



# Annual Report

2018-2019

# Who we are

Community Care TASMANIA is your local not-for-profit home care provider. We are a truly Tasmanian service delivering award-winning quality aged and disability (NDIS) home care services.



## Our Purpose

We exist to provide excellent individualised services that allow our clients whatever their backgrounds to enjoy richness and a quality of life; age with dignity and respect; and live safely in their own homes.

## Our Vision

Community Care TASMANIA is a recognised and appreciated specialist in home care provision across Tasmania.

## Our Values

Choice and control, human rights, respect, wellness and re-ablement, participation, flexibility, transparency, quality, personalised sustainability, integrity and continual improvement.

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# FROM THE CHAIR

## Dr Jennifer Baird

It has indeed been a busy year for Community Care TASMANIA. Our organisation has continued to grow, with an increase in client numbers and a significant boost to staff and support worker numbers to support this growth.



“  
Our key responsibility is appropriate governance, including financial security. Our ability to provide high quality care relies on a nimble and adaptable workforce with adequate resources.”

The CCT Board has continued to direct attention to governance requirements in a significant year within the aged and disability care world. The Board has added two new members to fill previously retired member vacancies and welcome the skills and experience of Leigh Dyson and Stuart Dare. We have updated the organisation’s Strategic Plan and attended to other organisational governance duties during the course of the year. A successful recent audit was undertaken in June for the 2018/19 Aged Care Quality Standards. Ensuring financial stability is a key responsibility for the Board to allow future plans for staff, their training and office facilities to be provided. Our ability to provide high quality client care and to adjust to the changing administration requirements relies on a nimble and adaptable workforce with adequate resources.

From the 1st July 2019 the new Aged Care Quality Standards were implemented by the Australian Government. These 8 standards introduce a focus on the individual consumer, where they are (as one example) supported to exercise choice and independence in their care. Community Care TASMANIA will be making sure that all our clients have a copy of these new standards and have them explained.

We are working to make sure that our everyday operations and organisation can show compliance and performance upon assessment, in the course of providing care to our clients, while “encouraging a culture of safe, inclusive and high quality

care and services”. We strive to provide care that is right for the individual.

The above results are of course due in large part to our outstanding CEO, Wendy Mitchell and the wonderful Community Care TASMANIA team of management, staff, support workers and volunteers. All of your efforts are sincerely appreciated.

In such a busy year, I must extend thanks to my fellow Board members who have all shouldered great effort and input of time (within subcommittees) during the previous 12 months. I am honoured to be part of such a collegial Board of Management, who give freely of their time, skills and professional experience to these roles.

One of our Board Directors, John Spiranovic, is retiring after five years of service. He has consistently contributed to the Board’s work, with various terms as Deputy Chair, Secretary and Board Member. He has been a major contributor to assisting the CEO with the new Common Care Standards; giving endless hours of service. The entire Board would like to thank John for this contribution and to say that his presence and thoughtful discussions at Board Meetings (along with all the other meetings he has attended on behalf of CCT) will be greatly missed.

# Our Major Successes

We were thrilled and honoured to have made it to the finals for the Tasmanian Community Achievement Awards in the category Employer Excellence In Aged Care. The awards are designed to encourage, acknowledge and reward the valuable contributions that individuals, communities and businesses are making throughout Tasmania.

A gala dinner was held on 23 November at Hotel Grand Chancellor Hobart and we were honoured to have been recognised as a finalist, among a field of other amazing organisations from across the state.

In April 2019, CCT organised our very first Live Well Live Longer Expo. Our aim was to provide the community with information and ideas on how to live their best life. The range of exhibitors participating in the Expo comprised of complementing businesses in the aged care sector, but also stakeholder members from our organisation, including one of our Italian clients for a cooking demonstration of biscotti in the Cooking Hub. We also attracted the goodwill and participation of local celebrities, the three 'Four Roses' flour ladies, who along with our CCT client, volunteered to be the 'face' of the Expo in our marketing campaign, as well as be part of the Cooking Hub.

We received fabulous feedback from clients, visitors and exhibitors.

*"You did such a great job organising the expo! ... It was an absolute pleasure to be involved on the day. I found it to be a really great opportunity to learn, as well as showcase services."*

*We got good feedback from our clients who attended. Needless to say I had a lot of fun and we are very keen to be involved in future events."*

**- Sabrina Hopewell, Physiotherapist, Physiofit**

We are delighted to report that Community Care TASMANIA was announced as the winner of the 2019 Innovation in Service or Design for TAS Aged Care Awards at a cocktail event held in Hobart on Wednesday 31 July 2019.

Winning an industry award is always an important recognition and acknowledgement for an organisation such as ours. The centerpiece for CCT's nomination for the innovation award was our recent Live Well Live Longer Expo.



# FROM THE CEO

Wendy Mitchell

What an exciting and successful 12 months we have experienced at Community Care TASMANIA.



“

We are committed to involving our clients in the development of their care and to be truly responsive to their changing needs.

”

We currently support and care for 1,818 clients around the state. As a truly Tasmanian provider we know our community and how we can deliver the best support to help our clients maintain their independence so they can spend more time getting out and about doing the things they enjoy.

Importantly, we also provide training and work for 149 support workers around the state caring for all those clients.

**Some recent examples that highlight what we have done include:**

- Live Well Live Longer Expo – our very first exciting expo with our provider partners to show our clients, prospective clients and the community what is available to older people to assist them in daily living but also to provide ideas on how they can live their best life
- Employed a further 75 support workers enabling us to provide care across more of Tasmania
- Employed our first dedicated Client Services Manager in Hobart
- Successfully completed a three year Bhutanese Community Connections Program
- Prepared the organisation for the New Common Care Standards
- Completed a tri-annual Common Care Standards Audit successfully
- Embraced the NDIS program and grew this business for CCT
- Employed additional staff members to cater for the growing number of clients across the state and employed for the first time, three younger people in traineeship roles which we hope will be our force to be reckoned with in the future
- New tools have been developed to assist Home Care Package clients in understanding what their package can bring in the way of care for them. See our Home Care Package Builder in action at [www.homecareplanner.org.au](http://www.homecareplanner.org.au)

Increasing client involvement – like any great organisation CCT is committed to improve how we do things, to become more efficient and to provide more care that is appropriate to our clients' needs. It's been a very busy 12 months getting through an audit on the old Standards while preparing the organisation to implement the New Standards that came into action on 1 July 2019. It's always a struggle and a juggling act to do many things simultaneously but with a great team we have been able to achieve these goals. We continually try and do more with less by doing things better.

