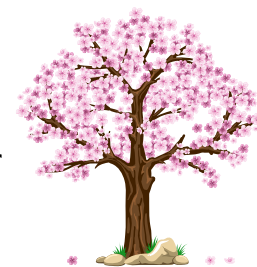




# September 2022



Welcome to the September edition of the RC Staff Newsletter where we feature the lives, hobbies, passions and interests of some of our staff plus other interesting hints, tips, blogs and recipes. Hopefully this will encourage us to find out a little bit about the people we work with each day. Enjoy!

Hi, my name is Terry and I've recently joined RangeCare as the Operations Manager. I'm excited to join the team and although not from an Aged Care background I'm looking forward to learning the industry, sharing my career experience wherever possible and supporting our clients. I'm Queensland born and bred and have previously lived on the Sunshine Coast and lived at Dulong at that time. I returned to the coast in 2020 to be with my partner Carolyn aka CJ. We are currently living at Peregrine Springs with our 2 dogs both "oodles" and that's a first for me as I was a pure breed enthusiast and bred Dobermans and Springer Spaniels for many years. Our 2 oodles are great companions, a ton of fun and naturally very spoilt. I have 2 adult children and 2 grandsons who I try and see as regularly as possible as they don't live on the Coast, not yet anyway!! I enjoy gardening and growing our own fruit and vegetables and we are currently looking for a place of our own closer to the range so I can do exactly that again. I enjoy getting out to our magnificent beaches for a walk and a swim and bushlands to distress and unwind, weather permitting that is on the not so Sunny Sunshine Coast. Looking forward to meeting and working with everyone in the team at RangeCare.



WELCOME



Hi I'm Chez-Rose and I'm joining the Gympie team as a CSW.

I'm a mum of 2 teen boys and a 7 year old boy. SO..... you know I'm going prematurely grey. I love the out doors, hiking, camping, fishing, the beach.

I've been an AIN for 2 years and love my job. I love hearing all the stories the oldies have to tell.

I'm looking forward to working with Kath and everyone at RangeCare.

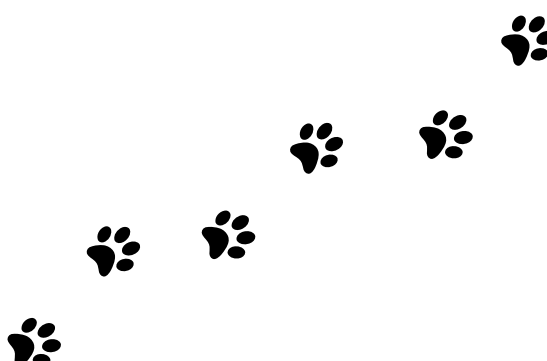




Service Coordinator Haera has shared with us her menagerie of animals. starting with Wayne & Garth the first of several baby kids born at the end of July along with lots of chicks



Ralphie the Kelpie meeting the chicks!







**Dementia  
Australia®**

**News and views**

August 2022

A little  
**support**  
makes a big  
**difference**

**Dementia  
Action Week**

September 19-25

**Dementia Australia represent the 487,500 Australians living with dementia and the almost 1.6 million Australians involved in their care.**

**For more information [click here](#)**



**Dementia Conference 2022**

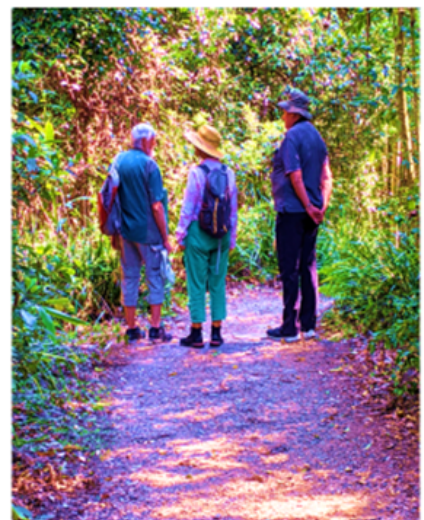
*The Dementia Journey -  
Come Walk With Me.*

**wednesday, 21<sup>st</sup> September (9am-3pm)**

**Mooloolaba TAFE**

**Lorrae: [carersoutlook@gmail.com](mailto:carersoutlook@gmail.com)**

**0418 298 183**





### AM I READY?

- Am I in a good headspace?
- Am I willing to genuinely listen?
- Can I give as much time as needed?



