

Your Care, Your Way

SUMMER NEWSLETTER 2024



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Message from our CEO - Douglas Doherty

Well, it seems like 2023 just flew by and then we had Christmas and New Years and now we are at it again in 2024, time keeps on rolling, we move with it! It can seem relentless and to some pointless, but to many of us we take comfort in the cycles of the rhythm of life, like a rolling stone going downhill bumped off course occasionally by faults and pitfalls, not a shooting arrow flying inexorably to the end.

The point I am trying to make that we are all different and we all look at life in different ways. We have to adapt the way we act and behave depending on the audience. Sometimes as you get older this can appear harder as you can sometimes feel less tolerant of people who bother you.

In a world that is constantly changing it is sometimes good to look back and see the patterns from the past. I recently looked back at a report I wrote for a previous employer in 2011. It was titled "Response to the Governments Cost of Living Crisis relief package". Sound familiar? Only 13 years ago we were having a "Cost of Living Crisis", but wait aren't we having one now?

So, what the point of it all if it just keeps repeating? Well theoretically we should continue to learn from the past and our past mistakes, we pass these lessons onto our children, and they improve themselves by avoiding the mistakes of the past! Good theory! The reality is that we learn from about 15% of our mistakes and the rest we chalk up to bad luck or we forget.

I was at a conference once where an eminent scientist said that we are 21st Century beings walking around with an operating system (brain) designed for a caveman. Until our brains evolve, we will continue to make the same mistakes every generation. That is a lot of waiting!

In a world that continues to turn, in which time cannot be stopped, in which we must interact with others to survive and thrive, we all must accept at some level that everyone is different and has a right to be so, everyone is entitled to their opinion, that history teaches us lesson that if we ignore we are no more evolved than a caveman. Embrace change, speak your mind and love life, no matter what form it takes.



Reablement Stories

Sarah supports a client for companionship, a couple of weeks ago, they went out for lunch at Crusty's in Wivenhoe. Previously the client told Sarah about living at Ridgley and owning a Takeaway shop.

The client has dementia and struggles with establishing some memories. Sarah asked if she would like to go to Ridgley and see what it looks like now. The client was keen to go, and as they drove up to Ridgley.

The client showed Sarah her previous houses and where people used to live. They got to where the takeaway shop would have been and drove onto the grass and the client shared with Sarah about working there and owning it. The client also shared memories about her children at the time.

This has enabled the client to reconnect with some memories and Sarah felt very special to take the client there and share that experience.



Sarah Diprose receiving her certificate and voucher from Jess Blachford



WHS Committee

The Family Based Care (FBC) Work Health and Safety Committee meets regularly to bring together FBC workers and managers to improve and ensure safety for all by:

- facilitating co-operation between managers and workers,
- helping to develop and review health and safety policies, safe work procedures, and safety systems; and
- performing other safety-related functions agreed upon by the CEO and the committee members; for example, analysing hazards and incidents.

The Committee is representative of all FBC workgroups, from Direct Care Workers to senior managers.

You will be seeing regular articles and updates from the Committee over the course of the year.



WHS Committee
Back - Marnie Badcock, Larae Meldrum, Fiona Blizzard and Peter McDougall
Front - Tammy Richardson, Fiona Enkelaar, Denise Hayes, and Johanna Kay

Financial scams targeting senior Australians are costly, widespread, and on the rise

Why do financial scammers target seniors?

Fraudsters and con artists tend to go after older adults because they believe this population has plenty of money in the bank. But it's not just wealthy older Australians who are targeted. Older adults with low income are also at risk for fraud.

Financial scams often go unreported or can be tough to prosecute, so they're viewed as a "low-risk" crime. However, they're devastating to many older adults and can leave them in a vulnerable position, with limited ability to recover their losses.

The five scams outlined below made up more than three-quarters of these complaints.



1. Government impersonation scams

In government impersonation scams (also known as government imposter scams), scammers call unsuspecting older adults and pretend to be from the Australian Taxation Office (ATO), Centrelink or Medicare. They may say the victim has unpaid taxes and threaten arrest or deportation if they don't pay up immediately. Or they may say Centrelink or Medicare benefits will be cut off if the victim doesn't provide personal identifying information. This information can then be used to commit identity theft.

Government imposters may demand specific forms of payment, such as a prepaid debit card, cash, or electronic funds transfer. Using special technology, they often "spoof" the actual phone number of a government agency or call from the same postcode. This can trick some people into thinking the caller is from a valid source.

