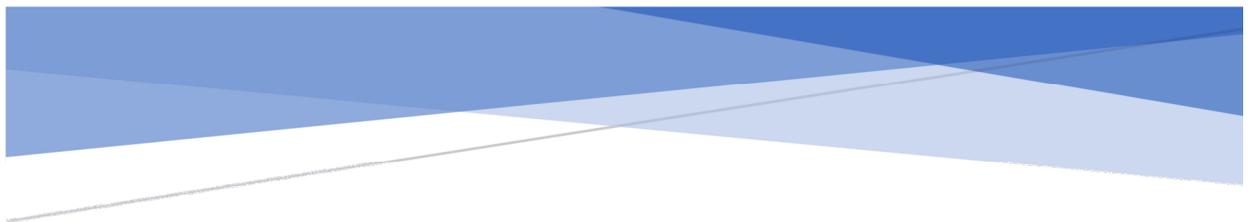


# ANNUAL REPORT

Community Care TASMANIA 2016 - 2017



Caring for people in our community for 27 years

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## Managing Change Over 27 Years

Fred Schoenmaker, Chair, Community Care TASMANIA, Board of Management



This year marks our 27<sup>th</sup> year serving our community. We are proudly Tasmanian and our aim of striving to give our clients friendly personalised service has not changed.

Importantly, our numbers continue to build. Just three years ago we had three streams of income and an annual turnover of **\$0.5 million**. Today we have 10 different income streams and an annual turnover of **\$3 million**. Our clients are not just restricted to non-English speaking migrants and they are spread throughout the state.

We have recently registered with the NDIS as a provider which will allow us to serve other areas of needy clients. The aged care system is constantly managing with changes in government policies and funding arrangements and yet Community Care TASMANIA remains strong and viable and adapts quickly to the changes.

During the year we conducted a workshop to assist with the content of the strategic plan. Many of our clients, staff and board were present giving their input and thus enabling us to set a clear direction for the next five years. We thank all the attendees for their time and participation in this process. A summary of the strategic plan can be viewed on our web site or contact the office to receive a copy.

Last September we moved into our very own premises at 8 Broadland Drive. This office allows our staff to work in spacious, modern and comfortable surroundings. Most importantly it is easy for our clients and staff to visit with free parking provided.

This last year has seen many schemes receive further funding. These include: Creative Connections; Community Visitor Scheme; Community Connections for the Bhutanese.

These are all very important projects in our community run by both our staff and many volunteers. We really appreciate

the hard work from all our teams who are involved in making a difference in the lives of many in our community.

Community Care TASMANIA has ended the year with a **surplus of around \$200,000** which puts us in a solid position for the future and ensures we are able to meet all our financial obligations. We thank our General Manager Wendy Mitchell and staff for their outstanding effort this last 12 months.

Next year there will be more initiatives in the way we move around the state. We have purchased a mobile office enabling us to have face to face contact with prospective clients and carers.

Also, we are currently scoping out the possibility of clients being able to choose their carer and timetable with a user friendly online application.

Finally, it has been a great pleasure working with current board. They are very professional and extremely hard working. **The Board includes Therese de Ruiter, Joanne Gorsuch (Treasurer) Henry Gebka, Margaret Barlow, and John Spiranovic (Secretary.)** This year we also welcomed **Jennifer Baird**.

Three board members have decided not to re-nominate. Firstly Therese; a long-standing board member of 15 years mostly as Secretary. Thank you for the many hours spent writing up the board minutes. It's an enormous task that she performed wonderfully. Secondly Joanne who has served four years as Treasurer. She has provided great insight into the caring and manual handling aspects of our business. Thirdly I also am retiring after nine years' service in various roles, the last three as Chair. I am certain with the current management and new board we are in good hands.

I would personally like to wish the Community Care TASMANIA all the best into the future and thank all involved for allowing me to serve on the Board.

# A Year of Growth, Teamwork and Innovation

Wendy Mitchell, General Manager, Community Care TASMANIA



This year we have continued to grow our capacity and are continuing to provide the best possible home care for even more of the aged across Tasmania.

27 years of caring for the aged in our community is a wonderful

milestone. **Our Workforce is critical**

*"I think the best client care starts with a happy team and we work hard to ensure that we provide a great place to work."*

We now provide care for people right around Tasmania, and have workers across the state. Our workers are the caring arm of our workforce and both our clients and our systems rely heavily on these teams, North, South, North West and North East. What a wonderful group of caring, empathetic, support teams they are and we are always very grateful for the care and support they offer to older Tasmanians and the disabled and especially the palliative care clients we have care for this year; truly a great job.

During this year we have grown our ongoing client numbers from 397 to 692, a growth of around 40%. At the same time we have grown our support worker teams. We now have 70 workers in the North, 3 in the East, 14 in the North West and 18 in the South caring for those 692 clients.

Added clients and more workforce means more administration work. Molly Hindrum has moved from administration to HR role to help look after the needs of our workforce and compliance issues.

Our current work force is 90% female. As much as we appreciate all our workers there is a growing demand for male support workers. Community Care TASMANIA would support worthwhile government initiatives to encourage more males into aged care services.

The age of our workforce is always a concern, with our major workforce in the 40 – 60 age range.

We have been sad to see our Ina retire after 20 odd years.

Ina Bakker has been the "mother" of Community Care TASMANIA for many years and provided care and guidance to both clients and working teams. She is sadly missed and we all wish her well in her retirement. I think she's going to enjoy her grandchildren and doing all those jobs at home that get put on hold!!

We have welcomed Shelley Tuthill in administration who is like a happy bumble bee racing around the office and keeping it all ticking.

Anita Curwen has replaced Ina as the Senior Case Manager. She has certainly hit the ground running!!

## Strategic planning

This year saw a big effort put into developing our new strategic plan via a workshop with clients, workers and board members. The final plan provides Community Care TASMANIA with a working document for the next five years. From this plan comes our annual work program and budget.

One of the important goals in the strategic plan is to engage with our clients as much as possible and to spend time, effort and resources on our important delivery teams – our support workers.

## Client Engagement

Communication with our clients is a key priority. We have kept in touch with our clients this year through various means including:

- Client survey (see below)
- Direct visits from support workers and case managers;
- Phone calls from case managers;
- Annual reviews and contract management processes;
- Monthly client newsletters;
- HACC forum;
- Road Shows
- The AGM

I know that our teams are caring and empathetic to our clients. *At the end of the day we try to treat our clients as we would like to be treated.*

The fact that we have grown our contract work (the work we provide to other provider) shows that our work is appreciated not only by our clients but also by our peers.

## Client survey

While I am sure some of our clients think that filling in our annual surveys is a pain in the neck it is vital for any organisation – especially ours - to gauge how it's performing. Without this tool we would not be able to refine and deliver high quality services. The data is used in various ways and is critical in understanding how our clients are feeling. Results from this year's survey are included later in this report.

In terms of the office itself we have spent considerable money during the year getting our own larger offices and furnishing these to ensure that we have a bright, happy, warm and inviting atmosphere for our workers and for our clients to visit.

