



# LUTHERAN CARE



The Community  
Visitors Scheme

AN AUSTRALIAN GOVERNMENT INITIATIVE

# A Caring Voice

MARCH 2022



Karen (centre) with Hills volunteers Gudrun, Jenni, Sue, Janice.



Karen Ahrens.

## Farewell and Thank You Karen

Karen Ahrens, who has been with Lutheran Care CVS in the Hills/Fleurieu for many years, has returned to her former profession providing educational support to children with special needs in a school closer to home.

Sonja Williams and Annie Chambers will still keep in touch with Karen, who we hope will join us at a volunteering gathering in the future.

Lutheran Care is currently recruiting for a new CVS worker and we hope to make an announcement soon.

## Lutheran Care Celebrates 30 Years of CVS

Did you know Lutheran Care is celebrating 30 years of the Community Visitors Scheme this year?

LC was one of the original CVS organisations and is the second largest of 25 auspices in SA.

The development of the CVS arose from a recommendation of the 1989 report titled 'Residents Rights in Nursing Homes and Hostels'. This report identified that a key concern for nursing home and hostel residents was their feeling of isolation from the community, particularly for residents who had little or no contact with family and friends.

In late 1991, Lutheran Community Care (as LC was then known as) was notified that it would be funded for 47 community visitors in 12 facilities.

Currently LC is funded for 119 visitors who visit in facilities and homes located in the Barossa Valley and surrounding districts, Adelaide Hills and Murray Bridge, the metropolitan area of Adelaide and Southern Fleurieu Peninsula.

We look forward to sharing many good news stories in the coming months as Lutheran Care reflects on 30 years of matching friendly volunteers to older people wanting social connection.



## Good News Stories

Volunteer visitors bring a friendly and empathetic new face to share conversation, news and friendship. Here are some recent good news stories about the friendships formed through CVS.

“The bit I really want to share is that amid many tears, Tracy\* shared that the most she has felt supported and loved is through her Lutheran Care community visitor. Tracy did tell me the lady’s name, and that she lives quite a distance away, but combines her visit to Tracy with picking up her grandchildren. Tracy shared how several people had deeply hurt her and how she felt so let down, but her community visitor encourages

her and has been a constant brightness.”

Visit recipient to volunteer during lockdown chaos – “You’ve got to keep coming, I need you.”

“I recently introduced a volunteer and his little dog Brian to two new residents. It was a real joy to hear both Trevor\* and Michael\* chatting away about their common interests and to see the joy that interacting with little Brian brought. At one point, we all ended up chatting in one of the rooms together. What a privilege it is to introduce people and see the potential for new friendship blossom.”

*\*Names have been changed*

## Reporting Summary for July – Dec 2021

Lutheran Care reported a total of 1684 visits (284 home care; 1400 residential) across Hills/Metro/Barossa from July – December 2021 to 127 recipients.

The consortium (collated eight auspices) reported a total of 3730 (926 home care; 2804 residential) visits from July – December 2021 to 339 recipients.

Well done to everyone!

## It’s Reporting Time Again

Please send your reports in for January, February and March.

The number of visits in your reports go towards justifying the program funding. We really appreciate this is a busy time of year, but if you could please return all reports up to the end of March that will be greatly appreciated. You can note any visit dates you anticipate doing in the weeks ahead. You can also report a phone call or letter to help with meeting our reporting requirements.

Reports can be returned by email, photo on phone or hardcopy in post. Please contact your coordinator if you are unsure of the best way to return your report.

## Volunteer Nominations

Nominate yourself or a volunteer friend for a photo in the newsletter – you are all so special! Send a selfie to [sjwilliams@lutherancare.org.au](mailto:sjwilliams@lutherancare.org.au). You will need the other person’s permission (or I can check this for you).



Fleurieu volunteers Lorraine, Jane and Michael.

## Volunteer Lunches in May

National Volunteer Week is Monday, 17 May – Sunday, 23 May 2022. Lutheran Care will be hosting volunteer appreciation lunches in the Metro, Fleurieu and Barossa areas. Transport will be arranged from the Hills to attend the Metro lunch. We look forward to seeing you there and being able to thank you for all you do.

