

Monthly Bulletin



September
2021



CEO Update: Helen Pollard

Welcome to Spring! Warmer weather and longer days are always welcome as we move out of the colder months. I hope that over the coming months you experience an improvement in driving conditions in your workplace!

COVID Vaccine

Please let Tanya know if you have the COVID vaccination. Although you are not required to let us know- if we have an outbreak or lockdown and you have not had the vaccine or let us know you have had the vaccine it could affect the hours you are able to work. Clients have the right to refuse workers coming to their homes who are not vaccinated or provided proof of their vaccination status. South Eastern Community Care Staff are doing our bit to protect our community and as of 1st September we have 59% of staff who have had at least their first dose of COVID vaccine! Well done everyone- this is a great result and we are well on the way to our September minimum target of 65% of staff by the end of September.

We strongly encourage all staff to follow the link below or call the Public health hotline and arrange a vaccine suitable for your circumstances.

We will keep staff updated as we receive information in regard to mandatory vaccines.

Having a vaccine protects you, your community and our clients. As health workers we have a collective responsibility to be proactive in having the vaccine!

<https://www.coronavirus.tas.gov.au/vaccination-information/covid-19-vaccination/Book-your-vaccine#pfizereligibility>



**DON'T WAIT...
VACCINATE.**

Professional Boundaries

All Home Care workers were given a copy of Professional Boundaries at the recent staff meetings. Please refer to this document from time to time and reflect on your relationship with those clients you visit. It is extremely important that ALL staff:

DO

- Act in best interests of the client/participant
- Be supportive, show empathy and understanding
- Listen and ensure you are supporting the person to live their best life
- Ensure if you have a problem or issue with client/participant or another worker, or the Organisation that you **REPORT** it through the correct channels (use an incident form / email office/your manager/Coordinator

DO NOT

- Use the client/participants as a sounding board for your problems/issues- at work or at home
- Complain to the client /participant about other workers, your workload, or the Organisation
- Gossip or otherwise discuss other workers, other clients / participants in **ANY WAY**.

Keeping conversations real, but focussed on the client and their situation, not your situation is how we ensure the support we are giving clients is professional and positive. We are here to support clients, not the other way around. Thank you to the majority of you who keep these guidelines front and centre while you are working, and we can all use this as a reminder of how we should be interacting with clients/participants at all times.

Office Closed- Friday 22nd October

A reminder that Thursday 21st is Show Day Public Holiday, and our office will remain closed on Friday 22nd. Home Care and Nursing will still be delivered on Friday 22nd, however you will not have access to the offices or office staff on Friday 22nd October.

Staff Social Function

Please check this newsletter or emails for the date of the next SEC Care social function. This is a great and informal way to get to know others in your workplace. Our next dinner is at **The Horseshoe Inn Thursday 16th September @ 1730**. To RSVP, please email angelaw@secommunitycare.com.au or call 6269 1262

12 Somerville Street, Sorell 7172 | Tel: 6269 1200 Fax: 6269 1208 | Email: mail@secommunitycare.com.au

Web: www.secommunitycare.com.au | Facebook: www.facebook.com/secommunitycare

Ausmed Training

Thankyou everyone for registering onto our training platform. You will get ongoing requests to complete training over the course of each year, and Home Care Workers will be paid for any compulsory training time. I hope you have all had a look at the site, found training and topics that are of interest, and that you are enjoying access to increased information through your workplace! Please take advantage of your access to Ausmed and the more than 500 information/training modules available for all. *Helen Pollard*

GENERAL MANAGER'S UPDATE- Michelle M

A BIG warm welcome to Bek Shearing who has joined our rostering team this month! Please make sure you take some time to say hello and introduce yourself! Bek works Mon-Fri 0800-1600.

A reminder to all staff Tanya will send you notification before your First Aid and CPR are due to expire. Please complete these sessions when appropriate and bring your receipts in for reimbursement. Please also be mindful of your expiry dates. Medication competency assessments will commence in October and November, staff will be notified moving forward when this will occur for you. Tanya will continue to book in your PR&D's. If you have any issues/concerns, please let Tanya know or come and see me in the office any time.