Our new building, vehicles and marketing have all helped to cement our place in the care industry as a committed and caring provider that is local and responsive to client's needs. In addition, our new logo portrays who we are; i.e. inclusive, vibrant and happy.

## Support worker training

The training of our support workers continues to be a high priority. We start by actively seeking the right people with the right skills for the job, and then undertake a rigorous induction process. This process looks at our methodology and ethos, our process, policies and procedures. Community Care TASMANIA also has monthly ongoing training for our support workers and although we can't make support workers attend sessions we encourage them to do so, (see our training schedule for 2017). This year our state-wide training program has included:

- Manual handling
- Work Health and Safety
- Understanding dementia
- Infection control
- Assistive technology

## Marketing

Community Care TASMANIA has committed significant resources to marketing over the past two years. Clients have sometimes understandably questioned why money is now being spent on advertising. The answer is that the aged care industry is no longer a protected beast and the federal government is deliberately inviting competition into the market. That competition will hopefully generate lower prices to consumers/ clients.

One result of this is that many new providers are moving into Tasmania. If we are to survive we must compete with them to maintain our existing clients as well as attract new ones.

Our clear message to our potential market is that we are small-scale, local and dedicated to excellence in care provision to our Tasmanian clients. Marketing is the means of getting this message across

We have been successful so far (see client numbers above) and we will continue to ensure that money spent on marketing is closely monitored for impact and efficiency.

Our website [www.cct.org.au](http://www.cct.org.au) is an essential marketing tool in this new age. It is hard to predict the future but we do know more and more people will look for home care services on the web. It is critical that our site is attractive up to date and easy to read and navigate. We are really coming to terms with this and staff have been working hard to achieve that end. Our Facebook page now has over 1000 likes and is becoming a key tool for clients, potential clients and support workers.

## Other Marketing Initiatives

### 1. Dial an Angel

Our new "pay as you go" – Dial an Angel program is dedicated to helping those clients and consumers who are self-funded, We continue to see this service grow as more consumers understand that often getting just the care you need when you need it is essential for them.

### 2. New Office opening

In September we celebrated the opening of our own dedicated offices at 8 Broadland Drive. This was a very exciting time for everyone from the board down as for 26 years Community Care TASMANIA had only ever rented. We were very fortunate to have many distinguished guests at our launch as well as colleagues and friends from partnering organisations as well as other providers.

### 3. Northern HACC Forum

The Northern HACC forum care providers joined forces during the year to facilitate an aged care expo in Launceston. Around 80 people attended and CCT played a major role in the organisation and delivery.

### 4. Road shows

This year Community Care TASMANIA staff have delivered a series of road shows/information sessions along the North-West Coast. These were an opportunity for people to ask questions about how to access care, what care is available and how to get the best home care. Feedback would suggest that the new MAC system is very confusing for our elderly clients. They are telling us they don't understand the process. **This is best described by us as the triple A process – assessment, approval and assigned.**

People also don't understand that the Government is now asking them to contribute to their care.

Community Care TASMANIA is committed to assisting anyone, (without any obligation), to understand the processes and to help them through the aged care maze.

## Meeting our Strategic Goals

The 2017 -2021 Strategic Plan for Community Care Tasmania builds on prior planning and sets the foundation for enhancing our important role as a community care provider in Tasmania.

<b>CCTs Strategic Objectives</b>	<b>Our Performance over the last 12 months</b>
<p><b>Client Focused Services</b> Continue to provide tailored, appropriate individualised care services for our clients</p>	<p>As the government continues to make changes to the aged care system we work to keep our clients and their families informed through various means. These included:</p> <ul style="list-style-type: none"> <li>• Monthly newsletter to clients;</li> <li>• Attached information to client invoices and statements;</li> <li>• Road Show Information sessions – providing North-West Coast public with further information;</li> <li>• Brochure distribution to:               <ul style="list-style-type: none"> <li>○ Health centres;</li> <li>○ Doctors surgeries;</li> <li>○ Hospitals;</li> <li>○ Community centres;</li> </ul> </li> <li>• Website and social media;</li> <li>• The HACC forum in Launceston;</li> <li>• Inviting some clients to our strategic planning day;</li> <li>• Initiating the establishment of a mobile office.</li> </ul>
<p><b>Strong Brand and Profile</b> Increase brand recognition and profile to ensure potential clients and their carers are aware of our services and can easily obtain appropriate care</p>	<p>Last year we changed our name and logo to showcase our inclusive and state-wide operations; we have made significant efforts to ensure that our clients, prospective clients and their families recognise our name and logo. We have promoted our brand and logo via:</p> <ul style="list-style-type: none"> <li>• 3 branded vehicles;</li> <li>• Staff in uniforms;</li> <li>• Advertising on the back of the bus in Launceston and in Hobart;</li> <li>• Professional presentation material;</li> <li>• Two advertising billboards in Launceston;</li> <li>• Road shows and presentation material;</li> <li>• Brochure production and distribution;</li> <li>• Radio and newspaper advertising.</li> </ul>
<p><b>Sustainable Future</b> Maintain a sound financial base that enables organisational stability, continued high quality care to clients, and surplus reinvestment to enable the achievement of our vision and mission.</p>	<p>Community Care TASMANIA has been operating for around 30 years. To ensure long term financial health and sustainability we have undertaken the following:</p> <ul style="list-style-type: none"> <li>• Developed a strong culture of empathy and caring as well as doing what we can to assist our clients and their families to stay at home, healthy and happy;</li> <li>• Grown our profile – we have achieved this by going state wide, by our new name and logo and by promoting our services;</li> <li>• Diversified to ensure we have different pathways of income to secure our future;</li> <li>• Built a stronger team culture – that is with our Board of Management, our 15 or so in the office and our 100 odd support workers together with loyal and supportive clients;</li> <li>• Established strong governance arrangements from the board level down;</li> <li>• Invested surplus funds back into the organisation as appropriate to help us develop our sustainable and ongoing future.</li> </ul>
<p><b>Partnerships &amp; Advocacy</b> Continue to partner with key organisations to provide better services to clients and advocate on behalf of clients and the industry as necessary</p>	<p>Our partnerships/relationships with others include:</p> <ul style="list-style-type: none"> <li>• MRC – Launceston</li> <li>• MRC – Hobart</li> <li>• Aged Care Assessment Team (ACAT)</li> <li>• Regional Assessment Services (RAS)</li> <li>• Hospice@Home</li> <li>• Local general practitioners</li> </ul>
<p><b>Organisational Excellence &amp; Innovative Culture</b> Develop our organisational capacity to continue to provide high quality service to clients, and meet the future challenges through innovative thinking and solutions.</p>	<p>We have focussed on:</p> <ul style="list-style-type: none"> <li>• Uniqueness– we are specialist for CALD communities and we are entirely local – that is our major point of difference;</li> <li>• Our “Can Do” Attitude – what is the problem and how can we help;</li> <li>• Being confident and proud about our ability and product</li> <li>• Seeking our great ideas from our teams and implementing these where possible;</li> <li>• Understanding our goals and where we want to be and working steadily towards that goal;</li> <li>• Supporting our people/teams and assisting them to be the best they can by support, training and creating a great place to work;</li> <li>• Thinking positively about innovation and understanding that to think outside the square doesn’t always work but we find through effort, new ways to move closer to our clients.</li> </ul>



