

# HOME CARE IN

SALVOS HOME CARE NEWS

SPRING | 2022

# Action



Aged Care

## Devotional



I am often reminded of the wisdom from those who have been here just a little longer than me and all they teach me. Sometimes they appear to be little things but often they are deep truths that have carried them through life.

I have been encouraged to read prayers that have been written by our residents, and seniors from around the world who have, and still do, rely on God for strength and comfort. Let me share one with you that has encouraged me:

Lord Jesus, you are the same yesterday, today and forever. When I was young, you gave direction to my life. When I was middle-aged, you guided and encouraged me. Now I have reached the later years, you are still with me, since you have promised, 'Lo, I am with you always'. When I am feeling lonely, anxious, and afraid, help me to remember that this is so, and to hold onto my trust

in you. Thank you for hearing and answering my prayer.

(My Father, Our Father by C Fairclough)

This short prayer reminds me again that God is always with us, no matter where we are or what we are going through, whether we feel Him or not, He is there guiding, teaching, comforting, encouraging and being present with us. Are you aware of His Presence? Be assured God is with you right now and He always will be.

"And surely I am with you always, to the very end of the age." Matt 28:20

**Major Cheryl Kinder**  
Mission and Chaplaincy Manager

## Client Experience Survey

A recent client experience survey was undertaken in order to outline areas for improvement in our Home Care services. Thank you to all those who took the time to respond. Your feedback is very

much appreciated, and we will be undergoing a formal review of this data in the coming weeks.

We look forward to reviewing the feedback from clients and it

will inform how we can improve, as well as reinforce what we are doing well. We endeavour to share these results in the next newsletter.



# Aged Care Employee Day

Thanks for caring

At The Salvation Army, we recognise that much of our work simply couldn't be done without the efforts of our valued employees. It is safe to say they are the 'beating heart' of our work in our Aged Care Centres and Services and their care touches the lives of so many individuals and their representatives and families.

As a way to show our appreciation for our Salvation Army Aged Care employees, the organisation celebrated Aged Care Employee Day, which falls on 7 August every year. There were celebrations at the Redfern Headquarters and in the Centres and Services on Friday 5 August to ensure every employee was involved in the merriment and felt valued.

The Salvation Army Aged Care's Mission Enablement team were treated to a delicious morning tea, opened in a prayer by Major Cheryl Kinder. Our Centres celebrated across the day and night to ensure that the night shift workers weren't to miss out with a delicious morning tea, afternoon tea or midnight snack provided by Catering Industries who facilitate catering and hospitality services across the organisation.

To formally recognise our long-serving staff, there was a PowerPoint presentation acknowledging their contribution which also displayed comments from colleagues, residents and representatives, in addition to awards for employees who were recognised by their peers as always going the extra mile. Salvos Home Care workers were also recognised for their service.

<https://www.youtube.com/watch?v=DtO7qQR76Ik>



## Reforming In-Home Aged Care and Regulation Announcement



### Australian Government

The Australian Government Department of Health and Aged Care webinar '**Reforming in-home aged care and regulation – Update**' was held on Wednesday 31 August.

The purpose of the webinar is to provide older Australians,

their families, carers and the wider aged care sector with an update on the in-home aged care reforms. The webinar was recorded and is available on the department's website.

It will cover the next steps for reforming in-home aged care and provide updates on:

- The outcomes of previous consultations and how input from these consultations has informed the program's future direction and will inform the

development of the new Aged Care Act.

- Designing a new approach to regulating aged care and the development of an overarching Aged Care Act, including upcoming engagement opportunities to inform this work.
- The urgent review of the Aged Care Quality Standards, including upcoming engagement opportunities.

Source: <https://www.health.gov.au/resources/webinars/reforming-in-home-aged-care-and-regulation-update-0>

# How Salvos Home Care Can Help

## How can I use my Home Care Package Funds?

This is a question that many clients ask us, and with most clients having unspent funds sitting in their package, we wanted to provide some examples of how you can use your funds to enhance your health and wellbeing.

They are as follows:

1. Let your Home Care Worker take you shopping and assist you to make some healthy and nutritious meals and helping you to freeze these for later if this is useful.
2. With so many events on during Spring, we can assist you in visiting parks and gardens, attending an art exhibition, or participating in activities as



- part of Seniors Week.
3. We can also assist in you spring cleaning your house and arrange for paths and gutters to be cleaned and made safe.
4. We can accompany you to get out of the house and enjoy the warmer weather – this may

include simply taking a walk, joining you for a cuppa, or to play a board game with you.

