



CASP Wellbeing Newsletter

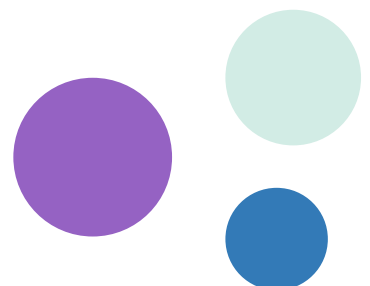
June 2022

Welcome to the third issue of our wellbeing newsletter! This newsletter is designed for frontline workers of the ACT Community Assistance and Support Program (CASP) – which includes volunteers and staff of subcontracted organisations.

This newsletter is to provide additional wellbeing support in recognition of the unique challenges faced by frontline workers during the pandemic. In this issue we have partnered with other organisations – including Head to Health ACT, Nutrition Australia, COTA ACT and Woden Community Service to create unique and local content.

Win a Prize! Send us your favourite wellbeing tip

Write to us and let us know your best wellbeing tip – you could win a prize! We have two prizes available. The first is a copy of *The Dreaming Path: Indigenous Thinking to Change your life*. The second is a pack of Aboriginal Ancestral Wisdom cards designed by a Ngunnawal artist. So send us your favourite wellbeing tip by 3 July to caspswellbeing@actcoss.org.au. Tips may be shared in a future CASP Wellbeing Newsletter issue, unless you say you do not want this to happen. (Let us know if you want them to be de-identified).



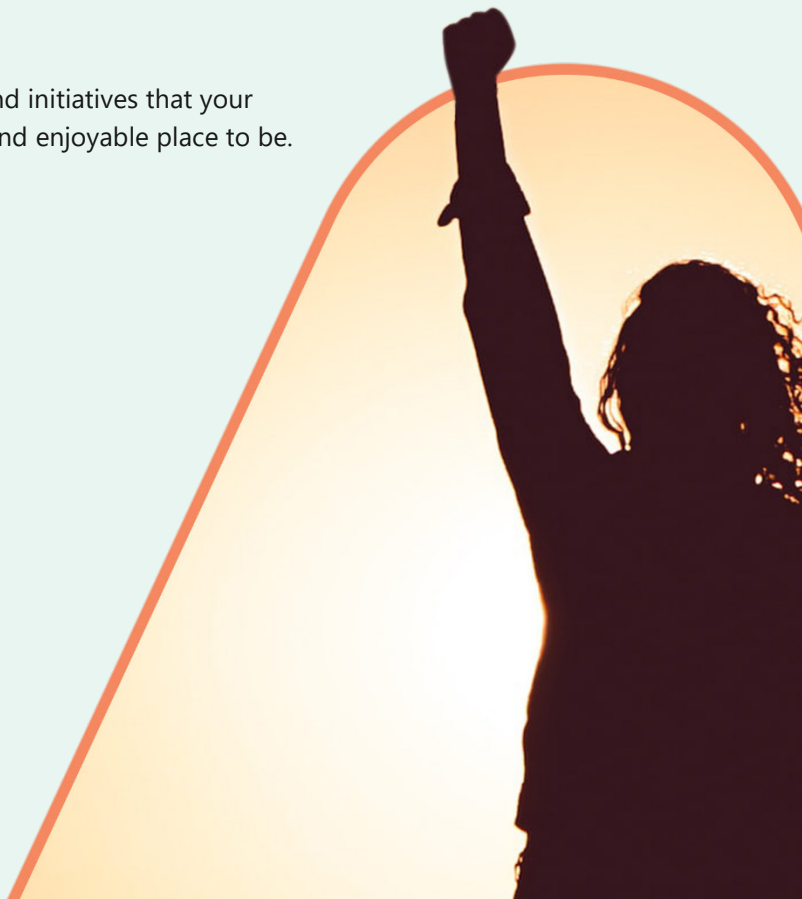
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Next Issue: Call for Articles!

Would you or your team like to contribute to our next newsletter?

