



Newsletter

June 2022

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



A word from our CEO

Hello and welcome to Winter! We are certainly experiencing a cold snap and I hope you are managing to stay rugged up as the days get colder.

Now the days are shorter- please consider putting an outside light on for our staff if they are visiting early morning or in the evening.

We have had some changes within our organisation and I would like to take this opportunity to **welcome Deanne Leggate as the Care Services Manager (replacing Michelle Moore- General Manager).**

Deanne has many years of experience in Management roles, and is a Registered Nurse. We are looking at the future and believe this key role should be filled by a person with a clinical background, as well as management experience. We also welcome Margaret Siggers to our group programs- managing the Aged and Disability social groups. Margaret has worked in Aged Care overseeing lifestyle programs and volunteers, and has had a recent stint with a disability provider, so has experience which is critical to the success of the group/Social Programs.

What happens during a staff visit?

At the beginning of a visit all staff should check their phones and your files for information about your needs- **even if they are a regular staff member.** Checking your file and the phone roster for updates ensures they are aware of possible changes or things to look out for in your home and may take some time at the beginning of your visit. So please be aware part of your service includes staff ensuring they are up to date and delivering safe services to you.

We occasionally get feedback that staff are not staying their full time in your homes. If someone has finished the allocated tasks but still has time to spare- they can do some extra tasks to assist you and to complete their visit.

Preferred workers

For some of our more complex packages you may have multiple visits each week, or even each day. To cover annual leave and sick leave, training and regular days off- a fairly large number of staff need to be familiar with every client. Many of our staff are 'preferred workers' for many, many clients! During periods of high absenteeism, as we are experiencing now and will continue to experience over winter, having a regular worker can be difficult to achieve. I apologise for any distress and inconvenience this may cause you, and if you have specific circumstances please discuss with your Coordinator. We aim to have multiple known workers for all clients who receive more than basic services. This reduces, as much as possible, the potential to have unknown workers over and over again. If you receive multiple workers- you may get new staff buddies in to ensure we can continue giving safe services when regular workers are off for various reasons.

Feedback

We at SEC Care want your feedback! We pass on your compliments to our staff in writing when received. In addition issues that you would like us to resolve may assist us to improve programs and services for you and also for others. You can provide feedback through 'I Have a Comment' forms, phoning your Coordinator or reception or alternatively, by emailing our friendly reception team at – mail@secommunitycare.com.au

All feedback is good feedback and is welcome!

Visit times

We do not offer definite times for services such as domestic assistance and ask you leave an hour and a half either side of the expected time of staff arrival to avoid disappointment. Although the start time for most visits may vary, our staff will give you their undivided attention for the full allocated visit time once they arrive at your home!

Feedback

We welcome your feedback in whatever form is best for you. You can fill in a 'I have a comment' form, email, write a letter, phone reception or talk with your Coordinator. Compliments are passed on to the staff and improve morale. Constructive criticism/complaints may assist us identify ways we can improve services for you and/or for others.

Any feedback is great! *Heben Pollard*

Care Services Manager Update

Hi everyone! My name is Deanne Leggate, and I am the new Care Services Manager.

I have a wealth of knowledge in regard to Aged Care, and am looking forward to learning and supporting the NDIS and Community teams here at SECC.

I have met many of the staff, and have been welcomed warmly by all and I look forward to meeting more staff and clients as the days progress. I will endeavour to get out and about to meet some of the clients as we move forward.

Please contact me if you have any concerns that I could help with.

Deanne

Client Quality Newsletter June

13 - 19 June this year is International Men's Health Week

This year's theme is 'building healthy environments for men and boys'

<https://www.westernsydney.edu.au/mens-health-week>

There is an Australian men's health organisation called Healthy Male with a website resource library containing up to date information. See <https://www.healthymale.org.au/mens-health-week-2022>

20 - 26 June is World Continence Awareness Week. This year's theme is BINS4Blokes. Now we wondered what this was about and looked further, we learned a lot. It's a worthy cause and something that has sat under the community's radar for too long. **BINS4Blokes** is an Australia-wide awareness and advocacy campaign promoting the installation of incontinence bins in male public toilet facilities. See these two websites for further info www.continence.org.au/world-continence-week <https://bins4blokes.org.au/>

This month the quality team is randomly selecting and contacting participants and carers of our disability clients funded in the NDIS scheme, requesting to complete satisfaction interviews either in person or over the phone

Sharon, Kathy and Anneke

Veteran Wellbeing Program Voucher- now open!

Tasmanian veterans are eligible for a \$100 voucher that can be used towards a sporting club/gym membership.