Speak to your Care Coordinator about how we can help you explore a huge range of options.

## One Pot Creamy Chicken Pesto Pasta

### Ingredients:

1/4 cup extra virgin olive oil  
500 grams of chicken breast, cut into stir-fry strips  
2 small zucchini, thinly sliced  
2 cloves of garlic crushed  
325 grams of penne pasta  
1 bunch of basil, leaves picked  
1/3 cup of pistachio kernels  
1 small lemon, juiced  
2/3 cup of light thickened cooking cream  
1 cup of frozen peas

### Method:

Heat 1 tablespoon of oil in a large deep-frying pan cooked over medium-high heat. Cook the

chicken and zucchini, stirring it in the pan for 3 minutes or until the chicken is golden. Remove from pan and set aside.

Add the crushed garlic cloves to pan and cook for 30 seconds or until fragrant. Add 3 cups water and pasta and bring to boil in the pot. Reduce heat to low. Simmer uncovered for 10 minutes or until pasta is almost tender and water has almost evaporated.

Meanwhile, place the small cup of basil leaves to the side. Place the pistachio kernels and remaining basil in a small food processor. Process both ingredients until it is finely chopped. Add lemon juice



and remaining oil. Process until well combined.

Mix in the cream, cooked chicken that has already been set aside and peas to pan and cook for 1 minute or until mixed through thoroughly and season. Stir in the pesto mix and serve the pasta topped with any additional left-over basil.

# Meeting Client Needs

The Salvation Army Aged Care has long been known for its strong commitment to meeting clients' needs through providing its Home Care service. In order to also meet its missional goal of caring for people, Fiona Sanders, the General Manager of Salvos Home Care, notes the new hires to her team.

"We have recently added two new staff members to our Rostering and Scheduling Team," she says. "Tanya is based in Sydney and Tracey is based in Melbourne. Both Tanya and Tracey will be working hard with our clients and our team of Home Care Workers, to make sure we do our very best."



Another Salvos Home Care employee committed to meeting client needs is long-serving member of The Salvation Army, Operations Manager for New South Wales, Queensland and the Australian Capital Territory, Sibel Bas. Sibel grew up in Sydney and, following her schooling journey, studied Psychology. She has worked in the Disability and Aged Care sector for over twenty years, starting as a manager at the age of just 24.



Sibel's passion for her job is evident in even the smallest of conversations with her. "I find my work very rewarding and love that every day is an opportunity to have an impact on a client's life," she states. Sibel also explains that she particularly seeks to meet client needs through her approach to leadership, mobilising her, "grounded, dynamic and resilient" team to support the Salvos Home Care clients nationwide.

As the Operations Manager, Sibel says that she too feels fortunate enough to have, "the ability to have a positive impact in every conversation and interaction every day."

A more recent Salvos Home Care employee who also helps the team achieve the missional goal of caring for people is the new Canberra Team Leader, Michelle Upton. "Born and bred Canberran" Michelle joined the Aged Care industry in October 2020 but acknowledged this was a career change that she had been "dreaming of for a long time."

She first joined The Salvation Army Aged Care as a Care Worker



at Burrangiri Aged Care Respite Centre and has since progressed to Salvos Home Care ACT Team Leader. "It has been a ride, but I have loved every moment of it," she says.

Michelle notes the most rewarding aspect of working in the Aged Care industry is undoubtedly the clients and finds, "being able to spend meaningful one-on-one time with older people within [her] community extremely rewarding." She says she learns something new from her clients every single day, and she particularly seeks to meet client needs through connecting them with a Salvos Home Care Worker who she best believes will positively enhance their lives.

# Centre Spotlight – Burrangiri Respite Centre

There is nothing more precious than knowing that your loved one, or perhaps even yourself, will be well looked after when care is needed most. Burrangiri Aged Care Respite Centre (“Burrangiri”), which is conveniently located just 15 minutes from central Canberra, provides peace of mind and respite for the carer, as well as the client in need of care.

Offering a range of tailored, bespoke care packages, clients and their families can choose to seek respite at Burrangiri for as little as a few hours, an overnight stay, or can stay at the Centre for up to 3 weeks. The Centre, which is a 15-bed overnight respite facility, seeks to give the carer a well-deserved break, whilst also ensuring the person being cared for can enjoy a change of scenery in a supportive, comfortable and restorative environment.



