your world: email [julene@secommunitycare.com.au](mailto:julene@secommunitycare.com.au)

### NDIS AGREEMENTS

Service Agreements with the changes to NDIS pricing for 2020-2021 will be going out in the mail for participants to sign and return to the office in the next week. No significant changes has occurred in the next financial year, some charges have been lowered and transport can continue to be billed against the activity Line of Social and community Participation. If you have difficulty accessing a mail box your support staff can deliver this.



### NDIS ACTIVITES

With restrictions starting to ease in the community we are seeing some of the activity places open up. However there is still the recommendation of 1.5 meters social distancing. As a result SEC Care NDIS participants have the ability to extend their social support times beyond 3 hours moving forward. If you wish to change your supports can you please contact the relevant coordinator? Small group and Centre based activity will have staggered start and may look a little different so stay tuned for more information



### NDIS FEEDBACK

SEC Care is always interested in hearing your feedback, if you want to share your experiences this can be through our feedback form which staff carry and you have a copy in your home file. You can always give us a call or drop us a line at [sacha@secommunitycare.com.au](mailto:sacha@secommunitycare.com.au) If you require support to provide your feedback our staff are happy to provide this for you or you can obtain an external Advocate through Advocacy Tasmania on 1800 005 131 or the NDIS quality and safeguard commission on 1800 035 544.



## RECIPE OF THE MONTH

### Ingredients

#### ORANGE CAKE

- 125g **Lurpak\*** unsalted butter, softened
- 1/4 cup milk
- 1/4 cup orange juice
- 2 eggs
- 3/4 cup caster sugar
- 1 1/2 cups self-raising flour sifted
- 1 tbs orange zest, finely grated



#### ORANGE ICING

- 1/3 cup butter softened
- 1 1/2 cups icing sugar sifted
- 2 tbs orange juice \*to taste
- 1/2 tsp orange zest, finely grated



#### Method

Combine all cake ingredients and beat thoroughly for 3 minutes

Pour mixture into a greased 20cm x 10cm loaf or 20cm ring tin.

Bake in the centre of a 180C oven for 30-40 minutes.

Turn onto a wire rack and allow to cool.

Mix orange icing ingredients together in a bowl, then ice cake.