### AM I PREPARED?

- Do I understand that if I ask how someone's going, the answer could be: "No, I'm not"?
- Do I understand that you can't 'fix' someone's problems?
- Do I accept that they might not be ready to talk? Or they might not want to talk to me?



### PICKED MY MOMENT?

- Have I chosen somewhere relatively private and comfy?
- Have I figured out a time that will be good for them to chat?
- Have I made sure I have enough time to chat properly?



#### 1. Ask



#### 2. Listen



#### 3. Encourage action



#### 4. Check in

## Ask R U OK?

- Be relaxed, friendly and concerned in your approach.
- Help them open up by asking questions like "How are you going?" or "What's been happening?"
- Mention specific things that have made you concerned for them, like "You seem less chatty than usual. How are you going?"

## IF

- If they don't want to talk, don't criticise them.
- Tell them you're still concerned about changes in their behaviour and you care about them.
- Avoid a confrontation.
- You could say: "Please call me if you ever want to chat" or "Is there someone else you'd rather talk to?"

## Listen with an open mind

- Take what they say seriously and don't interrupt or rush the conversation.
- Don't judge their experiences or reactions but acknowledge that things seem tough for them.
- If they need time to think, sit patiently with the silence.
- Encourage them to explain: "How are you feeling about that?" or "How long have you felt that way?"
- Show that you've listened by repeating back what you've heard (in your own words) and ask if you have understood them properly.



## Encourage Action

- Ask: "What have you done in the past to manage similar situations?"
- Ask: "How would you like me to support you?"
- Ask: "What's something you can do for yourself right now? Something that's enjoyable or relaxing?"
- You could say: "When I was going through a difficult time, I tried this... You might find it useful too."
- If they've been feeling really down for more than 2 weeks, encourage them to see a health professional. You could say, "It might be useful to link in with someone who can support you. I'm happy to assist you to find the right person to talk to."
- Be positive about the role of professionals in getting through tough times.

## IF THEY NEED EXPERT HELP

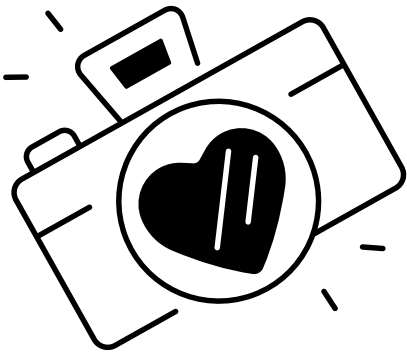
Some conversations are too big for family and friends to take on alone. If someone's been really low for more than 2 weeks – or is at risk – please contact a professional as soon as you can.

## Check In

- Pop a reminder in your diary to call them in a couple of weeks. If they're really struggling, follow up with them sooner.
- You could say: "I've been thinking of you and wanted to know how you've been going since we last chatted."
- Ask if they've found a better way to manage the situation. If they haven't done anything, don't judge them. They might just need someone to listen to them for the moment.
- Stay in touch and be there for them. Genuine care and concern can make a real difference.

[Click here for more information on how a conversation could change a life](#)



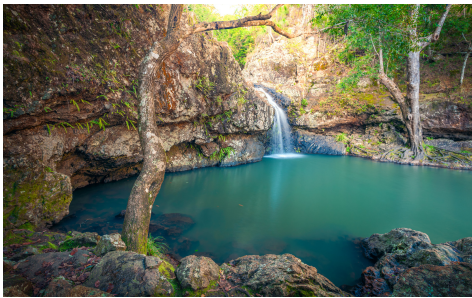


# BRCG Photo **Competition**

A huge thank you to everyone who submitted photo's for the Employee hand book photo competition. Winning photo's will feature in the upcoming Employee hand book, so keep an eye out!

