



Client Newsletter September 2023

*“A leading service provider
helping our communities enjoy
the life they want to live”*



A word from our CEO

Welcome to our September Newsletter.

We are pleased to now have a staff orientation day in place, with presentations from all of our Departments to set the scene early and explain what is important in being part of a Community Service Organisation. We have a session with a client- and this has been by far the most popular session of the training days! A huge thankyou to Marian for coming to staff orientation days and giving the most important session- a client perspective. We believe this consistent messaging will reinforce the attitudes and behaviours we expect at South Eastern Community Care.

Office Hours

We have had no negative feedback in regards to closing our office on Fridays, and will continue with having the office physically open Monday to Thursday. This is providing a benefit in improving staff efficiency and ability to follow up on outstanding work on Fridays.

Communication

We are working towards less paper and more electronic communication. Emails are faster, more reliable and easier to manage than post. If you have not supplied an email address to our office- please consider contacting reception so we can update your details. We may be contacting you to request an email contact in the near future.

Helen Pollard





Please note calls to/from South Eastern Community Care are being recorded for

Training and quality purposes

Calling direct (the preferred option for your convenience and privacy):



General enquiries	6269	1200	then option 9
Account payments	6269	1200	then option 1
Account queries	6269	1255	
NDIS	6269	1294	
Home Care	6269	1229	
Nursing	6269	1240	
Social Programs	6269	1278	
Rostering/Scheduling	6269	1292	

Important Phone Numbers to Remember:

COTA Tasmania (03) 6231 3265

SPEAK OUT ADVOCACY TAS (NDIS) (03) 6231 2344

ADVOCACY TASMANIA 1800 005 131

Home Care Packages your Coordinator has given you their direct number

Quality Corner Below are the results from our survey of new client clients funded in the Commonwealth Home Support Program (CHSP). 25 clients were interviewed by our Quality team.

We have had some wonderful feedback from our clients and were also able to get some things fixed for clients that were raised during our interviews. Thank you to everyone who agreed to be interviewed.





The Commonwealth Home Support Programme (CHSP) helps older Australians access entry-level support services to live independently and safely at home.

CHSP works with you to maintain your independence rather than doing things for you.

If you are unsure of your funding for services please contact the office on 6269 1200.

At South Eastern Community Care we strive to deliver regular and consistent services, however there are many factors that contribute to changes to your service. This includes weather, sick leave, planned leave, traffic conditions and unforeseen circumstances (such as an emergency with a consumer earlier in the day). Changes can effect time of service and support worker allocation.

Our rostering team do an amazing job managing these day-to-day issues and attempting to provide a smooth delivery, however it is inevitable there may be disruption to some services.

In September 2022 we introduced a window of time where CHSP consumers are required to leave a window of 3 hours. This allows 1.5 hours either side of your usual time for rostering changes. If we are unable to roster a support worker within the 3 hour window of time, we will call you to advise of the change.

Please note for personal care the window of time is 30 minutes either side of your usual time.

If you have an ongoing commitment or a once-off activity which may interrupt your window of time, please advise your coordinator as soon as possible so we can try to prevent any disruption to your regular service.

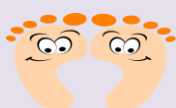
We cannot guarantee the same support worker attending for every service but we endeavour to provide excellent customer service and friendly faces. Being allocated a support worker does not mean they will attend each service.



Juliane's Joke of the Month

What do Alexander the Great and Winnie the Pooh have in common??

Their middle names.



Foot Clinic – Fees

CHSP Fees:	\$30.00
Private:	\$65.00
<u>Mobile Options:</u>	
CHSP:	\$45.00
Private:	\$75.00

To book an appointment, please call our friendly reception team on 6269 1200



Social Programs highlights – July

Below: Christmas in July at Tea Tree Hall & Tasmania Golf Club



This month's recipe - Lemon Crisp Slice

2x packets Lemon Crisp Biscuits
2x Lemon Jelly
1lt Custard

Separate biscuits
Mix the jelly and custard together
Make 1 layer of biscuits on tray
Pour over custard mixture
Top with remaining biscuits Refrigerate for 1hr

Disability Social Programs – upcoming events

Every Tuesday – Life Skills Program

Friday 14th Tahune Air walk

Friday 22nd – Ghost Tour

For any information and to book a spot please call Angelina on 0439 535 337 or Brittany on 0419 984 255

Sorell:

Mondays – Men's Group 10am – 2pm

Wednesdays - Mixed Group 10am – 2pm

Every Friday – Bingo 10am - 12pm

Knitting Group 1.30pm – 3.30pm

Saturday lunch outings to be advised for September

For any information and to book a spot please call Anna on 0400 986 854 or Angela on 0427 013 440

Tea Tree:

Every Thursday in September

Activities include: Bingo, card making, crafts and more!

Saturday lunch outings to be advised for September

For any suggestions regarding activities & events, please see Social Programs staff.

Prosser House:

Mondays – in house

Tuesday 12th – Lunch outing (destination to be advised)

Tuesday 19th – Shopping Trip

Saturday lunch outings to be advised for September

For any information on Prosser House activities and events please call Anna on 0400 986 854