I would like to thank our community support workers who all go above and beyond to make sure clients have their scheduled services on a daily basis.

Rostering staff are working tirelessly to provide all staff and clients with regular services. Thank you all for your ongoing commitment. Reminder to all workers, as on call will be brokered out to Guardian Network our rostering staff work as per the below hours:

Hayley – 0700-1500 Mon-Fri

Brie – 0830-1630 Mon- Fri

Bek-0800-1600 Mon-Fri

Nicole – 0730-1530 Mon-Fri

Toni – 0800-1630 Mon-Wed

Ange – 0800-1600 Mon-Fri

Jaimie – 1630-2230 Mon-Thurs

Coordinators – Ange, Chris and Lisa are very busy growing our home care packages.

Chloe and Jules are moving forward rapidly with CHSP referrals, reviews and admissions. We are currently accepting referrals for all CHSP services and packages through My Aged Care!

Ange Walker is as always doing a fabulous job looking after our veterans and creating our wonderful newsletters to keep us all informed.

SEC Care Community Nurses are able to provide quality care in your home and also at our clinic in Somerville Street Sorell.

Foot Clinic – Juliane is busily working away in Foot Clinic. Our clinic in Kempton will be operating on the second Friday of every month. If you know anyone who would like a visit from Juliane, please call our wonderful reception staff for an appointment on 62691200. **Well done Juliane!**

Day Centre – Our Day centre staff are very busy planning various activities in Sorell, Campania and Orford. If you know of anyone who would like to attend any of our Day Centre's please contact me on 62691264 or send me an email: michellem@secommunitycare.com.au

A big thank you to all staff for your ongoing enthusiasm, dedication and commitment as you all continue to help our communities enjoy the life they want to live.

Do you or someone you know have an interest in becoming a volunteer driver?

We are in need of additional friendly, reliable volunteer community transport drivers to transport our clients to medical appointments.

**Please contact our reception team on
6269 1200 for a volunteer pack!**

Quality- Sharon Groves

A few Quality projects are commencing next month involving our Executive team, nursing staff, Coordinators and other SECC staff who have expressed interest. In one project we are aiming to improve healthcare outcomes for our clients through nursing staff completing health care assessments while attending future client initial assessments with coordinators. They will also be alternating with coordinators to complete care plan reviews for Home Care Packages. The second project will involve a team of nursing staff working with Quality and Tanya to develop knowledge, skills and offer more support to the support staff working in the community. One of my focus areas over the next 6 months will be to ensure all staff have an understanding of how their position at SECC fits into the quality standards.

Very soon, I'll be sharing some information in a question and answer format for everyone to read. This project will assist when you are answering questions during future accreditation surveys.

Below is a taster! Can you answer these questions correctly? Answers will be provided in the information coming out...

Before you talk to a client's son or daughter about their parents care, what would you do first?

What SECC policy guides this? Can you show me how you obtain a copy of this policy?

What is the greatest risk for your client? What strategies have you in place to decrease this risk?

How is the client aware, what evidence do you have of this? Show me a copy of the policies related to this?

The next SECC Quality and Safety Committee meeting will be held on Tuesday 14th September 2021 at 3pm.

Minutes of meetings are located in the staff room meeting folder and committee information will be shared at your department meetings where quality and safety is a standing agenda item.



KNOWYOUR
LEMONS Get our breast check app:
knowyourlemons.com/app

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

Do you have clients who have trouble with their foot hygiene? Or perhaps you would like a bit of pampering yourself? The SEC Care Foot Clinic operates out of the Little House opposite Banjos from Monday to Friday (unless Juliane is visiting the East Coast or Southern Midlands) The Foot Clinic is for our clients and the community, staff included. **Spread the news to your family and friends!** Foot care is for any age/everyone and there are subsidised prices available for pensioners. Fees: Pensioner: \$25 / Private: \$60

Staff rates: 30 mins: \$35 For more information or to book an appointment, please contact our Reception team on 6269 1200

Women's Health Week 6-10th September

<https://www.womenshealthweek.com.au/the-week>



September is Dementia Awareness Month!