For a small local not-for-profit organisation, Community Care TASMANIA certainly packs a mighty punch and well above its weight.

**We provide care across the state and look after many and varied clients including:**

- Home Care Package clients
- NDIS clients
- Veterans
- Self-funded clients – through our Dial an Angel Program
- We specialise in looking after our culturally and linguistically diverse (CALD) clients
- Individual Support Program (ISP)
- Commonwealth Home Support Program (CHSP) and
- State Home and Community Care (HACC) Tas clients

Community Care TASMANIA also does an enormous amount of contract work for other providers around the state; supplying trained support workers and working with other providers to ensure coverage for clients across the state and sometimes in tricky rural and remote spots.

The Managers of CCT along with the Board are committed to a Continuous Improvement Program. As such, we strive to involve our clients more in the development of their care and to be really responsive to the changing needs of our clients. To achieve this we are constantly seeking new ways to involve and educate clients on the possibilities. We have accomplished that this year through our successful Live Well Live Longer Expo, our roadshows and our mobile office, just to mention a few. We are truly committed to training and continue to invest in the training of our office team and our support workers.

We are proud of our financial results. This year we have made a small surplus while continuing to grow our financials well above our budget. Our income is over-budget by around 24% and our expenses have increased by 23% so we exceeded projections, but we have kept our expenses under constraint, which is a very good outcome.

The organisation has continued to do very well and the Board and the teams should be extremely proud of what they have achieved.

I would like to thank the teams at CCT, our dedicated support workers delivering over 89,968 hours of care for their work, kindness and dedication to making the lives of clients better.

To the teams at the office, who work hard to support the support workers and clients each and every day, thank you.

A special thank you to Tanya Moody, 2IC. Tanya has worked with her team in a tireless way to make sure CCT is caring and responsive. Thank you to the new and existing managers, Chris, Sam and Jenni and to team leaders Mitchell and Shelley. We are very excited to have a presence in Hobart and we extend a warm welcome to our new Client Services Manager Di Carter.

I would especially like to thank the Chair of the Board Dr Jennifer Baird who has been a huge support to CCT this year and to me as the CEO, she has been there to assist on a moment's notice with anything we have required. Sometimes it's advice and sometimes moral support, but Jenny has been there and it's been appreciated.

To all the Board members of CCT who give up their time so generously on behalf of CCT and its members to ensure strong governance and strategic direction is provided to the organisation, a huge thank you for this selfless work. I would like to particularly thank John Spiranovic personally. John has been such a wonderful gentleman to work with over the past five years. He is kind and gentle, a man who rolls his sleeves up and gets done what needs to be done. His assistance on the Standards and our Policies has been outstanding. I am really sad John is standing down.

I would like to thank the University of Tasmania (UTAS) and in particular the UTAS IT Department for their generous donations of surplus IT equipment, which have really assisted CCT. Thank you so very much.





# Meeting Our Strategic Business Goals

## To become an employer of choice through strong connections with support workers

CCT employees 149 support workers and 31 in the office. To ensure that we care appropriately for our remote workforce we have employed a dedicated HR Manager in Jenni Greene. Jenni has hit the road across Tasmania to meet as many support workers as possible and to ensure that we understand the unique parameters around being a remote worker. Being a remote worker can be difficult and many of our support workers deal with challenging conditions on a daily basis. It may be an icy rural and remote road or a client struggling to deal with physical or mental challenges. It can be just the fact of working alone each day without the support of colleagues you can debrief to when needed. We value our support workers each and every day and understand they have a unique and sometimes challenging job. We are hoping that with Jenni on board dedicated purely to their needs we can assist and support them. We have lots of different ways to communicate with our support workers, including our weekly emails, monthly newsletters, monthly training sessions, breakfast and dinner meetings.

CCT values training and we continue to invest in training throughout the year. The training we provide helps equip our support workers and the office staff for the jobs they fulfil.

## Strengthen connections with our clients and potential clients

Our mobile office has been a great success and has been on the road to places such as Wynyard, Burnie, Devonport, Ulverstone, Perth, Longford, Evandale, Hobart and Kingston.

CCT has more Case Managers, Coordinators and Rosterers than ever before; providing what we hope is excellent support to our clients.

Our success can be gauged from the number of new clients through various programs such as Home Care Packages, NDIS, CHSP, Veterans and other programs.

## Diversify income streams to safeguard the organisation

The organisation continues to be pushed and buffeted like many other organisations in this period of massive change and upheaval. We do know that eventually the CHSP program will cease and there will be more Home Care Packages. CCT has successfully grown various programs to ensure that it has some coverage against financial shocks should a program be lost. CCT is doing everything within its power to ensure that our support workers are protected from these shocks and that we retain our

valued workforce. CCT continues to promote its expertise and grow its connections to other organisations so that together we can learn, grow and ensure coverage for the clients which is the fundamental reason for our existence.

## Strengthening our brand

Considerable effort has been put into developing and promoting our brand. CCT considers our brand is well known and accepted for 'good work'. Our branding is displayed in many aspects of our work and colourful circles depict our engagement and connection to different parts of Tasmania, different nationalities and different programs.

The CCT logo has been highly successful and displayed on buildings, the mobile office, the vehicle fleet, on staff uniforms, brochures and promotional material, on buses in Launceston and in Hobart and on billboards in Launceston and on the NW coast, on Facebook and the website.

## Continuing our partnerships and advocacy

CCT works with many organisations and individuals for the benefit of the clients, for example Dementia Australia, Bapcare, the Migrant Resource Centre and many more.

