

LUTHERAN CARE



The Community
Visitors Scheme

AN AUSTRALIAN GOVERNMENT INITIATIVE

A Caring Voice

NOVEMBER 2022

Premier's Certificates Celebration

Lutheran Care celebrated the outstanding service of six Community Visitors Scheme volunteers last month, who were successful in receiving Premier's Certificates of Recognition earlier this year.

Together Sue Fackrell, Penny Pfitzner, Peter Rudiger, Dawn Spencer, Yvonne Gaca and Chris 'Tigger' Werner have a combined 115 years' service in the Community Visitors Scheme program.

Over the years, each volunteer has brought significant joy, friendship and comfort to those they have visited.

Those who attended the event heard some amazing stories from our incredible volunteers, who were all very humble in receiving their certificates from Lutheran Care CEO Rohan Feegrade.

The volunteers, including longstanding volunteer Julia Borgas, also received individual videos put together by Michaela Andreyev of the Story Keeper as a keepsake.

We are so grateful and blessed to have had these volunteers involved with the Community Visitors Scheme for so long and appreciate all they have done in their local communities.

A special shout out to Dawn Spencer, who is 93 years old and in her 15th year of CVS volunteering!



Attending Lutheran Care's Premier's Certificate presentation in September were (back L-R) Carolyn Koch, Peter Rudiger, Annie Chambers, Sue Fackrell, Chris 'Tigger' Werner, Dawn Spencer, Rohan Feegrade, (front L-R) Yvonne Gaca, Julia Borgas, Penny Pfitzner and Sonja Williams.



A Note From Sonja

Dear wonderful CVS volunteers,

Spring is finally here and I hope the intermittent sunshine is warming your hearts and toes – although I know the joy of your visiting has this effect and more so.

At a support group meeting recently, we talked about individually tailoring the ways to connect with those you visit and a volunteer noted how the weather is always a good place to start a conversation.

I hope you find the support group meetings useful. It is there to help you with queries and concerns (as well as enjoy a friendly cuppa). It brings connection and provides an opportunity to learn from or mentor other volunteers.

If you have any suggestions or ideas for improvement in any aspect of CVS, please mention this at meetings or let us know another way. The best suggestions have always come from our volunteers. Annie, Carolyn and I love to hear from you on any matter and want CVS to be a volunteering program that empowers and works well for you.

Thanks to everyone who has sent in their report. It is much appreciated. With petrol so expensive, you will be pleased to know the reimbursement rate has gone up to 92 cents per kilometre. As we still have the same amount of funding to budget for this, we are considering implementing a 30kms one way (60kms round trip) visiting cap per fortnightly visit. We hope this won't affect too many of you and will be happy to look at individual cases if you have any concerns. Please do not hesitate to contact me or your own coordinator if this will be an issue for you. No one should be out of pocket for their visiting.

Our Premier's Certificates recipients Sue, Dawn, Tigger, Yvonne, Penny and Peter have a combined length of volunteering service of 115 years. We held a special and joy filled morning tea ceremony at Lutheran Care's head office to recognise this remarkable contribution. Thank you again to every volunteer for visiting – every visit makes a difference.

The training days have been wonderfully informative and valuable on many levels. I hope if you attended you found it so too.

The speakers were terrific and the feedback was very positive. Thank you to everyone who came and to Annie and Carolyn for seamless coordination.

Christmas lunches are almost here and please do come along if you can. We just love to be together with you at Christmas time to celebrate another year and the approaching holidays. Invitations are on their way if not yet with you.

We hope you enjoy reading this newsletter and looking at all the lovely photos.

Annie, Carolyn and I are so very grateful for all the comfort and joy you bring to your recipients.

Every blessing to you and yours through the busy few months ahead.

With many thanks,

Sonja Williams
CVS Team Leader

Training Days

Thank you to all who attended Lutheran Care's CVS training days in Woodside, the Barossa and at Blair Athol.

These events gave volunteers the chance to connect over a cuppa and lunch, as well as hear from some interesting speakers.

It was fantastic to listen to guests from Aged Rights Advocacy Service, Dementia Friendly Communities, LiveUp and Lutheran Care's counselling service.

The Fleurieu training day was postponed and will now be held from 10am – 3.30pm on November 16 at Victor Harbor Lutheran Church. Please contact Sonja on 0419 866 385 or sjwilliams@lutherancare.org.au to RSVP by 2 November.





CVS Barossa Update

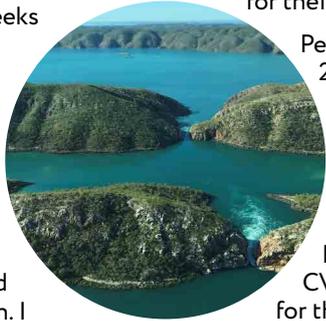
Well it looks like spring is here! The grass is so green and it is beautiful to go for drives on nice days.