2. Sweepstakes and lottery scams

The sweepstakes scam is one many people are familiar with. Here, scammers call an older adult to tell them they've won a lottery or prize of some kind. If they want to claim their winnings, the older adult must send money, cash, or gift cards up front—sometimes thousands of dollars worth—to cover supposed taxes and processing fees. Scammers may impersonate well-known lottery organisations (like Tattslotto or Powerball) to build trust among their victims. Of course, no prize is ever delivered. Sometimes, fraudsters are able to convince the older adult to send even more money by telling them their winnings will arrive soon. Many continue to call their victims for months and even years after defrauding them out of an initial sum of money.

3. Robocalls and phone scams

Robocalls take advantage of sophisticated, automated phone technology to dial large numbers of households from anywhere in the world. While there are legal uses for this technology, robocalls can also be used to carry out a variety of scams on trusting older adults who answer the phone. Some robocalls may claim that a warranty is expiring on the victim's car or electronic device, and payment is needed to renew it. Like with government impersonation calls, scammers often spoof the number from which they're calling to make it appear as if the call is from a reputable organisation.

One common robocall is the "Can you hear me?" call. When the older person says "yes," the scammer records their voice and hangs up. The criminal then has a voice signature to authorise unwanted charges on items like stolen credit cards.

Yet another popular phone scam is the "impending lawsuit" scam. In this case, the victim receives an urgent, frightening call from someone claiming to be from a government or law enforcement agency (like the ATO or the Australian Federal Police). They are told if they don't pay a fine by a certain deadline, they will be sued or arrested for some made-up offence.

Continued...

4. Computer tech support scams

Technical support scams prey on older people's lack of knowledge about computers and cybersecurity. A pop-up message or blank screen usually appears on a computer or phone, telling the victim their device is damaged and needs fixing. When they call the support number for help, the scammer may either request remote access to the older person's computer and/or demand they pay a fee to have it repaired.

Tech support fraud is increasingly common and targets some of the most vulnerable individuals. Above all, remember that whether it's a phone call or a website, legitimate tech support won't ever proactively seek you out to fix an issue.

Behind the numbers are real people who have endured devastating losses at the hands of cybercriminals. In 2021, a man from Victoria lost his life savings to scammers pretending to be an employee of a known antivirus company. Under the guise of giving the man a refund for unused software, these scam artists gained remote access to his bank account and home equity line of credit. They ultimately made away with nearly \$200,000—money that was never recovered.

5. The Grandparent scam

The grandparent scam is so simple and so devious because it uses one of older adults' most reliable assets, their hearts. Scammers call a would-be grandparent and say something along the lines of: "Hi, Grandma, do you know who this is?" When the unaware grandparent guesses the name of the grandchild the scammer most sounds like, the scammer is able to instantly secure their trust. The fake grandchild then asks for money to solve some urgent financial problem (such as overdue rent, car repairs, or medical bills). They may even beg the grandparent not to tell anyone. Since fraudsters often ask to be paid via gift cards or electronic funds transfer, the older adult may have no way of ever recovering their money.

In other versions of this scam, the caller claims to be an arresting police officer, doctor, or lawyer trying to help the grandchild. They then use high-pressure tactics that play on the emotions of their victim to get them to send cash as quickly as possible. There are even reports of scammers showing up at older adults' homes, posing as a "courier" to pick up the money.

6. Investment scams

This type of scam involves the illegal or alleged sale of financial instruments that typically offer the victim low risk and guaranteed returns. Investment schemes were responsible for more than \$100 million in losses suffered by people aged 60 and older in 2021. The use of cryptocurrency (digital assets, such as Bitcoin) is common in investment scams. In 2021, cryptocurrency was the basis for more than 5,000 fraud complaints.

7. Internet and email fraud

The slower rate of technology adoption among some older people makes them easier targets for internet and email scams. Pop-up browser windows that look like anti-virus software can fool victims into either downloading a fake anti-virus program (at a substantial cost) or an actual virus that exposes information on the user's computer to scammers. Their unfamiliarity with the less visible aspects of browsing the web (firewalls and built-in virus protection, for example) makes older adults especially vulnerable to such traps.

Phishing emails and text messages may appear to be from a well-known bank, credit card company, or online store. They request an older adult's personal data, such as a log-in or Social Security number, to verify that person's account, or they ask the older adult to update their credit card info. Then, they use that information to steal money or more personal information.

What to do if you think you've been the victim of a scam

Scams are specially designed to catch us off guard, and they can happen to anyone. There's nothing to be ashamed of if you think you're a victim. Keep handy the phone numbers of resources that can help, including the local police and your bank (if money has been taken from your accounts).

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 2024.

2nd April	World Autism Awareness Day
5th – 11th August	National Homelessness Week (including Vinnie's Community Sleepout)
1st October	International Day of Older Persons
10th October	World Mental Health Day
3rd December	International Day of People with Disability



Healthfest - Utas Cradle Coast Campus

We attended the recent Health Fest at the University of Tasmania (UTas).