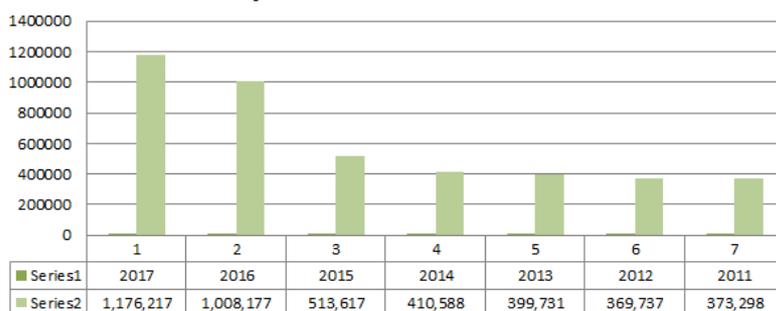
# Financial Matters

The financial results this year is another pleasing result for Community Care TASMANIA.

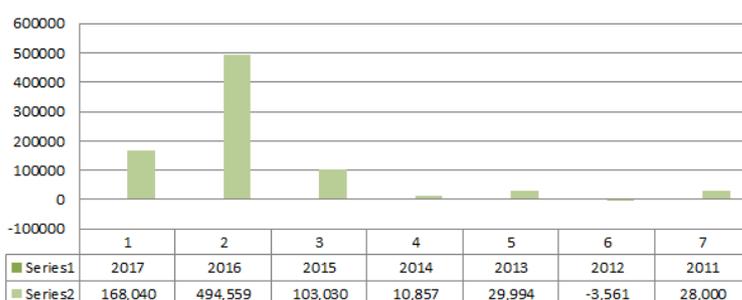
The results below show that the CCT Balance Sheet and Profit and Loss are healthy and robust and allows the organisation a sufficient buffer if the organisation was to experience an unexpected problem with incoming payments. As there are many changes in the aged care sector still to be experienced this is a good place to be. There is still uncertainty about block funding for CHSP and the period is volatile with the portability of the CDC Home Care Packages.

We are currently at full capacity with our current staffing levels and if Community Care TASMANIA continues to grow then additional staff will be required to facilitate that growth. Our marketing efforts over the past 24 months can be observed in the good results of the organisation. These results intern help to ensure the organizational sustainability so that we may keep on helping clients right across Tasmania.

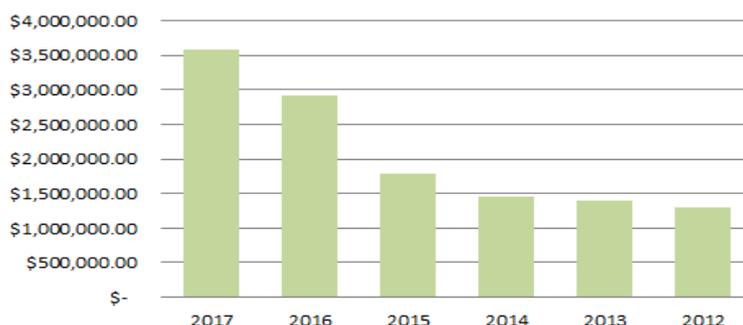
**Community Care TASMANIA Balance Sheet**



**Profit and Loss Statement 2016 - 2017 year**



**Community Care TASMANIA - INCOME**



# Clients

## Client Numbers and Profiles

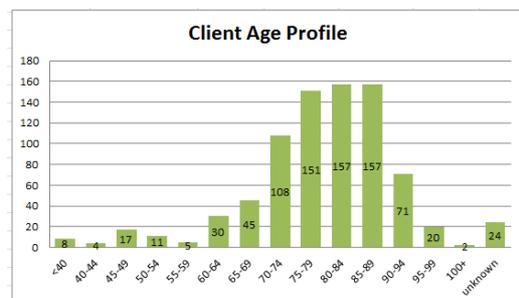
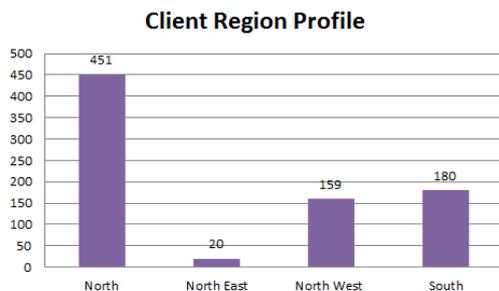
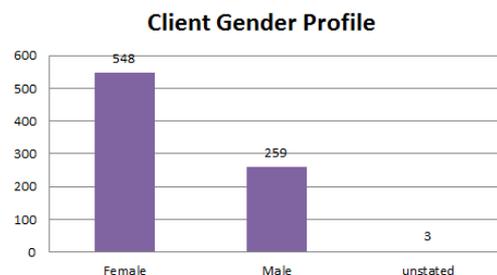
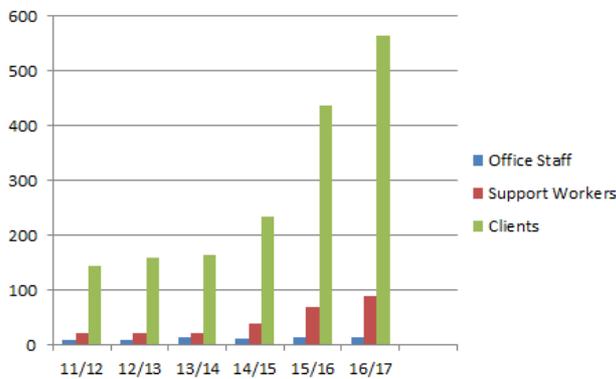
This year we have achieved continued growth in our direct client numbers from 400 to over 600. This is not the complete picture however as we have also provided care for many other clients from other agencies on a contract basis, mostly Hospice @ Home. The total number of people cared for by Community Care TASMANIA during 2016 -17 is over 800- a growth rate of nearly 50%. While most of our clients continue to come from the northern region, we have seen considerable growth in numbers from the South (around 300%), and the North East. 68% of our total clients this year are female with 548 women and 259 men.