## **WINNERS!!**

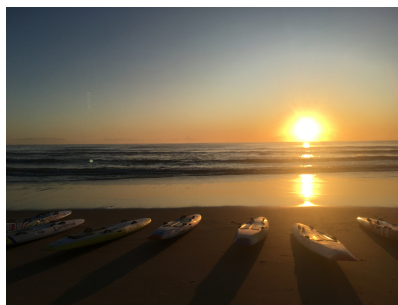
**Pavel Kotelevskii**



**Terina White**



**Anonymous Contributor**



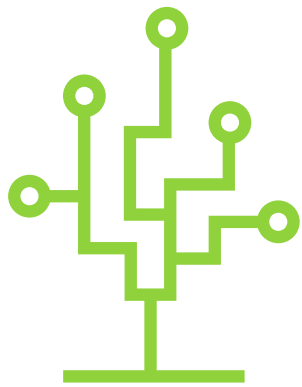
**Sam Coe**



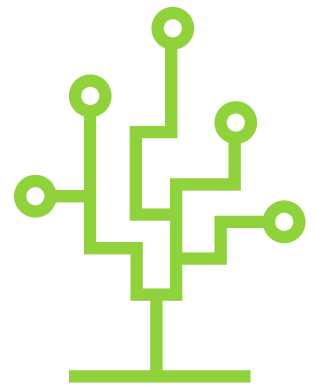
**CONGRATULATIONS**





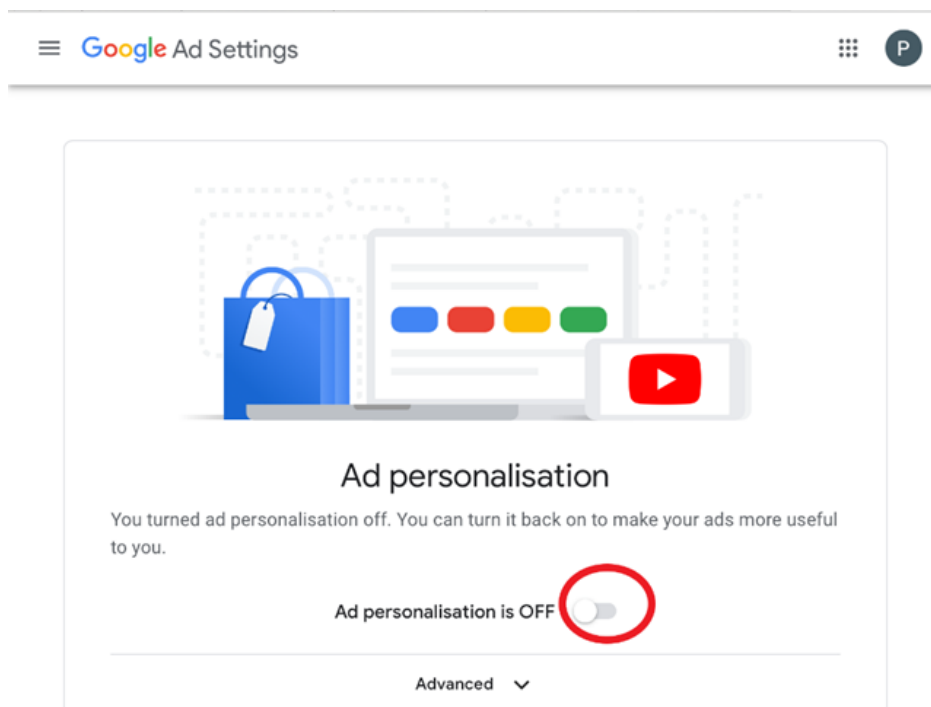


# Parvels Fun IT Tips



Have you noticed that sometimes you see ads on your computer or smartphone which are so relevant to you personally that it feels creepy? Well, in reality there's no black magic in it – only technology. Good news is that you can switch some of it off. Today I'll show you how to stop Google from tracking your activity online. This method will only work for those of you who have a Google account.

1. Navigate to this web address – <https://adssettings.google.com>
2. Sign in to your Google account when prompted and you'll see all the data that Google associates with you. Most probably there's a long list.
3. To switch the tracking off move the "Add Personalization" toggle off.
4. Repeat the process if you have more than one account.



Turn ad personalisation on to see what can be used to make ads

# Staff Culture & Safety Survey

We recieved a great response to the recent staff culture and safety survey.

Thank you to everyone who had their say.