Currently there is a lot of work being completed in Tasmania in the area of Dementia research. The University of Tasmania have offered a series of short courses to the public free of charge! Many of these are suitable for both healthcare workers and members of the public to increase their knowledge in this area. This knowledge is useful for ourselves as we age, and can also be applied to those we care for. Further information can be found on the below link. Preventing Dementia course registration opens on October 5th 2021 <https://mooc.utas.edu.au/course/>

Business Services – Payroll Processing

To ensure your pay is processed in an efficient and effective manner, I would like to remind everyone of the requirements to ensure that payroll is processed within the required time frames:

LEAVE ENTITLEMENTS/FORMS All leave applications must be emailed to payroll@secommunitycare.com.au or deposited in the mail box at the front of the mail office building as soon as possible. Your entitlement balances are shown on the bottom of your pay slips. Please make sure you are familiar with these before submitting a leave application. If you are unsure of what leave you are entitled to please reach out to payroll. When submitting a Medical Certificate, an Application for Leave Form MUST also be submitted, as the medical certificate on its own does not represent a request for payment of leave.

As of the 30th September 2021 leave entitlements will only be paid if an Application for Leave Form is completed and submitted to payroll.

A separate leave form should be completed for each leave occasion and if emailed please only include **one** application per email.

MEAL REIMBURSEMENT/ALLOWANCE Meal reimbursements must have your name and the clients name clearly written on the receipt. Also, receipts detailing the purchases must be included. Credit card receipts alone cannot be used as proof of purchase of meals, refreshments, etc.

KM WITH CLIENTS Kilometres travelled with a client need to be messaged through your mobile phone in the following format: **KM 4.6 (Any variation of this will not be included in the transfer to payroll)**

PAYROLL Any documentation relating to your pay needs to be received by payroll before 10.30am Monday morning of pay week, any requests received after this time will not be processed until the following payroll. It is very important that the processes of reporting to payroll is followed to make sure your pay is correct. Remember, this is part of why we are here each week, to be reimbursed for all of the hard work that you continue to put in when caring for others.

I thank you in advance for your assistance and co-operation!

Barry Chandler

SEC Care Christmas Party!

Save the date December 11, 2021

Last year our Christmas celebrations were noticeably lacking due to Covid-19, this year we are changing it up!

RSVP by Thursday November 11

**We will be having a Saturday Christmas lunch @ Campania Hall
Secret Santa, spit roast lunch,
complimentary drink on arrival and
of course SANTA!**

Need a holiday?

We have leave periods available in November and up until mid-December. Limited leave available in September and late October.

First in, best dressed!



Health, Wellbeing and Nutrition

Zesty lemon cake

Its citrus season and everyone has an abundance of lemons as a result!

This simple lemon cake is sure to be a winner for morning or afternoon tea in the early spring sunshine



Luscious lemon cake

- 125g butter, at room temperature
- 3/4 cup caster sugar
- 2 eggs, at room temperature
- 2 cup self-raising flour
- 1/4 cup lemon juice
- 1/4 cup milk
- strips of lemon zest, to decorate

Method:

1. Preheat oven to 180°C/160°C fan-forced. Grease and line a deep 20cm (base measurement) round cake pan with baking paper. Using an electric mixer, beat butter and sugar in a bowl until pale and creamy. Add eggs, one by one, beating well after each addition. Sift flour over butter mixture. Add juice and milk; stir to combine.
2. Spoon mixture into prepared pan; level surface. Bake for 45 minutes or until a skewer inserted at centre comes out clean. Stand cake in pan for 5 minutes, then turn out onto a wire rack to cool.
3. Meanwhile, to make lemon icing; sift icing sugar into a large bowl. Gradually add juice, stirring until smooth.
4. Spread lemon icing over cooled cake, allowing it to drip down sides. Serve sprinkled with zest.

Lemon icing

- 1 cup icing sugar
- 2 tablespoon lemon juice



Best shared with those you love

Enjoy!