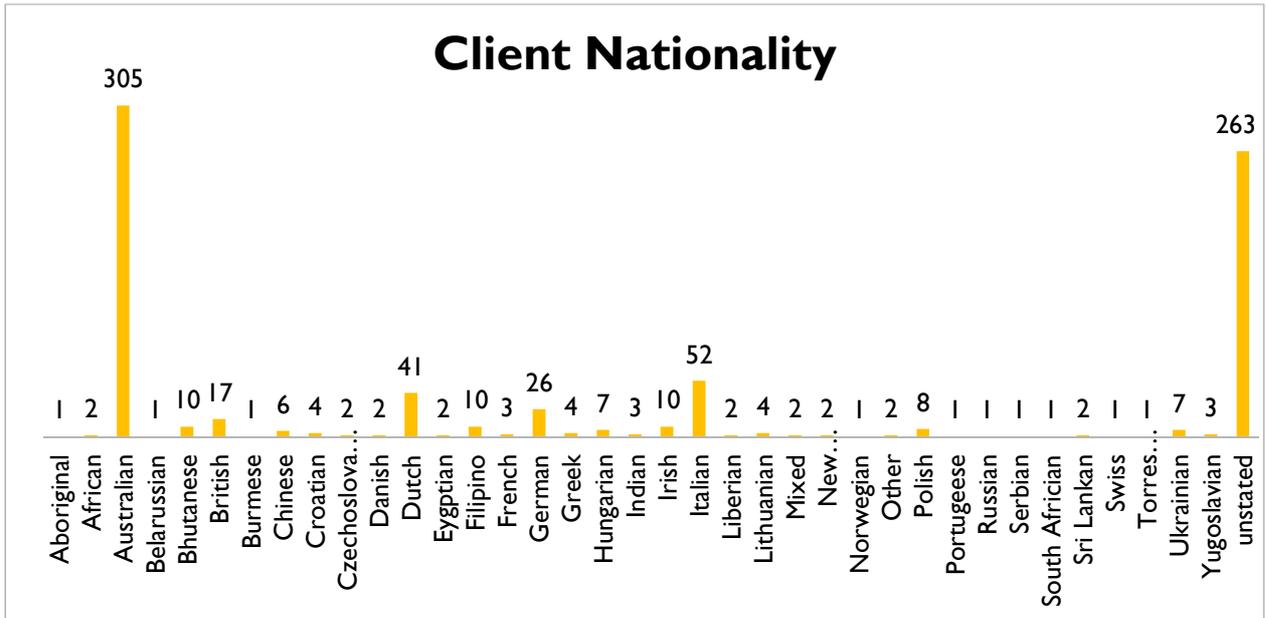
Some 39% of our clients – 314 in total are in the 80 to 89 age bracket, (see Table c below), the other major group in aged between 70 and 79 with a total of 32%. This year we have served 91 clients over 90 – a pointer to our ageing society.

These numbers reflect our capacity to provide the kind of real personal care that Tasmanians want. Specifically, this has been driven by the continuing commitment, professionalism and customer service skills of the staff and Board of Management.

We pride ourselves on caring for as many clients as possible and to ensure the funding we do receive from the Governments, both state and commonwealth goes as far as possible in looking after these clients under programs such as HACC and CHSP.

We are also expanding into the ISP and NDIS areas, providing more care under these programs as well as Dial an Angel. This is a self-funded service delivering care for anyone at any time for either a short or ongoing period. It is a very cost-effective means of getting care quickly into the home and is especially useful for self-funded retirees and people coming home from hospital after injury or illness.

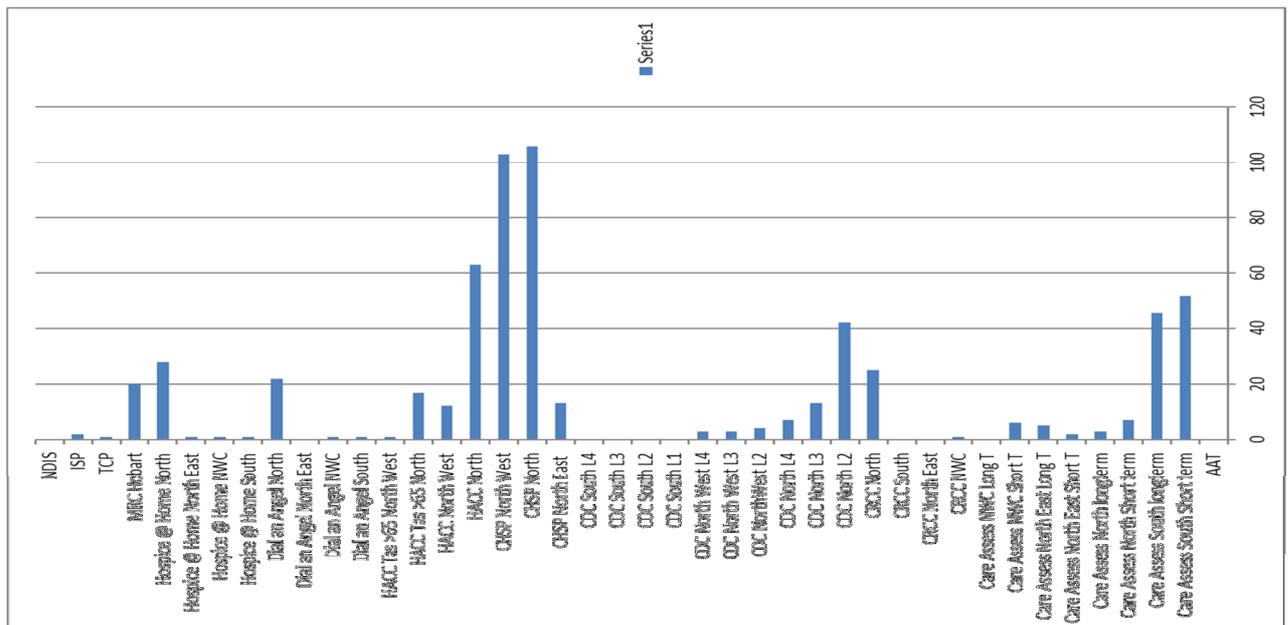




## Clients

### Client Numbers and Profiles

The client nationality graph above, shows that we continue to serve many CALD clients as well as an equal number of Australian born clients and contracted clients. The graph below shows the range of programs under which our clients are served. The numbers using our care programs as well as the number of partner organisations using our services have significantly increased from last year.



## Delivering our Care Services



**By Anita Curwen,  
Senior Case Manager**

By way of introduction I am a Registered Nurse with over 20 years' experience. I have worked in the acute setting as well as in community aged care. For the last 10 years, I coordinated a Department of Veteran's Affairs Community Nursing program. This included client assessments, coordinating services, attending clinical needs and processing the claim for care given.

I have been grateful for the opportunity to transition into a leadership role where I can use my skills to help our team achieve the best outcomes for our clients. I enjoy working with the elderly and enabling them to stay in their home for as long as possible. I have found the team here at Community Care TASMANIA to be most professional and passionate, as well as being a great support to me as a newcomer. I look forward to the challenges that lay ahead.

### Home Care Packages:

As shown below we currently have 72 clients receiving Home Care Packages (HCP). In February this year, the final stage of the changes by the Department of Health was implemented. This means that all HCP are now operated on a Consumer Directed Care (CDC) model. As the name implies, this gives clients more choice.

Instead of ACAT providing a wait list of potential clients, all clients are placed into a national queue. Once a person reaches the top of the queue, their name appears on the My Aged Care (MAC) portal which we check daily. We then contact that person to negotiate possible provision of care and the associated fee.