Health Fest is a two-day event with a mixture of exhibits, presentations and demonstrations that can contribute to a better understanding of health in the community.

Alex and I attended to represent My Speech Pathology Tasmania and My Occupational Therapy Tasmania. The first day included a group of grade 10 students visiting the exhibitions with a bingo card of questions to keep them engaged.

Alex brought some food items to show thickness differences; so we had some chocolate pudding if we got desperate for a snack.

I challenged the public to do up buttons, zips, and laces with one hand. I also had noughts and crosses with your eyes closed- I swear some people cheated though.

This kept the attention of the teens for a while. If I knew this would be so interesting, I could have been a lot more popular in high school!

On the second day, we were upstairs overlooking the ocean. The campus is very fortunate to be situated in such a beautiful location.

Denise came to represent intake services which was fantastic as I didn't know the answer to a lot of the questions asked.

Alex had a robot cat to teach children about "cause and effect" when pressing buttons.

All day that cat ran across the table meowing so it's safe to say the children learnt how to operate it! The rest of the day was spent losing a lot of games of noughts and crosses to children.

In conclusion, we enjoyed the two-day event and were able to interact and engage with the public.

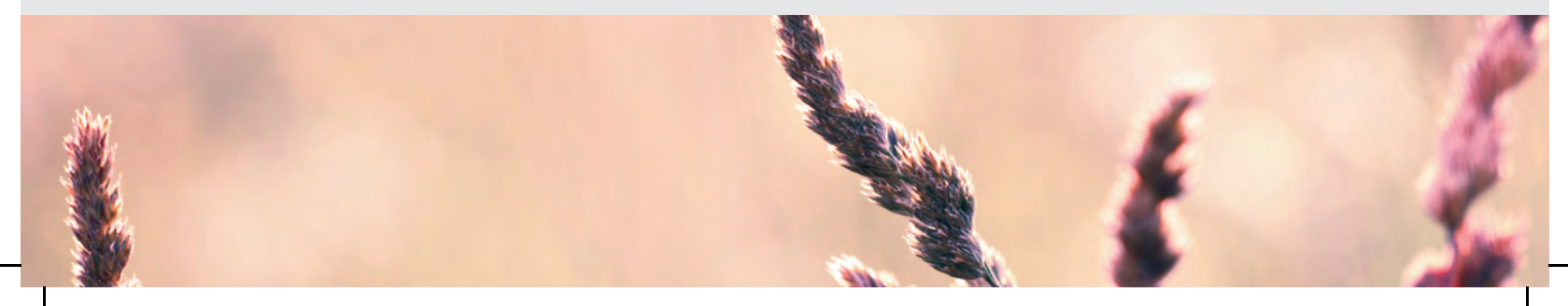
UTas created a great opportunity to learn about different services and let the community know about Family Based Care's allied health services.

We had very successful days and we look forward to future events

Melika King – Occupational Therapist.



Melika King, Denise Hayes and Alex Long



Donation from Saputo

Saputo (the cheese factory producer in Burnie) choose to support FBC for the International Day of People living with a Disability in two ways in 2023. Mark Sedgwick Operations Manager donated many portions of smoked cheddar for distribution to members as part of the Christmas hamper and also \$1000 donation to support the Somerset Social Club.



Douglass Doherty and Mark Sedgwick, Operations Manager at Saputo Dairy Australia

Welcome new staff members

Gemma Riddell, Rachel Hopkins, Matt Langham, Edward Sharrock, Jazmin White
Emelia Stone, Jasper Ong, Nsamba Mbuta, Enya Anderson, Angela Cubley, Sandra Smith
Damien Giani, Tiffany Barber and Melissa Kaine.