## Promoting organisational excellence and an innovative culture

In addition to its core business CCT runs a number of specialist programs that forge friendships and fosters inclusiveness in the community. These include:

- Creative Connections, a weekly art class for 12+ participants (established in 2010)
- Community Connections, established in 2016, this award-winning\* program aims to improve the wellness of Launceston's ageing Bhutanese community and connect them to their new community. The program had 50+ participants and employs and trains four Bhutanese part-time workers. It is currently trying to secure more funding so this outstanding program can continue.

\*2017 Better Practices Commendation Award from Australian Aged Care Quality Agency

- Community Visitors Scheme, CCT has supported the Community Visitors Scheme since 1996. It receives funding for 36 volunteers visiting socially-isolated residents in Aged Care Facilities and people living at home who receive Home Care Packages.
- Live Longer Live Well Expo
- Mobile office across Tasmania



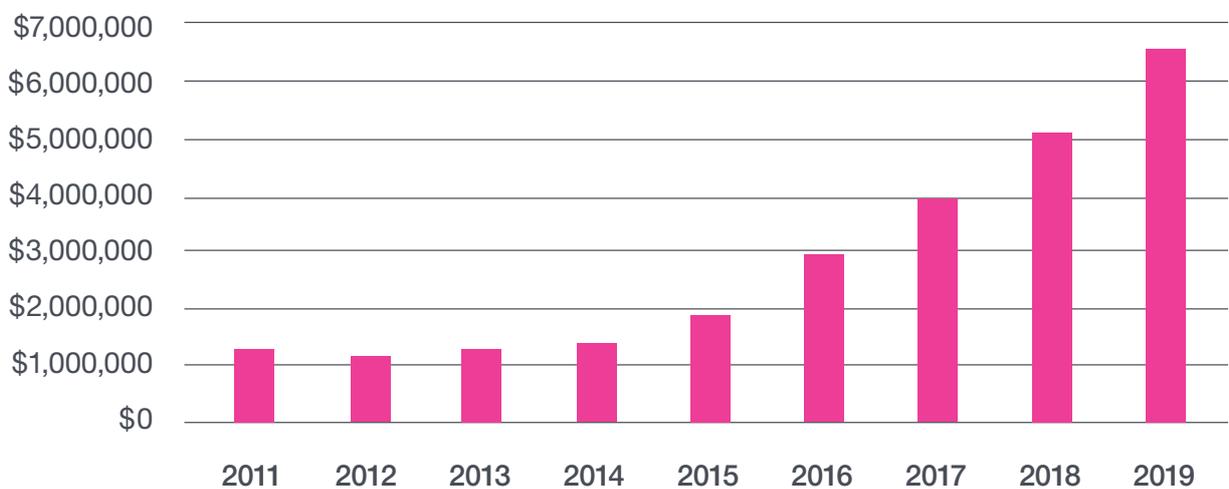
# Financial Matters

2019 has been another year of remarkable growth for Community Care TASMANIA.

Care hours delivered have increased by 33% from 2018 to a total of 89,968 hours of quality home care provided to our clients across the state. Gross income has increased by 27% from 2018 to 6.6 million dollars.

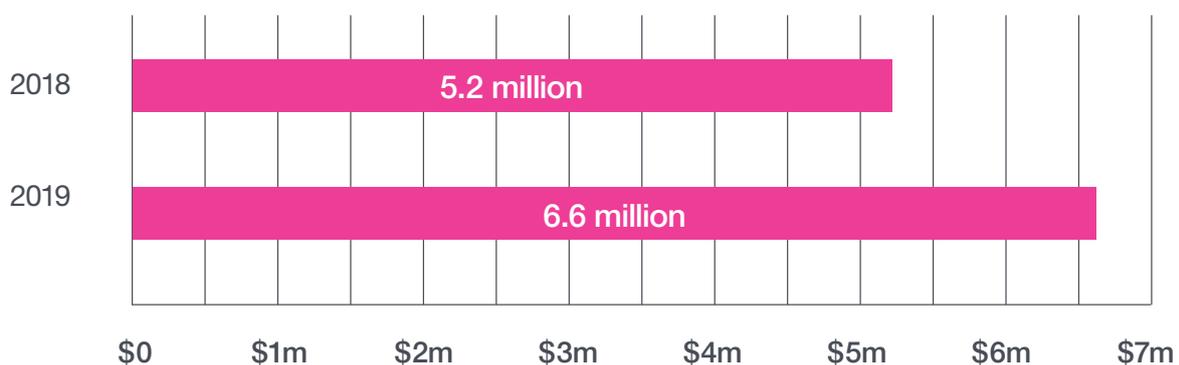
While all programs have seen growth, the full-roll out of the NDIS has seen the largest increase come from disability support services. An increase of 75% in revenue from the disability sector is in line with our strategic goal to diversify our income streams to safeguard the organisation from regulatory changes.

### Income - Year by Year



Community Care TASMANIA continues to deliver on its key strategic goal of financial sustainability by achieving another positive financial result for the 2019 financial year.

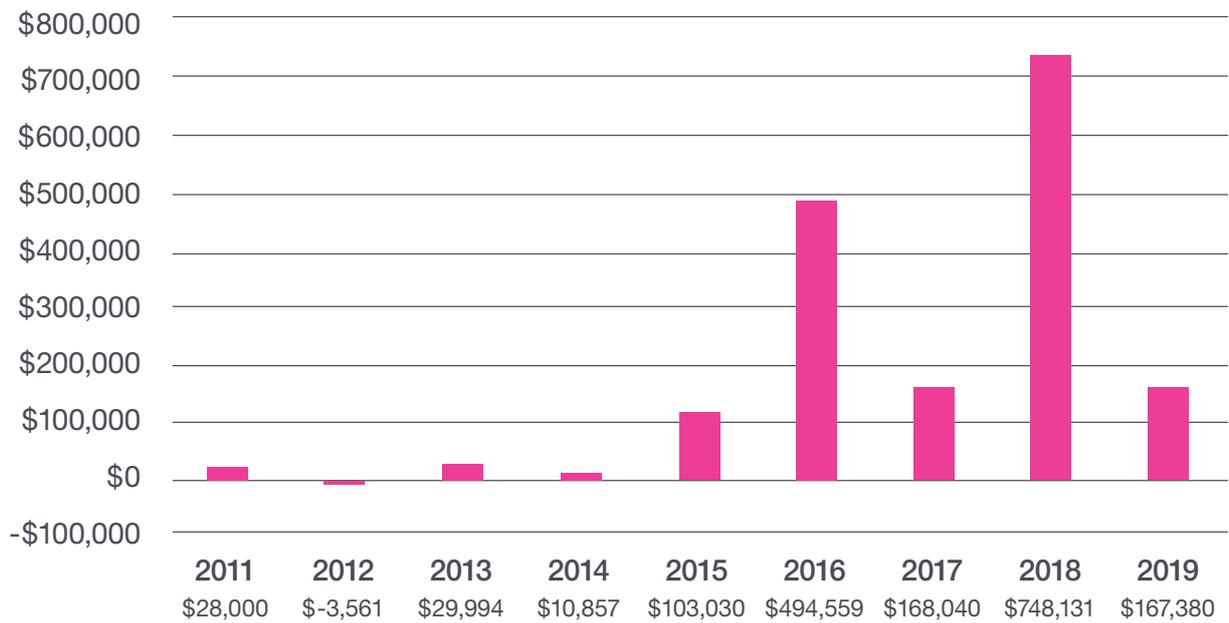
### Economic Contribution to the Tasmanian Economy