Here is a bit more information on your peer run Culture and Safety Group!



## Culture Group

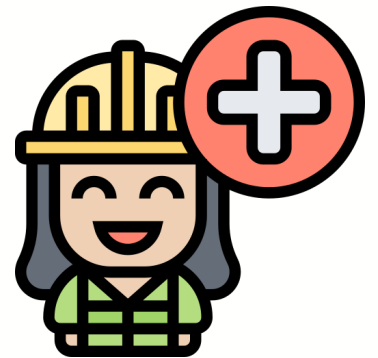


Members: Annette Pinzone (HR Manager), Urike Nel (HR Admin), Stephanie Turner (CSW), Tiffany Hood (CSW), Jessica Garey (BDM), Toni Hinton (Marketing Officer), Terina White (Service Coordinator), Annie McCarthy (CST Admin), Nathalie Bastier (Service Coordinator), Donna Cooper (Admin), Kylie Warren (Day Centre Coordinator), Saragh Parfitt (CSW), Claire Hill (CSW)

The Culture group was created to discuss and initiate ideas in which we can improve workplace culture, and to help staff feel more connected to one another. Ideas that are discussed are brought to life with the help of the culture club members and our fabulous admin team, who also run a culture calendar celebrating national and international days (Mother's day, Employee appreciation day, etc) and bringing awareness to some important topics (RUOK Day).



## Safety Group



Members: Annette Pinzone (HR Manager), Urike Nel (HR Admin), Sam Coe (Admin Manager), Chris Sheperd (Driver), Alex Lyle (Asst. Kitchen Coordinator), Amie Marriott (Corporate Services), David McLennan (CS Team Leader), Kym Miosge (Snr Nurse), Sally Simon (CSW), Penny White (Scheduler)

The safety group gets together to discuss ways in which we can keep each other and our wonderful clients safe whilst at work. No topic is untouched, from safely transporting clients to staff wellness, all get addressed. Whilst you may not always see or hear about topics discussed, small changes are constantly been made to ensure both our staff and clients safety and wellbeing.

Both our Culture and Safety groups meet quaterly to discuss new ideas and suggestions.

If you have any ideas or suggestions you would like to contribute to our Culture and Safety Groups please complete the below form, this form can also be found on our employee portal so that you can contribute your ideas at any time!

If you are interested in joining one of these groups please see your manager for a nomination.

[Click here to complete the ideas & suggestions form](#)



## This we why we do what we do! Some of the feedback received from clients and staff...

I just wanted to say thank you to you for your wonderful commitment to us, the clients of Rangecare, and for your excellent communication skills. I have admired your leadership for some time because I see in you someone who is compassionate and honest, and leads with integrity. Rangecare and the fabulous support it offers to me and all of its clients, is truly blessed to have you as CEO. It gives me hope that other organisations- and hopefully government departments- will one day be run by people with similar values. Thanks again and to everyone in the Rangecare Team - you make a real difference in my life and in the Hinterland.  
Client JA

Staff Member on behalf of MOW volles on today.  
Who just wanted to say how much it meant to them to have received the thank you card with tea bags. Same volles had received a coffee and cake voucher when they did their deliveries in torrential rain recently...they were over the moon that they were so appreciated

I don't remember the young lady's name who came today but I wanted to commend her on her work and diligence. We would be happy to for her to be our regular person.  
From client Rod K

"C", once again thank you to yourself and all the amazing Range Care Team - we cannot speak highly enough of the care given to Dad. I will be in touch in the next week or so, but hopefully we can get Mum successfully on a package and continue the relationship with Range Care"

"I've had the pleasure of meeting a new CSW 'N' in the community with one of her clients. N is very bright, bubbly & has a very welcoming nature. The client stated "I'm really enjoying going out with her she's lots of fun ,we get on great"



Thank you for the email today.  
I appreciate all the hurdles you have to cope with!  
I consider I enjoy a wonderful service. I thank you most sincerely for the effort you make.  
"T" (every second Tuesday) is always on time and does his work well and cheerfully.  
All the best and I hope we soon see the last of Covid.

Client wished to pass on her thanks to Driver "D" who assisted her today "He was so helpful and sorted out the issue I was having and made sure everything turned out the way it should have. He was excellent"