

Your Care, Your Way

CLIENT NEWSLETTER AUTUMN 2023



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Welcome

A warm welcome to our first edition of the Family Based Care Client Newsletter.

Our newsletters will feature client stories, safety awareness articles, policies, updates, and opportunities, a chance to meet the Family Based Care team, and most importantly a way to stay connected.

We look forward to engaging with you more regularly and the Client Newsletter will be sent out each quarter. If you would like to contribute a story to share (just like Craig's story below), please let your Direct Care Worker or Support Coordinator know.

Wood Art

Craig's Story

Client, Craig Williams makes these fantastic decorations at Multicap. Craig is 50 years old and has cerebral palsy, affecting the left side of his body. He also has epilepsy and, in 2018, sustained a stroke (cerebrovascular accident). This affected his left hand, of which he has minimal use.

Approximately 16 years ago, Craig sustained an amputation of his first and second fingers on his left arm due to a drop saw accident. This affects his fine motor abilities. Craig experiences tremors in both hands predominantly in the left. Despite all this, Craig is able to skilfully craft these carvings using a drop saw, each one approximately the size of a drink coaster. Craig then paints them and hangs them on his Christmas tree.



Thanks to Craig Williams who gave permission to Robyn Blake, his Support Coordinator, to publish his story and photos.



Saputo Dairy Australia Donation

A big thank you to Richard Parker and all the staff at Saputo Burnie, who kindly raised funds and donated delicious cheese to FBC. Saputo supports organisations like ours, with similar values and objectives: engaging with people in our community in order to make a positive impact and enrich lives.

Funds will go to the Somerset Social Club which meets weekly to work on a range of issues facing people experiencing difficulties in their lives associated with aging or their disability. The Social Club is an important way of strengthening social connectiveness and enhancing wellness in our communities.



Updates and Opportunities

At Family Based Care, we are committed to improving and providing the best quality care to our clients. We will be sending out a client survey form in the coming month and would greatly value your contribution. Further details will be provided shortly.

You can also provide feedback at any time by:

- Calling our office (03 6431 8411)
- Emailing to survey@familybasedcare.org.au
- Visiting the FBC Website - go to "Give Your Feedback"
- Sending your feedback by mail to PO BOX 510, Burnie TAS 7320
- Or visit us at one of our offices around Tasmania to discuss your feedback in person.

In an effort to improve customer service, we will also be trialing a phone call-back system in the coming months. While further details will be provided on this before it occurs, we wanted to ensure that you will still be able to reach the friendly team in the office, it will just be a backup measure if all phone lines are busy and you can't get through, our team will then be able to call you back.

Days of Significance and Awareness

In addition to engaging in community events, Family Based Care will be recognising the following Days of Significance and Awareness in 2023. We will provide updates on each event prior to and after.

3rd August – Vinnie's CEO Sleepout (raising funds and awareness of homelessness)

1st October – International Day of the Elderly (Day of Older Persons)

10th October – World Mental Health Day

3rd December – International Day of People with a Disability.

International Autism Awareness Day

02 April marked the 16th annual World Autism Awareness Day.

To show our support through the Light It Up Blue initiative the Burnie Office was illuminated in blue light over the weekend 31 March – 02 April and staff members wore blue to work on Fri 31 March.

Family Based Care is committed to standing together to make a world of difference for people on the spectrum.



International Women's Day

"International Women's Day is celebrated every year on 8th March and is a day to celebrate, reflect, raise awareness, and call for ongoing, positive change.

I joined the military at a time when women weren't widely accepted, and I saw such amazing, significant change in my 26 years of service. It was always important to make it better for those coming after me and I always found the following quote inspirational:

'We should always have three friends in our lives. One who walks ahead who we look up to and follow; one who walks beside us, who is with us every step of our journey; and then, one who we reach back and bring along after we've cleared the way' – Michelle Obama.

Be the person who walks ahead, be the person who walks beside, and be the person who reaches back and lifts those behind you up.

I'm already loving my time at Family Based Care; it is your culture that sets you apart. Happy International Women's Day – never forget the amazing contribution you all make to this world." (Submitted by Kelly Haywood who will commence with FBC in April as Executive Manager, People Culture and Compliance)



SAFETY

Electrical Safety in the Home Care Environment

When a health or community service is provided in your home, staff regularly have to use your electrical installation and electrical equipment (i.e. power points, lights, extension leads, etc). Family Based Care has a duty to ensure that these are electrically safe.