**27%**  
INCREASE

Retained funds allow us to invest in our people and systems to safeguard the organisation in this time of uncertainty. This is evidenced by the strength of our balance sheet and our strong net asset position allows us to seek opportunities as they arise.

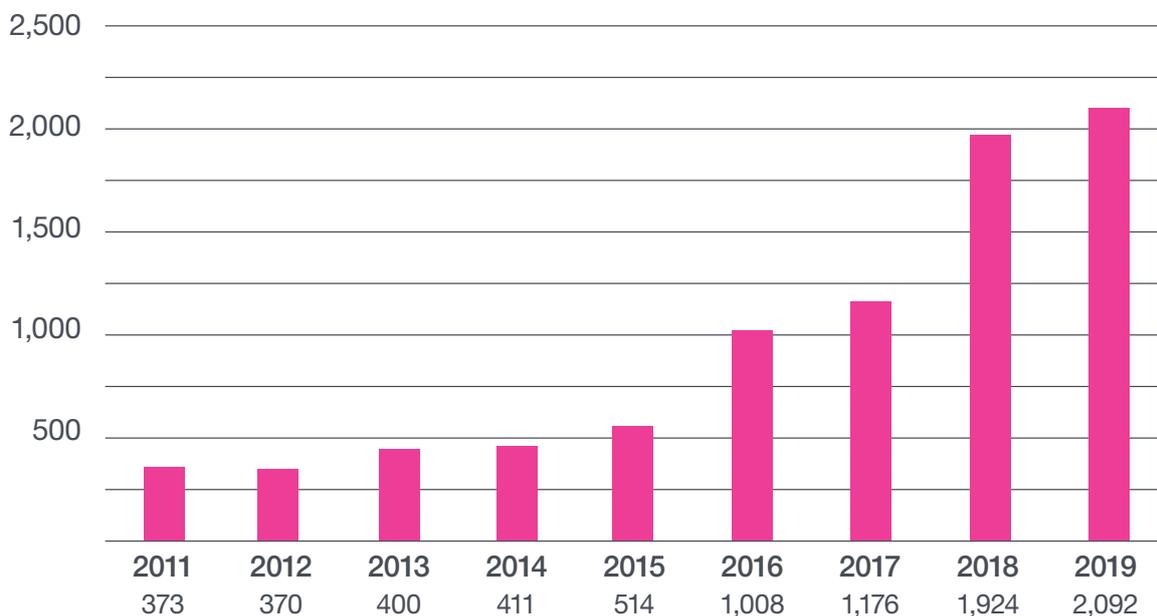
### Community Care TASMANIA - Retained Funds



The increase in client numbers in all of our programs reflects our excellent reputation within the Tasmanian community. We are consistently chosen by our clients ahead of an ever increasing number of competitors providing in home support services.

It is our personalised service that sets us apart from the competition. This service is the result of our strategic goal to strengthen our connections with existing and potential clients.

### Community Care TASMANIA - Net Assets '000





“

CCT has made a difference to my life in the way of care, support and consideration of solving the various situations and problems associated with my particular circumstances. - **Eunice D.**

”

# Our Clients

The statistics below show the diversity of our current clients. Where several years ago CCT mainly delivered services to people over 65 years of age, as an NDIS provider, we now provide care and support to people ranging from 4 years of age to 99 years old.

To successfully deliver the range of services our clients need, CCT has developed and grown the skill set of its staff and expanded and improved its systems. While this is an ongoing process, we believe CCT has demonstrated it is more than up to the challenge, we have the flexibility and commitment to absorb the growth it has embraced.



**79** is the number of NDIS clients



**76** is the average age of our female clients



**73** is the average age of our male clients



**4** is the age of our youngest client



**99** is the age of our oldest client



**1,818** is the total number of clients cared for in 2018/19



**577 or 32%** of our clients are male



**1,241 or 68%** of our clients are female



**41** is the number of different nationalities we care for. We continue to be a provider of choice for our Tasmanian CALD communities.

# Our Work in Tasmania

2019 has been another year of remarkable growth for Community Care TASMANIA.