We had a wonderful six weeks away on our holidays. My husband and I went up to Darwin to visit our daughter and then we came down the west coast to Perth and back home.

It certainly made us appreciate what a huge and beautiful country we live in. I think my husband got used to me saying "wow" every day at the beautiful scenery.

And now I am back at work and into the full swing of things.

Thank you to all the CVS visitors that attended the training days. The one in the Barossa went really well and we had some amazing presenters that shared their knowledge. It was a great time for everyone to catch up as well. When sharing with each other, we are constantly reminded of what a much-needed program CVS is and the amazing benefits for both the visitor and the elderly person.



I was so pleased to attend a morning tea at Sefton Park where Penny Pfitzner and Peter Rudiger received a Premier's award for their service to CVS.

Peter has been visiting since 2001 and Penny has been visiting since 2006. Thank you to all the work that Carolyn and Sonja did to make it such a lovely morning.

I am very thankful for all the CVS visitors that we have and for the ones that are new and coming on board. The enthusiasm and joy that they are ready to share is greatly admired.

By the end of October, I will be shifting offices to next door which is our main office/reception area. Please feel free to come in and chat to me. I would love to see you.

Looking forward to our Christmas celebrations which are coming up soon. This is a wonderful opportunity for us to say thank you for the amazing work that you do. An invitation will be sent out to you.

Annie Chambers
CVS Regional Worker

Christmas Lunches

We are so excited to announce the dates for our CVS Christmas lunches! We hope you can join us and celebrate the year that has been. Please let us know if you have dietary requirements when you RSVP.

Metro Event

Venue: Good Shepherd Lutheran Church, 388 Montague Road, Para Vista

Date: Tuesday, 22 November 2022

Time 12 noon

RSVP: By 16 November 2022 to Carolyn Koch (0447 093 847 or ckoch@lutherancare.org.au)

Barossa Event

Venue: Greenock Hotel, 2 Murray Street, Greenock

Date: Tuesday, 29 November 2022

Time: 12 noon

RSVP: By 18 November 2022 to Annie Chambers (8562 2688 or achambers@lutherancare.org.au)

Hills & Fleurieu Event

Venue: St Michael's Lutheran Church, Hahndorf

Date: Monday, 5 December 2022

Time: 12pm - 2pm

RSVP: By 25 November 2022 to Sonja Williams (0419 866 385 or sjwilliams@lutherancare.org.au)



Lutheran Care's CVS team Carolyn Koch, Sonja Williams and Annie Chambers dressed up for Lutheran Care's All Staff Day at Adelaide Oval on October 20. The theme was 'sports' and the team definitely got into the spirit of the day!



Report Reminder

Please send your reports in for July, August and September.

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, that will be greatly appreciated. You can report a phone call or letter to help with meeting our reporting requirements.

Please also send any expenses claims through. There has been an increase in reimbursement to 92 cents per kilometre.

Community Centres SA Conference

Lutheran Care is excited to announce that the Community Visitors Scheme will host a booth and a workshop at the Community Centres SA Conference in the Adelaide Hills on November 3. This is great exposure for the CVS program and we look forward to sharing details with the audience. There will be about 250 attendees from SA Community Centres, not-for-profits, government agencies and business.

Disability, Ageing and Lifestyle Expo

CVS representatives from Lutheran Care joined Elcies Disability Care staff at the Disability, Ageing and Lifestyle Expo in Wayville on October 28 and 29. The Lutheran Care booth was visited by interested members of the public and it was wonderful to engage with them about our programs.



National Dementia Awareness Week

National Dementia Awareness Week was held from September 19 to 25 this year. Every three seconds, someone in the world develops dementia. In Australia, dementia is the second leading cause of death of Australians and the leading cause of death of Australian women.

Dementia doesn't discriminate and can impact anyone - a family member, a neighbour, a work colleague.

At our recent training days, we watched an informative and helpful video called 'Dementia Friends'. Please feel free to view it online here:

www.dementiafriendly.org.au/get-involved/register

CVS Data Update

Between January 2022 and June 2022 Lutheran Care volunteers:

- in home care - 15 volunteers made 281 visits to 15 recipients
- in residential care - 54 volunteers made 1534 visits to 126 recipients

(Visits include cards/letters and phone calls)

What a collective and individual difference you have all made in six short months through very challenging COVID obstacles.

Tender News

The tender for the next funding round is now open and we are busily gathering our data and evidence to support our application. The Department of Health and Aged Care is changing the name from Community Visitors Scheme to Aged Care Volunteer Visitors Scheme (ACVVS). Annie, Carolyn and I will keep you up to date with developments. Your visiting will essentially remain the same, but the branding will change (new badge, poster etc).

Staff Contacts



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Tuesday, Wednesday, Thursday



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Usual days of work:

Tuesday and Wednesday



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Usual days of work: Tuesday and Wednesday