The first step for workers in fulfilling this duty is to **visually inspect** electrical equipment and installations to satisfy themselves as to electrical safety, paying particular attention to details such as:

- damaged or missing parts
- burning or discolouration of electrical fittings
- damaged light switches or cracked power points
- damaged or frayed cords or extension leads
- faulty switches
- exposed wiring.

If we have concerns or think any equipment is unsafe, we will alert you, then request that the equipment or installation be tested and tagged by a competent person. Family Based Care has staff and equipment to do this in your home.



Welcome New Staff Members

Kasie How, Cassandra Redwood, Jenna Welsh, Britney Enright, Prabin Kunwar, Shannon McCarthy, Christine Moldenhauer, Jessica Pearce, Christine Holt, Alana Dunstan, Phillipa Gallagher-Maxwell, Ella White, Alexis (Lexie) Fox-Hughes, Diane Hattaway, Sudip Bista, Rebecca Nichols, Carla Donkin (returning DCW).

Meet Our Team

Family Based Care welcomes Kelly Haywood to the team in April as the Executive Manager of People, Culture and Compliance.

Kelly has recently returned to the NW Coast where she was born and raised after spending 26 years in the Navy. Kelly is excited about joining the team and giving back to the Family Based Care and local communities.



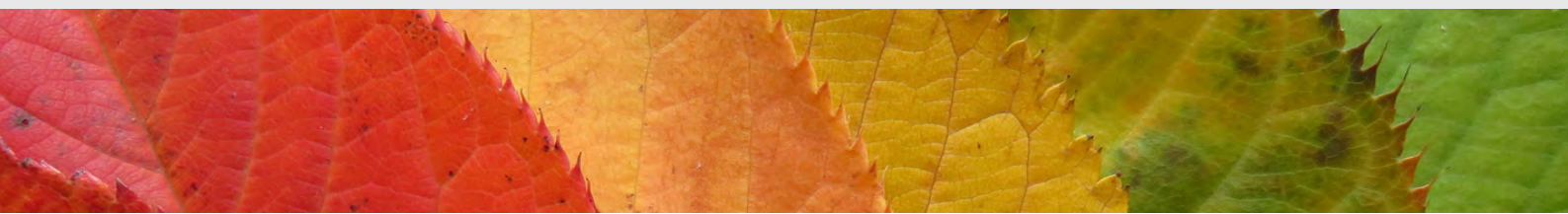


Pet Pics & Profiles

Jess, from the Integrated Support team, welcomes **Boris the French Bulldog**.

“Last night we welcomed Big Bad Boris to the mad house! He had a long, rough trip on the Spirit of Tasmania, supposed to have arrived at 8:30 pm, but the boat didn’t come in until close to 10 pm.

After his tea and some snuggles, he cried for about 5 minutes and went off to sleep where we didn’t hear from him again until about 5:00 am. The next day the kids took Boris to the bus stop to show the bus driver.”



Recipe Corner

Coconut Curry Prawns

Recipe:

Ingredients

2 tablespoons butter
2 tablespoons honey
Peeled and deveined raw prawns
Quarter teaspoon salt
1 diced onion
Lime juice to taste
4 cloves minced garlic
Hot sauce (optional)
1 tablespoon curry powder
12 whole basil leaves, chopped
1 tin Coconut Milk

Method

Heat butter in a large fry pan over medium-high heat. Add prawns and cook for 2 to 3 minutes, turning them over halfway through, until fully cooked. Remove to a plate and set aside. Add onion and garlic to the pan and stir to cook for 2 minutes. Sprinkle curry powder over the onions and stir for another couple of minutes. Reduce the heat to medium-low and stir in the coconut milk. Add honey, salt, and lime juice, and allow the sauce to heat up until bubbling gently. Add prawns into the sauce and allow it to simmer for 2 to 3 minutes or until slightly thickened. Taste the sauce and add more salt, lime juice, or honey depending on your taste. Stir in the basil. (Add hot sauce if you want a little kick.) Serve over a bed of cooked basmati rice, garnishing with more basil. Delicious!

