



# Newsletter

## November 2019

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

### A word from our CEO, Helen Pollard



Welcome to our November newsletter, I hope this finds you well. We are seeing unprecedented fires in New South Wales and Queensland, and already have had a fire near New Norfolk in Tasmania. Please consider carefully your emergency plans and discuss with family, friends, neighbours and prepare for our summer season. Now is the time to make sure shrubs and trees are pruned and there is a clean-up so that your garden doesn't have too much fuel in the case of a fire.

### Progress on the Independent Living Units

**INDEPENDENT LIVING UNITS NOW SELLING**

4 x Two bedroom units in the heart of Sorell

- Landscaped, maintained gardens
- Air conditioning and all white goods included
- Level access, architecturally designed for comfort
- Safe, supported environment
- Easy access to services, shops and amenities
- Building commencing July 2019

Quality Community Care

Our units are progressing very well and we are pleased to see them really taking shape. We are excited to have them well on track for completion early in 2020.



### New automated calling system at SEC Care

As many of you would be aware, we have introduced an automated phone answering system to improve access to correct staff. This has taken some time to sort teething problems and have the correct phones being picked up by the correct person! Thank you for your patience as we streamline this process- we know it will improve your access to coordinators, roster staff and finance staff once it is being used to its full potential.

### We value your feedback

Please continue to give us your feedback- through filling in an "I have a Comment" form, phoning our office, or letting Coordinators/Reception staff know. A compliment boosts staff morale, and a complaint may help us improve our services- for you and for others. All feedback is very welcome at any time!

### Wish us luck at the Awards!



South Eastern Community Care is proud to be a finalist in the 2019 Tasmanian Community Achievement Awards in the category of Prime Super Employer Excellence in Aged Care.

As finalists we will have a small group of staff and managers attend an awards presentation late in November. It is a great opportunity to celebrate and enjoy an evening out with a group of the hard working SEC Care staff!



On Friday, 11 October – Monday, 14 October, clients from the Day Centre went on a trip to the North West Coast of Tasmania. All those involved had a wonderful time staying at Tall Timbers in Smithton (picture below of clients in the pool!), cruising with Arthur River Cruises (pictured above), visiting Dismal Swamp, (which is located at one of Australia's largest sinkholes), and enjoying a cuppa at the Deloraine Train Park (pictured below).



### Day Centre highlights coming up:

#### Sorell Day Centre:

- Tuesday, 5 November – Melbourne Cup celebrations with the Brighton and Orford Day Centre groups!
- Friday, 8 November – Eating with Friends at Sorell School (meal cooked by the students)!
- Wednesday, 13 November – in house day at Sorell Day Centre – bingo, Diamond Art and crafts!

#### Orford Day Centre:

- Tuesday, 5 November – Melbourne Cup celebrations with Sorell Day Centre!
- Friday, 8 November – Eating with Friends at Sorell School (meal cooked by the students)!
- Wednesday, 13 November – trip to the Movies!

#### Brighton Day Centre:

- Tuesday, 5 November – Melbourne Cup celebrations with Sorell Day Centre!
- Friday, 8 November – Eating with Friends at Sorell School (meal cooked by the students)!
- Thursday, 14 November – in house day at Tea Tree Hall – scrapbooking, crafts and bingo!

#### Saturday Outings:

- Saturday, 2 November
- Saturday, 9 November
- Saturday, 16 November

(Contact staff for details)

## Our Community

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

### Upskilling staff to meet your need

It is with pleasure to report that NDIS staff are continuing to upskill to meet the needs of participants. In the last 2 months staff have completed training in Multiple Sclerosis, NDIS Orientation, Mental Health First Aid and Reducing Restrictive Practices.



### Get to know your fellow NDIS participants

On the 13<sup>th</sup> of December between 4-6pm SEC Care will be hosting a BBQ for NDIS participants and our staff to offer the opportunity to come together and meet fellow participants and staff. This idea was inspired by David and Phillip. BBQ will be at Pioneer Park Sorell. There is a playground for the kids, accessible toilets. However seating is limited so I would encourage that you bring along your picnic rug. Given the unpredictability of weather, in the event that weather impacts the ability to attend the park, the BBQ will be moved to the SEC Care Activities Centre. Gold coin donation to attend, money raised will go to SEC Care fundraising for the cancer council. Please RSVP by 6.12.19 to Sacha on 62691260 or [sacha@secommunitycare.com.au](mailto:sacha@secommunitycare.com.au). Support can be organized if needed.

### Monthly Activities

From 2020 regular updates will be provided to NDIS participants on activities that will be available.

These groups have been operating on a monthly basis and have included a number of social and recreational opportunities. Posted for further information on activities. Below is a photo from Saturday Group for November enjoying lunch and a tour around Tasman Historical Site.

