



Newsletter

March 2022

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



A word from our CEO

The year is flying past and we are well into the start of the school year, work and business. It is great that the opening of schools hasn't impacted on the community as much as we initially thought it might. While we have experienced some staff needing to isolate because of COVID in their household, we haven't seen a big increase in staff absences compared to the period prior to schools returning. We are feeling optimistic that some semblance of 'normal' is starting to return to our routines!

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 and if appropriate we may add the information/answer to our upcoming newsletters.

We are collecting proof of booster vaccinations from our staff as they have the booster, and reporting that to the Government.

A reminder- if you need assistance to access vaccinations- please speak with your Coordinator.

Consumer Advisory Committee

Our Consumer Advisory Committee had the first meeting in November 2021. The next meeting is in mid-March. We are excited to have a diverse group of clients/carers meeting with the CEO and Board to discuss their experience of SEC Care, to give advice on how people would like to see their care delivered/information given, and to assist collect and collate other client feedback/surveys etc! The minutes and comments from the Consumer Advisory Committee are given to the Board of Management who meet monthly. It is a fantastic opportunity to gather comments and feedback directly from those who receive our services! We will keep all clients and staff updated on any issues and what the Committee are working on as they start undertaking projects.

Office Hours

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 during 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 are 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.

General Manager's Update

Thank you to all clients for your patience given the current COVID climate. Our office staff and Community Support Workers are all working incredibly hard to ensure your services are rostered with the highest possible level of continuity. This is often a tall order given staff shortages due to sickness, COVID-related or otherwise. Your patience is appreciated!

A reminder to all clients of our SEC Care dog policy. It is a requirement upon admission to our organization that clients understand dogs are to be secured prior to the arrival of our workers for each rostered service. If a dog is unsecured upon arrival to a client's home, the worker will request the dog be confined and if this is denied, the worker is entitled to leave the property without completing your service. A late cancellation fee will be charged in this situation. All SEC Care staff working in the community in a capacity where home visits are required are entitled to feel safe whilst undertaking their role in your home. Your understanding is appreciated, thank you!

We have had occasions in recent months where our staff have been contacted on their mobile phone by clients. Please do not contact our staff by mobile. All calls are required to go through the office. This keeps personal and professional boundaries clear and is designed to protect clients and staff alike. All calls will be recorded for quality purposes and this will allow SEC Care to provide the best assistance possible to our clients. **Thank you**

Michelle Moore



South Eastern Community Care supports Close the Gap and advocates for health equity of Australia's indigenous people through educating our workforce and the wider community about the health issues and barriers to well-being faced by them.

Closing the Gap is underpinned by the belief that when Aboriginal and Torres Strait Islander people have a genuine say in the design and delivery of policies, programs and services that affect them, better life outcomes are achieved.

It also recognises that structural change in the way governments work with Aboriginal and Torres Strait Islander people is needed to close the gap.

Aboriginal and Torres Strait Islander people continue to have a lower life expectancy than other Australians, a high infant mortality rate, lower reading, writing and numeracy achievements, lower year 12 attainment rates and higher unemployment than other Australians. The Australian government has adopted the goals of the Close the Gap campaign as national objectives, creating a formal record of the government's commitment to improving health conditions for the indigenous people.

Quality and Clinical Lead update

The success of our quality system will depend on a couple of factors, the engagement of staff/volunteers and the engagement of our clients/their carer networks. This month I've begun educating staff at meetings on our Quality Program. As new projects are implemented, don't be afraid to ask questions and offer ideas to further tweak our services. Some things will work well and in other areas we all need to be prepared to say that didn't work, let's try again or let's go this way.

In coming months you may have a volunteer or staff member contact you or visit to ask questions about the services we provide you. Your responses will be kept confidential. Please be honest and pass on where we are doing well and need to improve. This information will assist us with planning and identifying areas to work on improving into the future. We also plan to pass onto staff what you feedback that we are doing well.

Sharon Groves

Finance Update- BPay Facility

Thank you to our clients who have elected to take up the opportunity to make their SECC account payments through direct debits. It is certainly becoming an increasingly popular.

It has been noticeable in recent months that mail deliveries seem to be getting slower and slower and one way to avoid the delay in receiving your monthly statement is to choose to have your statement emailed. If you are currently still receiving your statement via the post and would like to change to email please call our finance team on 6269 1255 or alternatively email finance@secommunitycare.com.au.

The BPay facility for payment of client accounts was 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
- **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.

Barry, Jenny, Loretta, Karen, Nicole and Tracey

Day Centre highlights

We have a great month of activities planned for our daycentres this month. **Our aged program** will enjoy wonderful cooking experiences, a scavenger hunt and of course a big celebration of Saint Patricks Day on March 16/17. We can't wait to dress up in green and make some homemade baileys, yum! Our **Prosser Day Centre** is also now up and running again and are looking forward to making more memories with our lovely Orford group!

Our disability program also has a big month planned full of new experiences for the clients. They will enjoy a games day, trips to Prosser house for lunch and a walk on the beach, and we will also be hosting a crazy hair day on March 24. We are excited to be having a celebration for Close the Gap Day on March 17 to raise awareness about the gap between the health of indigenous and non-indigenous Australians. We would like to thank Brittany who has organised for her Aunt Heidi to host the day as the family have an indigenous background

Our Monday Men's group ventured out for the day on February 21. We enjoyed a morning tea stop at Campania Park, then travelled to the Bushland Native Gardens in Buckland for a BBQ lunch. The weather stayed away long enough to enjoy our sausages thankfully! -(see right)



WEAR RED FOR FEB Our NDIS group participated in Wear Red For Feb in loving memory of our 'Cheeky Little Mate' Shane Lord. It was an honour to support a cause so close to many on our Day of Hearts.-(see above)

Monday Men's Group:

Our Men's Group meets every Monday over the next month except Easter Monday and Anzac Day!

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!

Sorell Day Centre:

- **Wed 23 March-** Easter/special occasion card-making
- **Wed 30 March-** Making wooden planter boxes
- **Wed 6 April-** Craft- making little woollen birds
- **Wed 13 April-** Easter crafts-bonnets
- **Wed 20 April-** Shaving cream fun
- **Wed 27 April-** Secret Talent Day!
- Bingo every Friday except Good Friday

Brighton Day Centre:

- **Thurs 24 March** Easter/special occasion card-making
- **Thursday 31 March-** Making wooden planter boxes
- **Thurs 7 April-** Craft-making little woollen birds
- **Thurs 14 April-** Easter crafts- bonnets
- **Thurs 21 April-** Shaving cream fun
- **Thursday 28 April-** Dog biscuit baking and games

Orford Day Centre:

- **Monday 4 April- 10-2pm** in house
- **Tuesday 5 April-Lunch** at Prosser House 12-2pm
- **Monday 11 April-** Craft-making little woollen birds
- **No activities 15-25 April inclusive**
- **Tuesday 26 April-** Shopping Trip!- leaving Triabunna at 0830

For any info regarding Prosser House, please contact Coordinator Anna on 0400 986 854