**\$42,755**

Cost of Training  
Provided to Support  
Workers

**89,968**

Hours of Home  
Care Delivered



**21,069**

Hours of NDIS  
Care Delivered

**647**

Hours of Veteran  
Care Delivered



**31,123**

Hours of Personal  
Care Delivered

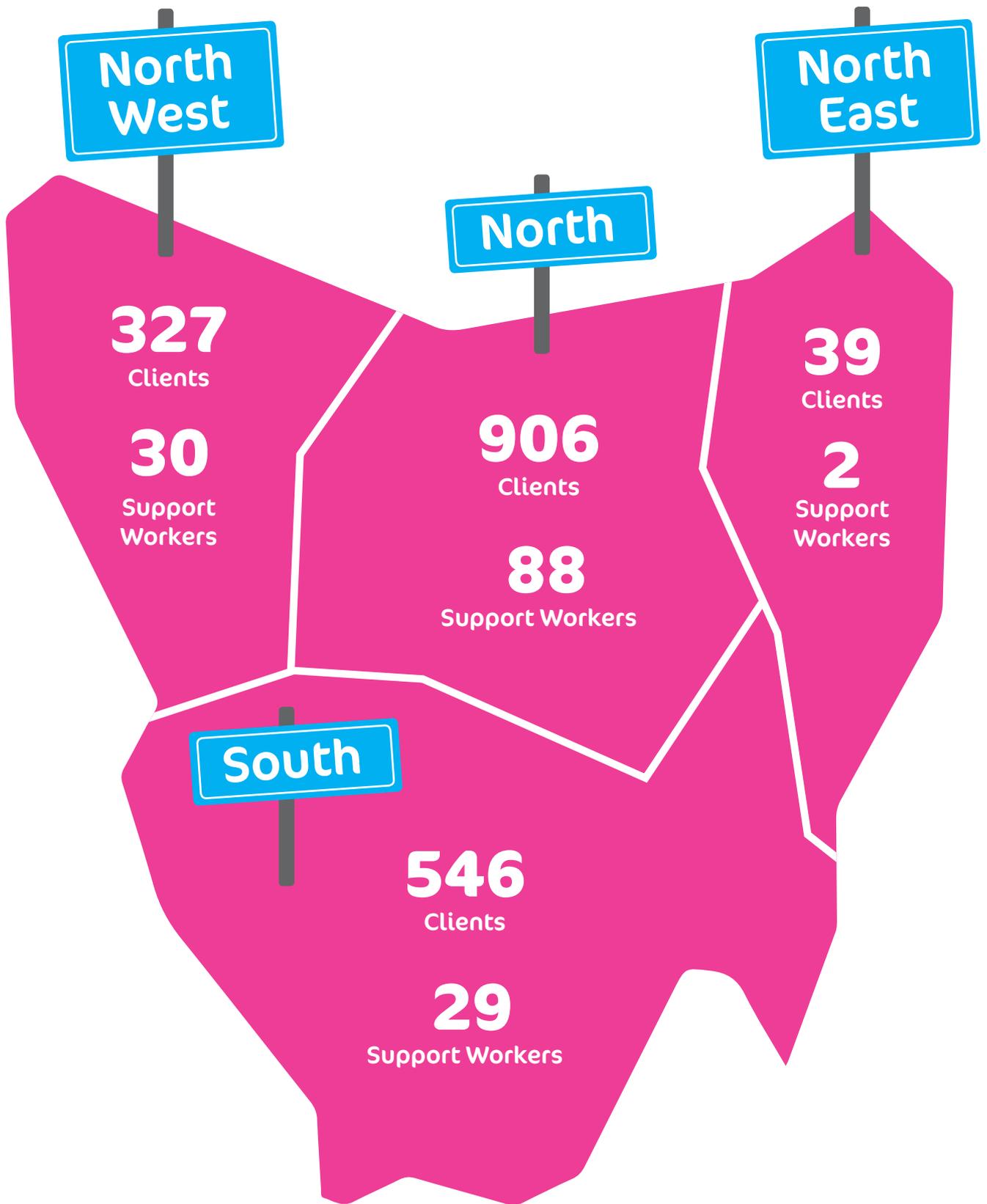
**21,525**

Hours of Domestic  
Assistance Delivered



**19,260**

Hours of Social  
Support Delivered



# Our Services

Across the state, Community Care TASMANIA delivers care to a variety of clients.

Home Care Packages	When clients are lucky enough to have a Home Care Package they turn to CCT for care. Along the North West coast, in or around Launceston, in the North East or in the South, CCT has the commitment and the kind, caring support to help people stay in their own homes, healthy and happy for as long as they can.
NDIS	With our youngest client being four years of age and our oldest client being 99 years of age CCT delivers care under the NDIS program. Sometimes that care is self-managed and sometimes agency managed. Our aim is to make people's lives easier and more enjoyable. Helping our clients get out and about and to put a smile back on faces. To live, love, enjoy and to participate, is what we help people do each and every day.
Contract Work for Other Providers	At CCT we are proud of the relationship we have with other providers across the state and we work with them to ensure that clients in all regions including rural and remote areas get the care they need. Sometimes that needs a collaborative approach. At CCT we are only too happy to help other providers and we do this all the time, working together to help people across Tasmania.
Veterans	It's always such a privilege to look after our Veterans and to give them back a little of what they have contributed for us all. Our Veteran clients enjoy lots of support from our dedicated group of gardeners for example. Being out in the garden is very therapeutic, growing fresh vegetables and gorgeous flowers will brighten anyone's day. We love supporting our veterans.
Commonwealth Home Support Program (CHSP)	This program is one of the oldest in the CCT portfolio of services. We supply care and support to clients in and around Launceston, the North East and the North West. We provide lots of different help to keep people at home such as domestic assistance, personal care, gardening, social support to connect with doctors and friends, we even make delicious meals. All of our programs are delivered with sensitivity and care and we are very proud of our multicultural workforce and that helps us when we are providing care to our older CALD clients. It's always a privilege to care for our clients who come to Tasmania from other places in the world and to listen to their stories. And what stories they are!
Individual Support Program (ISP)	Before the NDIS rolled out to all age groups in Tasmania we were very happy to assist younger people and people with a disability with their home care on an ISP package of care.
HACC Tas	Our Tasmanian funded program HACC Tas provided care for needy Tasmanians under 65. Again we have delivered this program to those under 65 who are in need of home care in the Launceston, North East and North West regions of the state.
Dial an Angel	This special program has won the hearts of people who need care here and now. It's a pay as you go program and can be started or stopped whenever the client needs so it's great for people coming home from hospital with an injury or for families to buy for their parents who need some care either on a temporary basis or ongoing. It is especially appropriate for clients who can't get government assistance and who are self-funded.



“ Receiving services from CCT has significantly improved my quality of life. The support workers are fabulous, friendly & reliable and really understand me and my support needs. Since having CCT in my life it has taken a lot of pressure off my daughter. When she comes to visit we now have a lovely time together and she doesn't have to be running around all the time for me like she used to, that's great for her and me! - **Max S.**

”

# HR Update

At CCT, we know our employees are our most valuable asset. Without our team of dedicated staff - office and support workers - we simply wouldn't exist.