For more information, including eligibility criteria, go to www.veterans.tas.gov.au

If you have any questions, please contact 1800 009 501 or veterans@communities.tas.gov.au

BINS 4 Blokes Raising awareness of male incontinence

1.34 MILLION Australian boys and men experience incontinence.

If you have it, there are limited or no places to throw out incontinence pads and pants.

WE WANT TO:

- Get Bins4blokes bins in public toilets Australia wide
- Get males who are incontinent to seek help and advice
- Help Australia find out how common incontinence is

HOW WE'LL GET IT DONE:

537 local governments across Australia

19,000+ public toilets across Australia.

LINKS TO INCONTINENCE

- Prostate problems
- Cancer
- Higher Body Mass Index (BMI)
- Diabetes and cardiovascular disease
- Intellectual and physical disabilities
- Older age

MEN'S HEALTH AND HEALTH PROFESSIONAL ORGANISATIONS INCLUDING:

HOW CAN YOU JOIN US?
Put your hand up by sending us an email to info@bins4blokes.org.au

1 IN 4 AUSTRALIANS ARE INCONTINENT

Business Services Update

It is with regret that we advise that our wonderful receptionists Nicole and Tracey have both decided to leave SECC to pursue other opportunities. Both have secured other employment with much larger businesses. We wholeheartedly thank them both for their contributions to SECC.

Subsequently, we welcome Melita and Jacinta who will be taking over in reception and I am sure many of you have already spoken to one or both of them.

We also would like to welcome Fee, who has taken on the role of Finance Officer and will from time to time assist in reception. And lastly, we welcome back Julene to Business Services!

Barry, Jenny, Loretta, Karen, Melita, Jacinta, Robert, Fee and Julene

Do you have trouble looking after your feet?

Foot Care is available to any person at any age. However, there are subsidised fees available for pensioners who have a My Aged Care (MAC) Nursing referral code.

Phone MAC on 1800 200 422 to enquire

Foot Clinic will provide regular

- Foot cleansing
- Nail cutting and filing
- Foot moisturising and massage
- Referrals

Pensioner: \$25.00 Non-Pensioner: \$60.00

To make an appointment with Juliane, out Foot Clinic Nurse, please contact our friendly reception staff on 6269 1200!

FOOT CLINIC

Juliane's Foot Clinic Joke

How does an astronomer cut his toenails?

Eclipse them!



Day Centre highlights from last month!

In May we continued to experienced staffing challenges and appreciate all clients understanding and patience while day centre continued to be provided on a skeleton staff.

We saw lots of beautifully personalised shopping bags. Monday men's group enjoyed making hanging planters. Campania was host to the biggest morning tea raising a total of \$891.00 thank you to all involved and all those who donated.

Bingo on a Friday has seen many people come out to play. A small number of 10 began coming to enjoy 2 hrs of bingo every Friday morning 10am-12pm, **we now have doubled that number!** Please feel free to come along, or join any other day being offered!

With COVID restrictions easing a little we have been able to have a lunch at the Granada tavern and have planned a lunch in the Claremont hotel June 16th We look forward to clients returning and supporting these activities over time.



Jay enjoys respite trip with SEC Care Jay is a young SEC Care participant who used his NDIS Package for respite with over a weekend in April. The weekend was Jay's second experience of a holiday supported by SEC Care and Jay made the most of every moment! Jay was accompanied by support workers Prin and Anita. He stayed in a hotel, went horse riding, and even enjoyed a performance at the Playhouse Theatre.



This experience is an example of the flexible supports offered by SEC Care and is made possible under individual NDIS packages. We are always happy to discuss how we can adapt your supports to fit in with your needs and preferences. We would like to take this opportunity to thank Jay for sharing his positive experience with everyone at SEC Care! We are so happy for you Jay!

Sorell Day Centre:

- **Wed 1 June-** DIY hanging planter
- **Wed 8 June-** Finish hanging planters
- **Wed 15 June-** Scavenger hunt
- **Wed 22 June-** Fire safety talk with Ange
- **Wed 29 June-** Craft activity
- **Bingo every Friday!**

Brighton Day Centre:

- **Thursday 2 June-** Finish off planters, quiz and Bingo
- **Thursday 9 June-** Scavenger Hunt
- **Thursday 16 June-** Claremont Hotel 12pm \$15 2 course lunch
- **Thursday 30 June-** Craft activity

Orford Day Centre:

For any info regarding Prosser House, please contact our friendly reception team on 6269 1200

Monday Men's Group:

Our Men's Group meets every Monday over the next month at 12 Somerville Street Sorell!

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!

If you have any suggestions for outing destinations or would like more information regarding activities, please call our friendly day centre Coordinators on 6269 1200