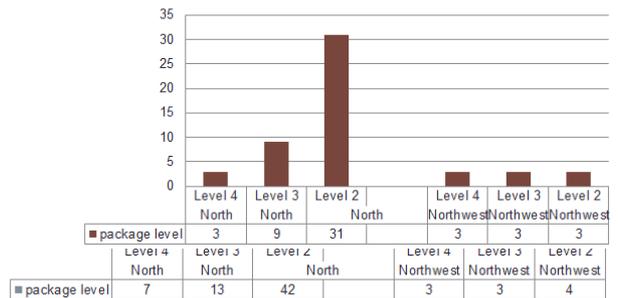
There is a 3-step process to receiving a package. To assist in understanding this, Karen and Alison (Case Managers) came up with the Triple A process: Assessed, Approved, Assigned. We can only commence care once a package has been assigned. Our Case Managers have spent more time educating our current clients as well as new clients in the whole

process as it is very confusing and relies on the client being more actively involved in sourcing a provider.

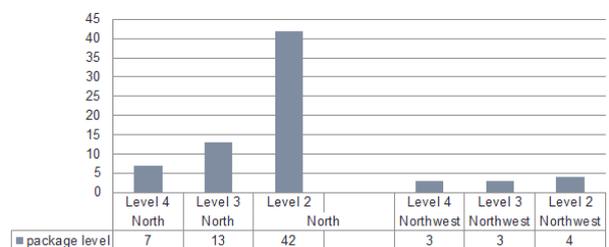
Potentially our current clients can choose to take their HCP to another provider. Conversely, clients from another provider can choose to have Community Care TASMANIA as their provider. We have had one new client on this basis. Any enquiries are followed up by our Case Managers to ensure we have the best chance of signing them up to a package.

There have been teething problems since the changeover. The most challenging has been an error where clients have received a letter from the Government to say that their package has been withdrawn. My Aged Care (MAC) are aware of this error and most of our clients affected by this have had their packages reinstated, due in a large part to our efforts.

2015 - 2016 year home care packages



2016 - 2017 year home care packages



The last two years of CDC Packages shown above

## CHSP / HACC

Unfortunately, we have had funding cuts from the Government this year. We are no longer funded for Case Management. This has caused us to review our process and has resulted in the decision to no longer attend a face to face visit annually to every client. Our forms and agreements have been updated and we are commencing phone reviews with clients under this funding. This is somewhat problematic because our clients are accustomed to the face to face visit and don't always feel comfortable to talk on the phone. It takes away the opportunity for the Case Managers to observe the clients in their own home to get a better idea of how their needs may have changed.

Where needed, these clients are being assessed by RAS or ACAT with a view to transitioning to a HCP, giving them access to more care and more flexibility regarding the services provided. If we had more block funding for CHSP/HACC we could help more clients but our books are full, a matter the Commonwealth Government is aware of.

## HACC Under 65 Tasmanian

We have had several new clients recently and our books are now full for these clients. Here again there is a greater need than we have funding for – a matter the Tasmanian Government is aware of.

## ISP

We currently have four clients receiving services under this funding. They will transition to the NDIS as funding for their age group becomes available.

## NDIS

Community Care TASMANIA is now an approved NDIS provider. We will gradually take on new clients (participants) in this area. We are approved to provide the following: Household tasks; assist travel; assist personal activities; participate in the community; plan management and support coordination.

## Brokerage

This area continues to grow with multiple referrals coming in daily. Most of this care is short term, which increases the workload for our rostering team.

## Dial an Angel

Dial an Angel is proving a very popular option for some clients – those who cannot access government funded services or those requiring some short-term care due to an illness or surgery. We currently have around 30 clients receiving this service.

## Hospice@Home

For the last three plus years Hospice@Home has been caring for terminally ill people in their own homes. Despite it's obvious success the program funding has been cut and we currently have less than 30 clients. As a partner in this service Community Care TASMANIA has provided weekly care to approximately 394 clients throughout the year. While at times this was stressful for our support workers it was also incredibly rewarding and such a privilege to assist families in this time. This was a wonderful program supporting clients and their families in the last period of their life to try and make that time as calm, comfortable and supportive as possible.



# Clients

## What our clients tell us

During the year we have received lots of complimentary feedback from our clients. Here are a few examples.



*"Thank you very much for your help. It is very much appreciated. ...you do a wonderful job!"* **Mrs H, Launceston**

*"Home and Garden worker fantastic..... could really see where he had been and he used his initiative."* **Mrs J North**

*"Mum and Dad are over the moon with your service. I am pleased that their services are being delivered with a model that respects them as individuals."* **West Coast**

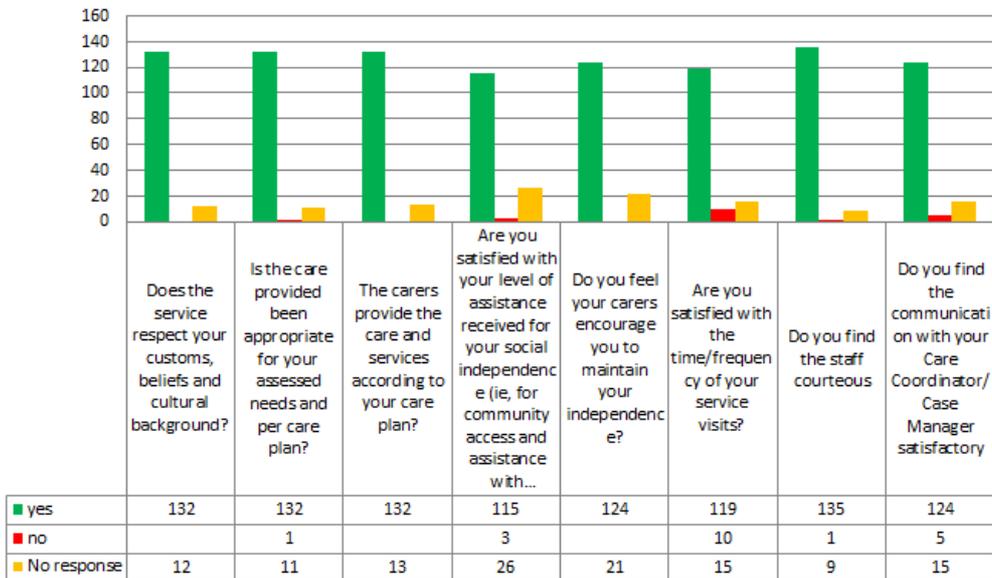
*"I recently had an aged care assessment and was given a list of care companies to choose from. I chose you because you are local and hands on...your staff have been excellent in every way...don't lose them they would be very hard to replace."* **Mrs B Launceston**

*" Thank you for all your beautiful work in caring for my wife in her last stages."* **Mr W Launceston**

## Client's survey

The client survey below provides confirmation that Community Care TASMANIA continues to provide appropriate and empathetic care in the majority of cases.

**Service Delivery**



## Our Staff

*“We employ 12 full time office staff and 85 direct care support workers to look after more than 612 direct clients state-wide.”*

Wendy Mitchell, General Manager Community Care TASMANIA



Most of our care staff continue to be employed in the North but are increasingly spread across the state, (see graph below.) The majority are female but we are starting to recruit male care workers - an important component in caring for some male clients; we are very pleased to have more male care workers on our team.