## Introduction to our employee philosophy

We continuously strive to ensure team members feel engaged and valued and are regularly thanked for their efforts in making our organisation one to which we are all proud to belong.

During the year an HR Manager role was created which is predominantly designed to look after the largest part of our workforce - our field-based support workers all across Tasmania. Since starting in this role in February, the main focus of the work has been on developing relationships with the large and geographically diverse support worker team. Developing an understanding of their challenges, working to resolve a number of communication barriers with this part of the CCT's workforce. It is important to CCT to ensure they feel well supported to do their role to the highest possible standard. Ultimately this leads to improved outcomes for our clients and the wider community.

## Recruitment

With our organisations' continuing rapid growth, the need to recruit more qualified support workers has been a major focus during the 2018/19 financial year.

We now have over 140 support workers – 75 of whom were recruited in just the last twelve months. This large team is working across all major Tasmanian cities and town centres, as well as several regional areas. CCT also has plans to attract and recruit more support workers in some other areas of the state so that we are in a position to meet projected client demand.

With our reputation as both an excellent service provider and a fantastic employer, every week we receive expressions of interest from people around the state wanting to work for us. We're pleased to hear that many of these applicants tell us that they have heard we are a great organisation to work for and they want to work for an organisation which supports and values their staff. Many of these are qualified carers working in residential care facilities who want to move into home-based care so they can provide better quality care to the clients - individualised care which gives them the ability to spend more time with their clients.

## Employee support and training

CCT's goal is to provide the best quality care available. To achieve this goal requires us to ensure our workforce is well supported through training and professional development opportunities. With approximately one third of our support workers being relatively new to CCT, we are making sure that we monitor work performance and identify any training needs as they arise. To do this, we actively seek feedback through support worker team meetings, our Work Health and Safety Committee, employee surveys, individual catch-ups with employees, Case Manager feedback from clients, as well as broader community-focused topics. And of course we always welcome client feedback.

In 2019 a number of innovative training topics and methods of delivery have resulted in improved knowledge and skill for our employees: a 'pop quiz' mail-out on managing professional boundaries, a weekend workshop on managing behaviours of concern, statewide manual handling every year delivered by a physiotherapist and refresher training on our policies and procedures.

Another exciting development is CCT's plan to become a Dementia-friendly organisation. This requires us to have all our employees undergo training in what being dementia-friendly means. Fantastic face-to-face training sessions were rolled out around the state during the months of May and June and our employees thoroughly enjoyed attending. The support workers have gained an increased knowledge and awareness of the challenges faced by people living with dementia. Now that the training has concluded, CCT will soon become a Dementia-friendly organisation nationally recognised by Dementia Australia.

While recognising the contribution our entire team of support workers make on a daily basis we would also like to acknowledge the contribution of our many long term support workers. CCT enjoys the services of some support workers who have worked for CCT for many years. The loyalty and stability this shows is worth celebrating. Significant long service milestones of our support workers are celebrated each year. We thank sincerely our support workers.



# Staff Spotlight:

## What does it take to get it right?

People working in the home care sector bring a huge diversity of skills, talent and interests to the job. However a strong commitment to helping people and caring about the wellbeing of others is a trait shared by most workers in the sector.

Jo, one of CCT's Care Coordinators, encapsulates the mix of eclectic talent and compassionate personality. While Jo's bubbly nature is always noted by others, many people also remark on her ability to assure them that they are being heard and that she is there to help in any way she can. Recently Jo's caring manner brought a woman to tears because she was so overcome that Jo had firstly bothered to return her call and secondly, really listened to what she needed in order to help her. The woman, who was at the supermarket at the time of their exchange, told Jo that she felt both grateful and overwhelmed that CCT was the only one of six home care service providers she had contacted who had taken the time to call her back.

We asked Jo what attracted her to working in the Aged Care and Disability Services sector and what helps her do her job so successfully. Jo says she became interested in the Aged Care industry when her grandmother was placed into an aged care home. "I decided I wanted to give back to the community" she explained. "I undertook courses so that I could provide Personal Care and Diversional Therapy and I felt that I could help people with Dementia".

When signing up new clients Jo believes "it's important to make sure the potential client is heard. Take the time to listen to the clients and really understand how they are feeling and to understand what we can do to help. I make sure that they feel they are in control when signing up with us. I think my personality and my humour also helps to make them feel at ease".

Workplaces are important to Jo. She thinks "the work vibe is great" at CCT. "It's a great team environment; everyone is always happy and supportive". Her advice for anyone thinking

of working for CCT is to "know that you're never alone, there's always someone on the other line and you can pop in anytime. Your suggestions are welcome and we are open to change and improvements".

Being open to change and having the ability to repurpose skills is also something Jo is adept at. Before working at CCT, the most unusual or interesting job Jo ever had was working in the gold fields in WA, helping the geologist and surveyors find gold and other precious minerals. Jo drove a dump truck in the mines and says "the experience has helped me driving our big mobile office - it doesn't faze me at all".

Jo's effervescent, can-do character is perhaps best reflected by her experience of spending six months in India and then two months in Nepal where she climbed the Himalayas and met the Dalai Lama. Climbing the world's highest mountain range and meeting a man who says "be kind whenever possible. It is always possible", is bound to leave an indelible impression on how to be.



# Creative Connections Program

In 2010 Community Care TASMANIA (CCT) established the Creative Connections art program to help reduce the social isolation experienced by some of CCT's clients, as well as other eligible community members if places are available. The program has a capacity for 12 participants who meet for four hours every Tuesday to create a variety of artworks. Under the guidance of the program's Art Coordinator Jo Anglesey and support staff Ella Jankowiak and Victoria Wentworth-Ware, group members have an opportunity to learn new skills and share morning tea and lunch together to improve their sense of wellness. The program is funded by CCT.

Throughout the year participants produce a range of different artworks, some of which are exhibited at the Royal Launceston Show, others are featured in the group's calendar. This year the group works on 'Multicultural Friendship', was selected to be included in the Marjorie Bligh: Domestic Goddess Exhibition held at the Queen Victoria Museum at Inveresk in Launceston from 13 April 2019-29 March 2020. Later in 2020 the piece may also be exhibited as part of the Tamar Peace Festival.