We are looking for content on worker wellbeing and initiatives that your workplace has implemented to make it a healthy and enjoyable place to be. Please email caspwellbeing@actcoss.org.au



Challenging Clients – Dealing with ‘Prickly’ Consumers

Jason McCrae, Clinical Psychologist, Canberra Head to Health

Jason McCrae is a Clinical Psychologist who works at Canberra Head to Health. Canberra Head to Health is a new, free service providing mental health support to the Canberra community and surrounds. Visit canberraheadtohealth.com.au or call 1800 595 212 to find out what support you can access.



Working in frontline care and support can be very rewarding – the appreciation we receive from the consumers we work with, seeing the gains they make and knowing we are making a difference in a person’s life at a time when they are in need. However, not all consumers we work with show appreciation of our work, some don’t make gains, and in general, some can be very difficult to work with.

What can we do to get along as best we can with a client who, for variety of reasons, might be difficult to work with in a variety of ways? One of the first things that can help is accepting that a particular individual is a consumer who is difficult to work with. It can be easy to get caught up in wanting the consumer to change whatever it is that makes them ‘prickly’. However, the main result in focussing on what change we’d like to see in a particular consumer is frustration and annoyance, for the worker! Individuals who are prickly and difficult often have many reasons that have contributed to their ‘prickliness’ and our work with them, even though it is very valuable and helpful, is unlikely to change their ways. Consequently, the best approach can be to accept that whatever it is that makes a consumer difficult to work with is not going to change and not to focus too much on wanting them to change.

An additional approach to acceptance can be that when you are with a ‘prickly’ consumer, just listening to what they have to say can actually help them feel better, as well as minimise your own frustration/annoyance. There’s no need to offer opinions, attempt to address complaints or fix problems (unless it’s part of your role!). Just listening, occasionally commenting on how the issues the individual is ‘prickly’ about might be making them feel (“that sounds frustrating”) and generally letting the prickliness ‘wash over you’ can be the best approach in working with such individuals and help us to still enjoy and be satisfied with the role we are playing.

HEAD TO HEALTH

CASP Worker Wellbeing Self-Compassion Workshops

As a frontline community worker, you are faced with daily challenges and emotions. It is important to create and maintain practices that help you sustain your energy and spirit. As part of the CASP Worker Wellbeing project, a workshop has been organised for you to take some time out and explore the topic of self-compassion. The workshops will be held in the newly refurbished Woden Library.

Self-Compassion – Time Out for Yourself

This practical three-hour workshop is designed to be pleasurable and fun and not a reminder of all the things you 'should' be doing to look after yourself. It will be space to reflect on your experiences over the past few years and connect with yourselves and colleagues. We will be exploring the topic of self-compassion and emotional regulation, looking at how we can cultivate a kinder way of being towards ourselves in a gentle and achievable way.



Date: Wednesday 10 August 2022

Time: 9.30am-12.30pm or 1.30pm-4.30pm

Where: Woden Library, Community Room 1, ground floor, Furzer Street, Phillip

Morning or afternoon tea will be provided. Please indicate on registering if you have dietary requirements.

Please register by Wednesday 3 August 2022

9.30am-12.30pm session:

casp-self-compassion-am.eventbrite.com.au

1.30pm-4.30pm session:

casp-self-compassion-pm.eventbrite.com.au

CASP Worker Wellbeing Nature Walk and Talk

Despite the chilly day, we had a number of people brave the weather and join in the CASP Worker Wellbeing Nature Walk and Talk. Thanks to those that persevered and found the hidden meeting place – most gems are hidden away! Ngunawal Elder Wally Bell Welcomed us to Country and gave us an informative overview of some artefacts of significance to the area.



Wally and Landcare ACT Wellbeing Officer Sally Halliday then led us through a meandering walk of the beautiful bush of Black Mountain. Wally highlighted how the native vegetation on Black Mountain was used for the provision of food and medicine. Did you know that the native plant Dianella was used as a snake whistle? It could be blown into the hollow ends to create vibrations and sound to lure snakes out of hiding which then were hunted for food! Sally kept us informed of local fauna that was around us.

And of course, no walk is complete without food. We ended our walk with a tasty afternoon tea infused with bush tucker flavours!



CASP Worker Profile

Rebecca Love, Woden Community Service

We had a chat with Rebecca Love, the Intake and CASP Coordinator at Woden Community Service. She tells us about her role and how she managed to stay positive during the COVID-19 pandemic.