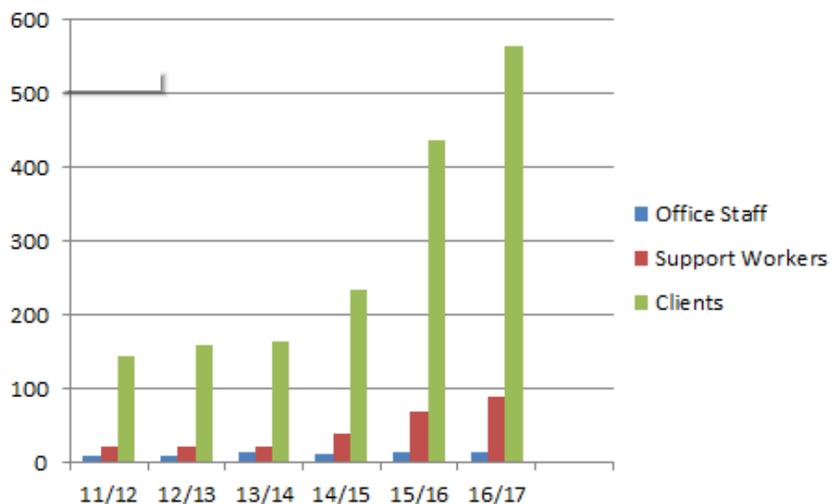


## Who Does What in Care Services?

**Case Managers:** Our team of Case Managers are skilled and dedicated. They take pride in their work. They have a variety of tasks across of variety of funding services, for which they need to be familiar with the relevant guidelines to ensure care is delivered appropriately. They are responsible for assessing and coordinating care as well as ensuring the HCP budgets stay on track. This can be a challenging task!

**Rostering:** Our rostering team have a never-ending stream of requests for new services and changes to existing services. They work hard together with the Case Managers to coordinate and ensure timely delivery of our services. They work well to manage demands from various sources and are masters at keeping everybody happy where possible!

**Support Workers:** Our Support Workers are our face, delivering the hands-on care for our clients each day, at all times of the day, and in all weather. Our numbers continue to grow in line with our growing client numbers. We currently (mid-August) have over 100 employed across the state.



## Support Workers

### Outstanding Service

We sincerely thank all our work teams. At CCT we are very proud of our employees, they are in this industry because they really care, and you can tell. We thank our workers most sincerely for the great and consistent job they do each and every day.



From Left: Mina, Vonnie, Irene, Ina, Gillian and Sheila, Kim, Ella and Daniela

Some of our workers have given outstanding service to Community Care TASMANIA and our clients over a very long period. They have shown great loyalty and provided passionate care for our clients over these extended years. We thank you sincerely.

Support workers : Barbara Pilch - 27 years, Irene Suwart - 26 years, Ella Jankowiak - 22 years, Sheila Crerar - 21 years, Vonnie Smith - 19 years, Martina Landsberg- 16 years, Daniela Pross- 16 years Gillian Pinkard -13 years Mina Dent - 12 years, Clement Kangu - 10 years, Kim Spindler - 10 years, Evelyn Vandersteen - 9 years.

### Support Staff Training schedule

This year the training for support workers has been delivered on line. Results have been mixed however. The participation rates are varied and one factor may be that the SCHCADS employment award impacts heavily on our staff.

Month	Topic
August:	Familiarising CCT website & Facebook
September:	North SW gathering
October:	Assistive technology
November:	Work Safe Survey/checklist
January 2017:	WH&S
February:	Tablet Training & Logbook refresher
March:	Understanding Dementia
April:	Fire Safety Training
May:	Infection Control
June:	Manual Handling of Equipment
Ongoing	Mentoring and training of Bhutanese support workers in relation to the Bhutanese program

### Training for our Office Teams

During the year the various office staff has undertaken training programs in Excel Accounting Package – Reckon, My Aged Care Portal, RAS Assessor Training, Supervisors training, NDIS, and I Care Health, Website maintenance and Facebook development and maintenance.

This training has been necessary to understand how to access the My Aged Care (MAC) portal, and how to utilise it to full advantage in getting referrals for new clients. Also, the interface of I Care Health (our client management software) and Reckon accounting package is complicated and can prove difficult especially in relation to the development of CDC client's invoices and statements as each client has their own budget and account within the Reckon system. In regards to NDIS compliance, the complicated relationship between NDIS clients' care development, planning and implementation needs to be clearly understood. Our website and social media are living and changing tools that we rely on more and more to provide both prospective clients and other bodies an introduction to the complexity of the home care environment and how we can assist.

## Support Staff Profile

### Daniela Pross “Sixteen years of job satisfaction”



**Daniela has been a support worker at Community Care TASMANIA for sixteen years.**

She left her career as an office worker to join us in 2001 for two main reasons. Firstly, we were looking for Italian-speaking support workers and she was looking for a job where she felt she would be doing something purposeful and useful. She also wanted to work part-time as she had two school-aged children—the youngest was then five. Although they are now adults, it still suits Daniela to work part-time and she says is not planning on leaving anytime soon.

Daniela was born in Australia to Italian parents, which helped her in understanding both the language and the culture of many of her first clients, the majority of whom were Italian. She recalls when she first started how incredibly different it felt to work in somebody's home rather than in an office. Although very mindful and respectful of the boundaries her new role entailed, she remembers feeling very privileged to be there and very satisfied to be providing assistance that helped someone to stay at home.

The biggest lesson she has learnt in the job is to be adaptable. Everybody is different and you need to be able to respond to those differences. And to know what they are, you have to listen to people. Listening is a big thing, she says, you must get to know your clients so you can understand how best to do the things they need and in the way they need it done. Of course, as Daniela says, this goes hand-in-hand with being professional and caring.

When Daniela first joined CCT the office was in Frederick St. She can't remember how many support workers there were at the time, but she thinks there can't have been many as they could all fit into a small room where they met for their monthly meetings, which were often facilitated by Shelia Crerar and Ina Bakker who trained support workers at the time.

Daniela has found working with CCT very rewarding. She values the friendships she has made with other staff, and she has found the opportunity to do a lot of training both interesting and beneficial, as she knows it has been for other workers. One of Community Care TASMANIA'S core strengths, Daniela feels, has been how quickly case managers follow through with training, support, or whatever was required, once an issue of concern was identified. 'It is good to know that someone has your back and your interests at heart', she says.

Likewise, this quick attention to detail, she feels, has helped us earn our good name and reputation. People know we care for our clients and that staff go that extra step to deliver the exceptional service people know us for. 'My clients regularly show their appreciation for the work I do, thanking me when I leave,' says Daniela. 'This is very gratifying; it gives me great job satisfaction.'

Of course, Daniela has also found her job can at times be very upsetting and distressing. When a client dies or is moved into residential care, the loss can have a huge impact. Still, Daniela can't imagine doing any other sort of work. The 50 hours a fortnight she works is perfect. And, as she points out, she wouldn't have stayed 16 years if she didn't enjoy what she does!