Fiona Sanders, the General Manager of Salvos Home Care, notes that, “generally the length of stay is somewhere between two and four weeks,” and that the Centre also receives many, “referrals from hospitals in Canberra as sort of a ‘transition from hospital to home’ so it



helps reduce the length of stay in hospital, but also acts as a hospital avoidance program.”

The Centre’s staff understand the complexities of providing individuals with treatment and care for their unique needs and in turn, the hiring process places great emphasis on emotional intelligence and sensitivity to diversity. Fiona underlines the Centre’s ability to provide clinical care for clients where necessary. “Sometimes we might have to provide some clinical care, it might be that they need assistance with toileting, they might need medication management while they’re here,” she says.

The Centre not only meets the needs of the client, but also acts as a place of respite for the carer, where they can rest assured knowing their loved one will receive exceptional care and will be supported through the wide range of activities on offer. Fiona notes there is plenty to get involved in with staff, “providing a range of activities to engage with the client and enhance their wellbeing.” From “music, art, storytelling, cooking, exercise,

chit-chat, armchair travel,” clients will be kept entertained throughout the day, and enjoy a delicious lunch and morning tea, which is prepared fresh on site.

But perhaps the success of the Centre is most evident in the experience each resident has and the reassurance for all parties involved. Fiona attributes the success of the Centre to the environment they have created and the homely feel clients



experience. “It’s a really lovely, calm and peaceful environment. It’s a very stable staffing team, the staff love what they do,” she explains. Fiona says the Centre has, “a lovely garden setting with lots of different areas for people... it’s very light, lots of sunshine. It’s peaceful and quiet.”

# Staff Spotlight – Nikole Giles-Dickinson

**Please introduce yourself. Can you tell us a little bit about who you are?**

My name is Nikole and I have started as the Operations Manager with Salvos Home Care in Victoria and Tasmania. I am based predominantly out of the Sunshine office in Victoria.

**What do you like to do in your spare time?**

I spend my spare time camping and kayaking, spending time with my family, or volunteering as a medic at weekend events for the Scouting Association.

**What aspect of working in the aged care industry is most rewarding to you?**

I like being able to ensure that clients in our industry have access to services and products that help them retain independence and maintain and improve their quality

of life. The aged care sector is an incredibly rewarding one to work in because you see the impact you have on people's lives every day.

**What do you enjoy most about your role with The Salvation Army Aged Care?**

I'm sure over the next few months I will find that there are many things I enjoy about this role, but so far, I am enjoying getting to know my team and some of the clients we support.

**What does leadership mean to you?**

Leadership to me means acting as a resource and as an example for my team. It means acting in collaboration and consultation with my team and it means committing to my own continuing professional development to ensure that I remain up-to-date in order to support my team.



**What advice would you give other employees of The Salvation Army Aged Care working in similar roles?**

I would say that the most important aspects of leadership are respect and communication. A team that doesn't feel listened to or valued will not be a happy or well performing team. Our clients deserve employees that are happy, valued and respected which will translate into better performance. That's a big plus for our clients.

## Seniors Expos

The 2022 Silver is Gold Veterans and Seniors Expo in the Australian Capital Territory endeavours to inspire, inform and foster connections for older Canberrans aged 55 years and over and veterans who reside in the ACT and surrounding regions. The festival runs on Wednesday, 28 September 2022, 10.00am – 3.30pm. Entry is by gold coin donation.

<https://www.cotaact.org.au/events/what-is-the-silver-is-gold-festival/expo/>

The Victorian Seniors Festival runs from 1 to 16 October with the aim of providing opportunities to participate in events and activities. There will be online performances, radio plays, interviews and unique music performances. From 2 to 9 October, there will be eight days of free public transport for Seniors Card holders.

<https://www.seniorsonline.vic.gov.au/victorian-seniors-festival>

The NSW Seniors Expo features over 50 exhibitors and plenty of games and giveaways. The Expo also has all the latest information on travel, lifestyle, health, services and more. The event runs from 2-3 February 2023.

<https://www.expo.seniorsfestival.nsw.gov.au/>

Our team can assist clients to access and participate in activities throughout the festivals so please let your Care Coordinator know.