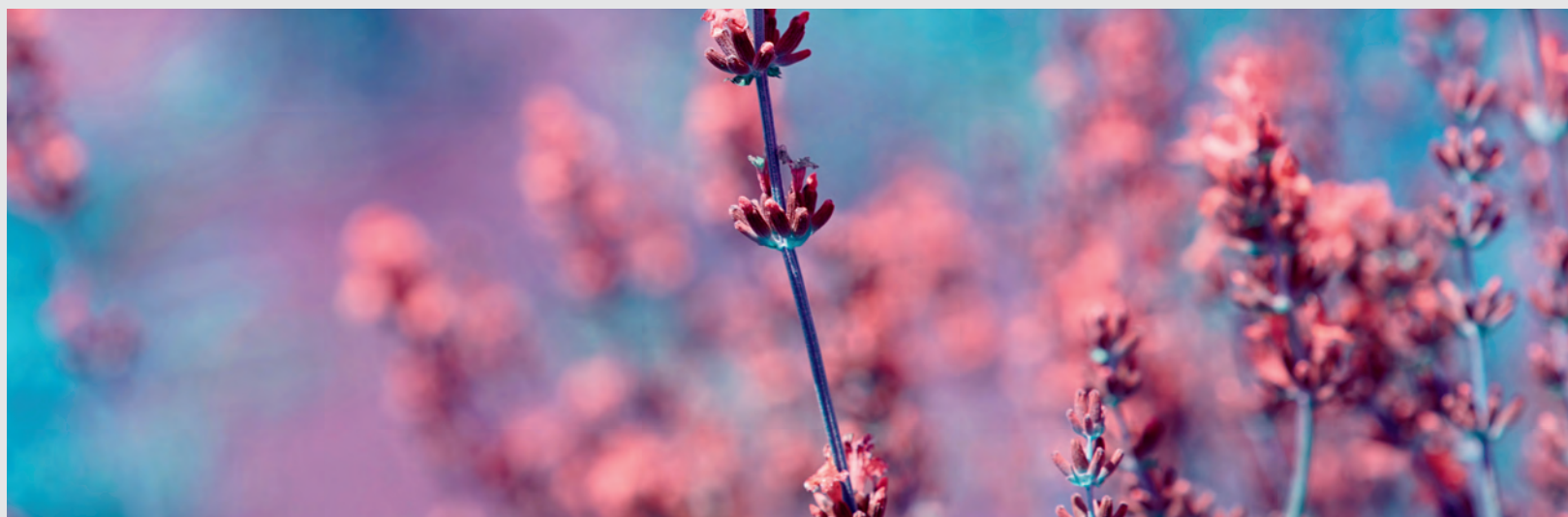
Meet our Team: Matilda Edwards



I work in reception with Julie-Anne and have been with FBC for 3 months now and it has been the most rewarding experience I've ever had. Previously I worked in the animal industry but wanted a change, and what a change I got!

In my spare time, I like to hike, read, and go to the beach.

I have two dogs with my partner Cody, Florence, and Patrick that join us on any camping trips or day adventures. I love a good yarn and a joke so working reception is perfect for me because I get to talk to so many people and make so many great connections.



Pet Pics & Profiles

Meet Eddy, he is a new calf for our Compliance Support Officer, April Young, and her family.

Pictured with Eddy is Torah and Declan who love to pat, cuddle, and brush Eddy every day! Eddy has started running after the kids and letting them chase him too!!!



Summer Recipes

Gado-Gado

Ingredients:

- FOR THE SALAD:
 - 400 g new potatoes
 - 4 large free-range eggs
 - 400 g firm silken tofu
 - sesame oil
 - ½ Chinese cabbage
- FOR THE SAUCE:
 - 1 clove of garlic
 - 50 g palm sugar
 - 120 g crunchy peanut butter
 - 1-2 fresh red chillies
 - 2 limes, juice of





Summer Recipes

Continued...

Method:

1. Start by prepping all your salad ingredients. Scrub the potatoes and cook in boiling salted water for around 15 minutes, or until tender, then halve or slice up.
2. Soft-boil the eggs for 6 minutes, or longer if you prefer them more cooked.
3. Cut the tofu into 2½cm chunks and fry in a splash of sesame oil for around 15 minutes, or until golden, then sprinkle lightly with sea salt.
4. Finely shred the cabbage if you want it raw or, if you'd rather cook it (which is traditional), cut it into 2cm slices, place it in a colander, and slowly pour a kettle of boiling water over the top. For me, this is the perfect amount of heat to soften the cabbage but means you keep much of the delicious nutrients in there – feel free to apply this to any other seasonal greens you can find, too.
5. Cut the tomatoes into wedges, quarter the radishes, and slice the cucumber (I use my crinkle-cut knife – you should get one!). Season everything from a height with a little salt.
6. Next, put all the sauce ingredients into a blender, peeling the garlic and grating in the palm sugar (if needed), then blitz until smooth. Have a taste and adjust the seasoning, making sure the acidity of the lime sings through, so tweak with more, if needed.
7. Traditionally, you'd take a little bit of everything, put it into a bowl, and pour the sauce over the top, which is a fine way to serve it. I like to do the reverse because I feel that once you pour the sauce over you can't see the care and attention that has gone into the preparation of the ingredients. So I spoon the sauce between four bowls, spread it up around the sides, and then divide the ingredients around the bowls, taking a bit of pride in making them look nice.
8. Pick over a few coriander leaves, add the prawn crackers and some finely sliced fresh chilli (if using), then show everyone what a celebration of food this is by getting them to toss together their very own portion.