Sheila and the late Mr Spiranovic

## Our Pin-Up Girl: Antonietta Bolzonello

We are delighted that one of our clients, Toni (Antonietta) Bolzonello, agreed to be the pin-up girl for the 'new-look' Community Care TASMANIA. Toni's smiling face appears on the front of our brochures, website, the reception wall in our new office, and on the back of a bus! When we asked Toni for her permission to use her photo on the bus, she rang her three children, 'What do you think if you see your mother on the back of the bus?' One daughter and her son replied, 'that would be lovely mum'. Another daughter was less keen, but Toni told her, "you lost, two votes against one!"

Toni's pragmatism and energy are clear to see when she talks about her life, ranging from her numerous hobbies to her Italian heritage. Toni left Italy in 1955. In the intervening sixty+ years she has been back only twice; once 30 years ago, and then again four years ago. Although she felt a 'real Italian' while she was in Italy on her last visit, by the end of her two-month stay she was ready to come back home to Launceston. Toni has always loved her adopted homeland; she has never wanted to return to Italy since first coming here to marry her fiancé, Giuseppe. She laughs as she thinks about her wedding, and says she hopes that she had got married, but as the marriage service was conducted in English, which she couldn't understand a word of at the time, she's never been entirely sure!

Toni had known Giuseppe for 9 years before they married. They had grown up together in a small town near Venice. Four years before they married, Giuseppe and 11 other young men from their district applied to come to Australia to work on the Hydro. She remembers the big send-off her home town gave them when their applications were approved a year later and it was three years before he sent for Toni to join him. They were together until Giuseppe died in 2010.

Toni and Giuseppe remained active members of the Australian Italian Club of Launceston. 'The Italian Club was my second home', says Toni. She went there regularly to play bocce (Italian bowls), for which Toni won a medal. Toni loves cooking, 'I was a cook, I love cooking and I cook with my heart,' she says, so she was

more than happy to work in the kitchen for 12 years, helping prepare the lunches that are served at the Italian Club every Saturday, Sunday and Tuesday.

She no longer cooks lunches at the Italian Club, but she continues to cook for the Annual Big Morning Tea to raise funds for cancer research. When Toni started the Big Morning Tea at the Italian Club 14 years ago 40 people came. Now 120-150 people turn up each year to eat as much as they want of the sandwiches, pizza and scones they serve. Toni has worked on lots of charities over the years. She worked raising money for entrants in the Miss Tasmania pageant, and about 20 years ago she was on the committee for an Italian entrant in the Miss Australia quest who came second after raising \$15,000.00.

Another of Toni's long-time passions is bowling, which she has been doing for more than 40 years. She plays three times a week. On Monday's she plays indoor bowls at the Italian Club, on Tuesday's she practices outdoors at the West Launceston Bowling Club, and she is there again on Thursdays to play a game.

Toni has a busy life, but she was happy to make time to chat with someone from CCT. Her association with CCT began in 2009 when she organised help at home caring for her husband. She thinks we are pretty good which is why she is was happy to be the CCT pinup girl. All of us at the office are similarly delighted to be greeted by Toni's image every morning we arrive at work, and we look forward to seeing her face smiling down on us from the back of a bus.



Antonietta Bolzonello with CCT General Manager Wendy Mitchell

## Community Programs

### Community Visitors Scheme - 21 years and still going strong

*By Susan Aykut, Special Programs Coordinator*

This year the Community Visitors Scheme (CVS) celebrated its 21st birthday. Throughout the last financial year our CVS program has had 50 volunteers who have made over 1226 visits to 55 residents at 14 Aged Care Facilities (ACF). During the year 12 new volunteers joined the program and eight volunteers left, including two long-serving CVS volunteers Alison Hagg and Carol Otley. Alison joined CVS in 1998, giving 19 years to the program, whilst Carol joined in 2005 contributing for 12 years.

#### CVS Events during the year – bringing our volunteers together

The major social event was our annual Christmas lunch, attended by fifteen volunteers and ten staff on 2 December. The second event was a lunch held during National Volunteers Week to thank our volunteers. Twenty volunteers attended and they welcomed our guest speaker, Volunteering Tasmania's new CEO Alison Lai. We farewelled one of our longest serving CVS volunteers, Alison Hagg. Alison, who will turn 90 this year, decided that it was time to hang up her hat after the death of her last resident at Mt Esk in March. For the third year in a row, the CVS program also participated in the City of Launceston Seniors Week initiative, Growing Recognition, by donating, arranging, and distributing flowers to ACF residents and other older citizens in the community.

#### Emerging trends and issues

Today most residents entering an aged care facility are much older, frailer and sicker than they were when the CVS program first began. As a consequence there can often be a number of resident deaths in a short space of time. Sometimes volunteers are matched with two or more residents in a year. This can be very difficult and upsetting for volunteers,



Farewell to Alison Hagg with former CVS coordinator Leah Kok and Wayne Bailey-Walford from Volunteering Tasmania

particularly where close bonds with the resident has been formed. It can take time before a volunteer is re-matched with a new resident, which can affect the number of visits they make in a year.

These days many residents are in ACFs rather than in their own homes because they have dementia in some form. This illness can make it difficult for some CVS volunteers to feel that they can make a real contribution to their wellbeing and they leave. If a resident has advanced dementia and is generally non-responsive, we employ two strategies to maximise their engagement with residents and limit volunteer losses. One strategy employed is for volunteers to visit a resident more frequently for shorter periods of time. The greater frequency and shorter time frame also appears to suit many residents who prefer the more regular contact and are not tired by the visit.

For some volunteers who prefer to keep their visits fortnightly, visiting more than one resident at the same ACF has helped them feel like their time is better utilised. Some of our volunteers have now been matched with and visit a second resident, and in one instance a third resident, at the same ACF.

Given the rise in numbers of ACF residents with dementia, a training day for volunteers has been organised with a Dementia Consultant to help them understand the different types of dementia, and how they can best relate to people afflicted with one type of dementia over another. This is scheduled for 29 September 2017.

## Community Programs

### Community Connections – Award winning wellness promotion

By Susan Aykut; Special Programs Coordinator

In 2016 Community Care TASMANIA initiated a Community Connections program aimed at improving the wellness and integration of Launceston's ageing Bhutanese community and this year it received a Better Practice Commendation Award from the Australian Aged Care Quality Agency. This award-winning program has 50+ participants and is supported by the *Tasmanian Community Fund and Department of Health & Human Services Community Support Levy Charitable Organisations Grant Program*.

It provides:

- **A weekly three hour get-together.** Members from the wider community and representatives from key services regularly attend, such as Migrant Resource Centre and Alzheimer's Australia, sharing what they do or offer with participants
- **A monthly day excursion.** These include a variety of sites and activities, such as visits to The Quiet Cone, Latrobe, Independent Living Centre, Launceston, Yoga Ashram at Derby, and Mount Esk Aged Care Facility
- **Part-time employment of four Bhutanese workers to run the program.**

### Positive Impact

The positive impact on the lives of its participants can be measured and evaluated by:

- participants' interaction and engagement with the program;
- individual testimonies and feedback supporting their enhanced well-being and improved health and activity levels;
- survey responses, in 2015 CCT undertook a comprehensive survey with 30 older Bhutanese people, and repeated it with the same cohort at the end of 2016.