In 2018 the group also created sand vessels, undertook a CD recycling project and participated in a 'Yarn Bombing' project that decorated the external columns of the QVMAG Museum at Inveresk, as well as areas within the museum, as a lead-up to the Marjorie Bligh Exhibition.

For the program's Art Coordinator Jo Anglesey the group's collaborative piece was the highlight 'the class did such wonderful work creating this', she said. And while group members treasure the multicultural friendships they have forged that the work symbolises, their favourite works remain the individual pieces they make and take home to give to family and friends. Some long-term participants have created such a substantial body of work over the years they are now considering holding a 'pop-up' exhibition to sell some of their pieces. This might be both a practical and profitable undertaking to mark the group's tenth anniversary in 2020.



L-R: Australian woman, Australian man, Italian woman, Portuguese woman, Portuguese man, Polish woman, Bavarian woman, Dutch man, Dutch woman & a Filipino woman.

# Community Visitors Scheme

**Community Visitors Scheme – proudly auspiced by Community Care TASMANIA since 1996.**

For the first time in many years the CVS program, auspiced by Community Care TASMANIA, has undergone some changes following tenders for a new funding round in June 2018. Applicants were encouraged to apply as part of a consortium and Community Care TASMANIA lodged a bid with Lifeline Tasmania to auspice a statewide CVS program. In December, we were notified that our tender was successful, albeit with less funding than requested and less per volunteer than we received under the old funding agreement. In the new funding round, which took effect on 1 January 2019 and is in place until the 30 June 2021, CCT will expand its existing program offerings in the north of the state. Lifeline Tasmania, as the nominated lead organisation, will continue its existing program in the South and establish a new CVS program on the North West Coast.

Until the end of 2018 CCT received funding for 47 CVS volunteers visiting residents in Aged Care Facilities; our new program from January 2019 is funded for 36 CVS volunteers. Where previously all our CVS volunteers visited residents in aged care facilities, under our new funding agreement, 31 will visit residents in aged care facilities and five volunteers will be matched with people living at home receiving Home Care Packages. The reduction in funding and volunteer numbers has also reduced the CVS coordinator role from three days to two days a week.

The transition from the old to the new funding agreement has straddled this financial year. The final acquittal of the old funding agreement for July – December 2018, which met all its key performance indicators (KPIs), was lodged at the end of 2018. The first acquittal for the new funding round from January to June 2019 met its KPIs of 36 volunteers; all however are visiting residents in aged care facilities.

## The canary has landed: A CVS success story

In a nursing home environment where people have already had to relinquish so much, ‘what can be more important than providing something for people to care for, or about?’ asks CVS volunteer Malcolm. So when Diane, a resident at The Manor Aged Care Facility in Kings Meadows, expressed the desire to have a canary, Malcolm, aided by fellow Manor resident Neil, did not hesitate in setting about to fulfil her wish.

‘The Canary Project’ has provided many hours of enjoyment for members of the ‘canary gang’, Malcolm, Diane and Neil. Harnessing the help of family and friends, Malcolm acquired a cage from a friend who kindly donated it to the project; and a local canary breeder donated Perry, Diane’s new feathered friend.

Even the bureaucratic chores have been an adventure, like taking Perry to a vet to obtain a health certificate so he could live at the Manor or preparing a care plan for Perry that now proudly hangs next to Diane’s.

Resident and canary gang member Neil says the exercise has been totally enjoyable, but ‘it has also been a lot of hard work.’ But for Diane, ‘the Canary Project and Perry have brought so much joy into my life.’ ‘It’s better than watching TV or watching a fish in a fishbowl!’ she says.



The Canary Project begins: Diane, Malcolm & Neil, The Manor, 25th October 2018



The Canary Project ends: Diane and Malcolm, The Manor, 7th February 2019

# Community Connections

## Improving Wellness in Launceston's Ageing Bhutanese/Nepalese Community

At the end of 2018 Community Care TASMANIA's successful three-year Community Connection pilot program came to a close. This award-winning program, established to enhance the wellness and enablement of older members of Launceston's recently arrived Bhutanese/Nepali community, has proved to be a valuable undertaking for both the Bhutanese community and CCT in a number of important ways.

For the 50+ Bhutanese registered participants attending the weekly program, it achieved its primary aim in helping them improve their mental and physical wellness. Providing an opportunity for them to socialise with each other, play games, learn new skills and receive information on a variety of relevant health and community issues ranging from understanding diabetes to the role of the Launceston City Council, was key to this outcome.

In addition to the weekly session held every Wednesday from 10.30-1.30 at the Migrant Resource Centre Hall in Mowbray, the program also offered a monthly excursion day in 2016 and 2017. These provided participants first-hand experience of available services and service providers, an opportunity to visit new places and experience local cultural sites and a chance to meet with older locals to learn how and what they do to remain fit and well. All these opportunities, which have strengthened their social cohesion and broken down their social and community isolation, have also assisted in significant ways their integration within their own and the wider community.

As a new migrant group of refugees who had been twice displaced, from Bhutan and Nepal, arguably the greatest transformation for participants in the Community Connections program was the shift from refugee to honorary ambassadors within the community. This change alone encapsulates the giant steps the Community Connections Program has helped foster for both its Bhutanese participants and the broader community.

The success of the Community Connections program attracted for the project considerable interest and recognition within the

wider community. Invitations to talk and present papers about the program at a variety of conferences and workshops were received regularly and the program was featured in a number of articles in the local press and in industry publications.

Disseminating the innovativeness of this program within the aged care sector locally and nationally has been rewarding for CCT. In 2017 the project was recognised nationally as an exemplar of best practice in aged care and received a Better Practice Commendation Award from the Australian Government's Australian Aged Care Quality Agency. That CCT was the only organisation in Tasmania to receive this award in 2017 further highlights the significance of this achievement.