### Metro Event

Venue: Coopers Alehouse Gepps Cross, 560 Main North Road, Blair Athol

Date: Thursday, 19 May 2022

Time: 12pm-2pm

RSVP by Friday, 6 May 2022, to [volunteer@lutherancare.org.au](mailto:volunteer@lutherancare.org.au) or 0437 836 134

Please advise of any dietary requirements

### Barossa Valley Event

Venue: Faith Lutheran College, 130 Magnolia Road, Tanunda

Date: Friday, 6 May 2022

Time: 12pm

RSVP by Friday, 22 April 2022, to [barossa@lutherancare.org.au](mailto:barossa@lutherancare.org.au) or 8562 2688

Please advise of any dietary requirements

*Attendees need to have current COVID vaccination*

### Fleurieu Event

Venue: Encounter College Victor Harbor

Date: Wednesday, 18 May 2022

Time: 1pm-2.30pm

RSVP by Wednesday, 20 April 2022, to [sjwilliams@lutherancare.org.au](mailto:sjwilliams@lutherancare.org.au)

Please advise of any dietary requirements

*Attendees need to have current COVID vaccination and WWCC*

### Thank You Volunteers

National Volunteer Week is a chance for all of us to celebrate and recognise the vital work of volunteers and to say thank you. Together, through volunteering, we are changing communities for the better. Thank you to all of our Community Visitors Scheme volunteers for making a difference in the lives of those who you visit. You are truly valued and your time is certainly appreciated.

### Possible Changes to Support Group Meetings

We really love catching up with you all at support group meetings and have been thinking how we can best do this whilst reducing the risk of spreading COVID. Your coordinator will contact you directly if you are affected by any changes.

Thank you for your flexibility in this. We hope to keep you and your recipients safer this way.

Your coordinator would always love to hear from you by phone or email and would love an excuse to have a cuppa with you in between support group meetings. Call us anytime to arrange this.

### Flu Vaccinations Reminder

A friendly reminder that if you have not yet had your annual flu vaccination, please do arrange this as soon as possible.



## CVS Funding Rolled Over Until June 2023

Community Visitors Scheme funding from the Department of Health has been rolled over for another financial year until June 2023, when a new service model for the program will be put in place. A consultation process for the new model has recently started and you are encouraged to contribute. Please see details below.

The Department of Health has released a concept paper for a new regulatory framework for aged care. This is the first step towards developing a regulatory framework that will inform a new Aged Care Act and support our future aged care system. It is anticipated that the framework will need to be contemporary, fit-for-purpose and support aged care reforms such as the new support at home program.

You can access the [concepts for a new framework for regulating aged care](#), and also register to receive information about consultation opportunities via the [Ageing and Aged Care Engagement Hub](#). You can find out more information about the support at home program on the [department's website](#).

### Digital Visiting

Would you like to 'virtually visit' someone who lives too far away to receive a visitor face to face? Lutheran Care is looking into providing digital visiting for those who are geographically, as well as socially isolated.

We can help you with the technology and set up support. Please let your coordinator know if you would like to try bringing some joy in this way, either from your own home or from your local LC office.

### Mobility and Wheelchairs

Wheelchairs are used by people with a wide range of disabilities. Some people are able to push their wheelchair, while others may be unable to learn the technique or may lack the strength required to manipulate. If the resident is unable to push their wheelchair, do not push it for them, but ask a staff member to do this for you.

Unless you have been specifically trained in handling wheelchairs and your training is current, then you put yourself and the client at risk. If you feel this is something you very much want to do for the person you visit, please contact me or your CVS coordinator to discuss. Training and insurance requirements need to be met.

With grateful thanks as always for all you do for those you visit – Sonja.

### Staff Contacts



#### Sonja Williams

309 Prospect Road, Blair Athol  
PO Box 288, Kilburn 5084

Phone: 8269 9300

Mob: 0419 866 385

Email:  
[sjwilliams@lutherancare.org.au](mailto:sjwilliams@lutherancare.org.au)

*Usual days of work:  
Tuesday, Wednesday, Thursday*



#### Annie Chambers

26 Second Street, Nuriootpa 5355

Phone: 8562 2688

Mob: 0488 199 061

Email:  
[achambers@lutherancare.org.au](mailto:achambers@lutherancare.org.au)

*Usual days of work:  
Tuesday and Wednesday*