Comparing responses from the 2016 survey with those given in 2015 demonstrates the program has:

- contributed to a marked improvement in the mental and physical wellbeing of participants;
- created positive feelings about their inclusion in and familiarity with their new community;



Community Connections Diwali Lunch; Mowbray Migrant Resource Centre; November 2016

- fostered a steady improvement in their autonomy and self-reliance;
- boosted their social cohesion with the Bhutanese community;
- enriched the community in which they live.

While we expected to see the positive improvements in participants' mental and physical wellbeing what has been much more revealing is how well this community has adapted and settled into life in Australia. This was demonstrated in their responses to how they felt about their past life and experiences. In 2015 none had the wherewithal to feel or think about missing past home lands, or their extended family living elsewhere. By 2016 they had acquired a degree of physical and mental comfort and stability to be able to acknowledge these losses. That our survey group are feeling and caring about who and what they have left behind can only occur if they have met their own needs and feel secure in their new environment.

Numerous members of the mainstream community and service organisations from community gardens to nursing homes have joined the weekly program. All these interactions have provided mutual benefits in building a real sense of belonging for the Bhutanese participants and greater awareness on the part of the local hosts and community members. The Bhutanese group reciprocated the generous hospitality they received throughout 2016 by hosting a special Diwali lunch to thank individuals and members of community organisations for their assistance and welcome.



## Community Programs

### Creative Connections – Wool, Silks, Mosaics and Painting

*By Jo Anglesey Creative Connections Coordinator*

The group has worked on three major projects this year. These were wool dyeing and silk scarf making with Margaret Barlow and myself, mosaics – very popular and successful - and painting. At the time of writing some ladies are still choosing their subject matter while others have started painting for the calendar this year. Everyone finished their paintings by the end of July. Susan has compiled the calendar draft using images of the wonderful mosaics and beautiful paintings created for this year. It is looking very good.



*Ella modelling Joh's silk scarf*



*Shirley and Joe looking at wool dyeing options*

For those who finished before the end of July took part in some playful painting projects led by Kristy (painting with marbles in a shoe box), and abstract painting led by Fatima. Lots of fun and some lovely works produced.

The group have been making beaded stars for Christmas and will be continuing the abstract painting for the next few weeks due to popular demand.

We are also currently discussing arrangements for the end of year lunch. We were discussing venues as booking early is imperative, but last week Fatima offered to host the lunch at her house again. Awaiting the final decision

Our group increased in April with two new members Betty Clayton and Marg McMahon. Betty and Marg are friends of Fatima Mestre and have blended with the group seamlessly. With the return of Faye Hiddings this year we now have a core twelve in the group.

We are very lucky to have a volunteer helper. Kristy has been attending the sessions from 10.30 till 2.30 as a volunteer since July. Kristy has been more than wonderful, one of those helpers that doesn't have to be asked and knows how to be helpful. The group, Ella and I are very happy to have her.

A reminder to look out for our work at the Launceston show all the ladies are keen to enter again!!



## Personnel

### Board of Management

Chairperson/ Public Officer	Fred Schoenmaker
Secretary/ Vice Chairman	John Spiranovic
Treasurer	Joanne Gorsuch
	Henry Gebka
	Margaret Barlow
	Therese De Ruiter
	Jennifer Baird

### Office Staff

General Manager	Wendy Mitchell
Senior Case Manager	Anita Curwen
Senior Case Manager (Retired during the year)	Ina Bakker
Human Resources	Molly Hindrum
Financial Controller	Chris Johns
Finance/Quality Officer	Debbie Smedley
Administration Officer	Shelley Tuthill
Administration Officer	Monica Pulford (part time)
Administration Officer	Llew Mitchell (casual)
Special Programs Coordinator	Susan Aykut
Case Manager	Sharon Latham
Case Manager	Alison Jamieson
Case Manager	Ben Greaves
Case Manager	Karen Crisp
Creative Connections	Jo Anglesey

## Support Workers

### North West Coast

Chatwin, Angela  
Cochrane, Debbie  
Doherty, Dakoda  
Franklin, Steven  
Imlach, Angela  
Latham, Kristel  
Mahony, Janet  
McGann, Tracey  
Preston, Ann  
Purton, Jillian  
Ryder, Alexandra  
Stratton, Jane  
Wakefield, Jenny  
Walker, Maryann  
Walker, Rachel  
Welsh, Jasmine  
Yardley, Allison

### South

Bearman, Christina  
Bevis, Donna  
Brooks, Rosemary  
Cash, Jennifer  
Catania, Angie  
Davey, Jenna-Lee  
DeClifford, Joanna  
Farnan, Christine  
Grewal, Maninder  
Irwin-Bellette, Jamlong  
Jacobson, Jackie  
Jones, Louise  
Linton, Deborah  
Ma, Jing(vicky)  
Marshall, Lyndon  
McConnon, Tracey  
Ng, Angela  
Owens, Susan  
Simpson, Angela  
Stublely, Tammy  
Verma, Sumita  
Ward, Gail  
Yee, Ying

## North

Acharya, Bikash	Kumar, Ashok
Acharya, Khina	Landsberg, Martina
Anglesey, Jo	Latham, Graham
Applebee, Lisa	Marschall, Lisa
Austin, Andrew	Mason, Amie
Barron, Anne	Massey, Deb
Berry, Shar	Neopaney, Gori
Boyd, Moira	Pilch, Barbara
Bramich, Alicia	Pinkard, Gillian
Butwell, Karley	Pross, Daniela
Campbell, Leah	Singleton, Maryanne
Cavallaro, Lynette	Smart, Jackie
Chhetri, Malati	Smith, Vonnie
Goymour, Dianne	Spindler, Kim
Graham, Tammy	Styles, Karen
Green, Miriam	Suwart, Irene
Hayes, Emma	Taylor, Tony
Hills, Bianca	Van Den Berg, Phil
Jankowiak, Ella	Vandersteen, Evelyn
Kangu, Clement	Vincent, Elizabeth
Kobua, Mary	Weir, Pauline
Koirala, Rup	

## East

Kalisch, Grace

Bean, Tracy

## Community Visitors Scheme Volunteers

Sue Alexander

Ina Bakker

Elizabeth Barrett

Imelda Bennett

Alison Bowerman

Aileen Bush

Maria Cadart

Judith Carpenter

Toni Chirichiello

Keva Coulson

Malcolm Cowan

Margarite Deacon

Anna De Jong

Carol Dobson

Josephine Ellul

Casey Fay

Miriam Green

Lydia Hardy

Jan Headford

Julie Henson

Sandra Hodge

Frances Horan

Ali Isin

Judy Kingston

Wendy Kinnear

Beth Knight

Rosemary Lacey

Judy Lancaster

Cynthia Leech

Regina Lim

Ashleigh Matheson

Daphne Morrison

Fay Moss

Emily Newman

Dinora Ortega

Liz Painter

Dina Panizza

Sue Reimers

Annette Streets

Bertine Tevel

Britt Weeks

Val Wigg



## **Accountant**

Sharlene Hardy; AIPA. Sherwood  
Business Services

## **Auditor**

Powell Accounting. G.V. Powell



# Board of Management