The broader Launceston community and people in surrounding communities who have met and interacted in a variety of ways with the program's Bhutanese participants have also been beneficiaries of this project. Learning about and giving local hosts and community members an opportunity to be proactively welcoming to our new community members has helped create and strengthen a real sense of belonging for the program's Bhutanese participants, while at the same time fostered their incorporation into the community.

CCT is extremely proud of what the Community Connections Program has helped participants achieve over the three years. It has helped us learn a great deal about the community and how best to assist them and it has taken on board the growth and self-determination of the group to do things differently in their own way.

CCT would like to thank the Bhutanese staff employed to run the program over the three years and to acknowledge and thank the Tasmanian Community Fund and the Community Support Levy Charitable Organisations Grants Program for their respective funding contributions helping CCT run the program.

“

I was fascinated to know the role of so many organisations in making a difference in peoples' lives and now I am confident to access the services if needed and can pass on to my relatives about the amazing job they do to support us in everyday living. - **Lila Diwali**

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Community Connections Program staff: Rup Koirala, Gori Neopaney, Susan Aykut, Malati Chhetri, Khina Acharya, Divali Festival Blessing, 7 November 2018



Community Connection participant Lila Diwali, (pictured here in the Mayor's chair at the City of Launceston Council Chambers, Launceston Town Hall, 15 August 2017)



Divali Festival Blessing from Community Connections Program participants, Wednesday 7 November 2018



Community Connections Bhutanese group – Smelling the Roses, Woolmers, Longford 22 November 2016

# Board Members



## Dr Jennifer Baird - Chair and Public Officer

Jenny first came onto the Board of Management in 2016 and was elected chair at the 2017 AGM. She was motivated largely by the experience of elderly and disabled family members. Jenny brings a wealth of high level knowledge and skills, having worked for 30 years as a geologist on many large-scale projects in the oil and gas industry. Jenny is a member of the Australian Institute of Company Directors and is a graduate of the Company Director's Course.

*"I believe I am well placed to contribute in the areas of governance, financial sustainability and strategy".*

Jenny recognises that more people want to be cared for at home. *"The key question is how do we do that in a sustainable way. A way that enables us to deal with the challenges of the changed funding environment and yet continue to give people the service they deserve".*



## Bryan Hayes - Deputy Chair

Bryan joined the Board in 2017. Bryan brings over 40 years of experience in the private sector. His major areas of work include risk management as well as strategic planning skills.

*"I believe our elderly and disabled community members should have the choice to stay with dignity in their own homes with professional care and support for as long as they so choose".*

Bryan believes that the key to success is building a strong reputation. *"This will enable us to better withstand the impact of a changing regulatory regime and the increased competition that it is bringing in its wake".*



## Shirralea Holman - Treasurer

Shirralea joined the Board in 2017. As a fully qualified CPA accountant Shirralea is looking forward to bringing that experience and skill set to the table. She has run her own business and helped manage others for over 20 years in our community.

*"I was able to see what an amazing organisation Community Care TASMANIA is and I thought that both my professional and personal skills could be of benefit".*

*"It is projected that one-quarter of Tasmania's population will be aged 65+ years in 2030. With statistics like this, we have many challenges ahead and I look forward to the opportunity of being a part of the team at Community Care TASMANIA who will meet those challenges head on and continue to provide quality care for Tasmanians well into the future".*



## John Spiranovic – Secretary

John joined the Board in 2014. Now retired John had 25 years of management experience with the Department of Education. His responsibilities focused on program co-ordination, resource allocation, budgets, human resource management, policy creation and implementation of quality system procedures.

*"My father was a client of Community Care TASMANIA and the importance of our work became increasingly apparent to me".*

*"I believe that current governments need to devote greater energy and policy development resources to the issues associated with an ageing population".*



## Vanessa Bleyer

Vanessa joined the Board in 2017. Vanessa brings long term experience having been a member of not-for-profit boards for over 15 years. On top of that she is a lawyer, migration agent and small business owner. She has had significant personal experience of home care through the support provided to her intellectually disabled younger sister.

*"The key to good home care is good systems and the embracing of the best technology is very important here".*

*"We must be prepared for a significant increase in demand so we can continue to achieve excellence in service delivery".*

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## Leigh Dyson

Leigh joined the Board in 2018. He worked for more than 40 years within the Minerals Industry in WA and internationally and contributed to national industry bodies. He operated his family management consultancy company for more than a decade. Leigh brings to our Board extensive skills and experience in strategic planning, business and organisation wide growth, high-performance staff culture and business excellence.

With severely deaf younger brother and sister-in-law, both with cerebral palsy, Leigh has life long experience supporting and understanding the needs of people with multiple disabilities. Helping elderly parents achieve both assisted home care and residential care has been challenging and rewarding.

*"I believe that the quality of in-home support services and the empathy shown by the providers has a profound effect on the quality-of-life of people with special needs or who are ageing and is a key enabler for them to live in their own home. I am confident that CCT will maintain its great reputation and continue to innovate and create an even better capability as it grows to meet our community demands".*

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## Simon Reeve

Simon joined the Board in 2017. Simon has spent almost over 20 years in family and child services in Victoria, Canada and after 1992 in Tasmania. For the last 12 years he has worked with Relationships Australia Tasmania managing their services in the North and North West.

*"In recent years my work for not-for-profit groups has evolved to include senior community members... some of whom have been victims of elder abuse. These are vulnerable people for whom good care and support at home is essential. I believe that it is vital that the not for profit philosophy remains a significant part of the aged care system".*

*"Our services need to be predictable, consistent, trustworthy and perhaps most importantly delivered by a friendly face".*

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## Stuart Dare

Stuart joined the board in 2018. Stuart has over 17 years experience in audit and risk management related roles and is a Partner at a local professional services firm. He is a member of Chartered Accountants Australia & New Zealand (CAANZ) and is a Certified Internal Auditor.

*"I believe we should be doing everything we can to make sure people can stay at home for as long as possible – I have seen firsthand the positive impact this can have, but also the assistance that is required in order to make it a reality."*

JOY

Help

Kindness

HONESTY  
RESPECT

PROFESSIONALISM

Understanding

RELIABLE

EMPOWERMENT

LOVE  
QUALITY

Flexibility

CARING  
FRIENDLY

Local

PERSONALISED

WELLNESS

Listening



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