How long have you been in your role?

I started in March and am new to the CASP role, however, I have enjoyed working generally in community services for the past two years.

What do you like about your role?

The ability to help people and make a positive difference in their life – no matter how small.

What has changed about your role since the pandemic?

It's hard to say since I only commenced in March, however, we have noticed a larger population of the community accessing our emergency food relief. I would also say that our support of service users is longer in duration, due to the pause in services throughout Covid and staff shortages. We also have seen an increase in service users requesting social inclusion activities.

Was there anything positive about working on the frontline during the pandemic?

Woden Community Service stayed open for the majority of the pandemic (except for staff shortages due to Covid). I appreciated being able to continue supporting community throughout this difficult time by supplying emergency food relief to individuals and families when most other options were closed.

What are your coping strategies?

I have a great and supportive team who are always available to debrief and I also enjoy connecting with nature with my family.

What is something you find funny?

My partner in crime, Kefei. She always finds a way to cheer me up or make me smile. Kefei works on reception at Woden Community Service.

What is an inspirational quote you like?

Nothing is impossible, the word itself says, "I'm possible!"

– Audrey Hepburn

What is your favourite movie?

Interview with the Vampire (p.s. the book is definitely better).

What are your hobbies?

I enjoy spending time with my children in nature, we do lots of outside activities and lots and lots of bushwalking.

Do you think your employer has had any great initiatives for health and wellbeing?

Woden Community Service always has health and wellbeing at the forefront. They have been supportive to staff throughout this time, prioritising our physical and mental health, whilst also continuing to support our service users. Within our team we had weekly virtual social catch ups to stay connected and we also had regular video updates from our CEO, Jenny Kitchin. I felt lucky to have an amazing and supportive team which were always available if needed. My supervisor always ensures we have the supports around us to support those in the community in need.

Do you know someone in your organisation that could be featured in our CASP Worker Profile? We would love to highlight all the great work being done!

Email us at caspwellbeing@actcoss.org.au

Snack Ideas for Work

Reproduced with permission, from [Snacks at work | Nutrition Australia](#)

Feel like a snack?

Nutritious snacks can play an important role in contributing to a healthy diet. A healthy snack can keep your energy levels constant between meals and help you meet your daily nutrient needs. Often, a small snack between meals can prevent you from getting too hungry which can lead to overeating at your next meal.

Remember not all snacks are created equal! Sometimes, you might need a quick convenient snack and opt for a packaged product. In these situations, take a look at the nutrition panel and ingredients list to help determine if it's a healthy choice. Look for snacks that have:

- Less than 1.5 grams of saturated fat per 100g
- At least 3 grams or more of fibre per serve
- Less than 200mg of sodium per 100g
- Mainly whole food ingredients, with few additives Most packaged products come in larger serving sizes than we need. A good guide is to keep your serve to less than 600kJ.

What types of snacks should I be eating?

Aim to eat snacks that help meet your nutrient needs for the day. Have a snack that satisfies your hunger without being high in kilojoules/calories, fat, salt and sugar. Although it's fine to have a less-than-healthy snack every once in a while, most snacks should consist of nutrient-dense foods like fruit, vegetables, wholegrains, reduced fat dairy and nuts or seeds.

Try these quick and easy snack ideas



Avocado is a rich source of healthy fats. Choose wholemeal, multigrain or rye bread as these are higher in fibre with a lower GI than other breads like Turkish.



Choose low fat dips such as cottage cheese, hummus, tomato salsa, and tzatziki. Avoid creamy dips like French onion or cheese and chives.



Having a serve of fruit for morning or afternoon tea can help you get the recommended 2 serves of fruit a day.



Tinned fish such as tuna or salmon makes a healthy snack whether on its own or with wholegrain crackers. Choose fish in spring water with no added salt.



A slice of fruit toast can be a healthy sweet snack that contains fibre. Enjoy it alone or with ricotta or low fat cream cheese.



Low fat yoghurt is a filling snack and a good source of protein and calcium. Choose a variety with no added.

Recipe: Crispy Chickpea Snack

Try these nutrient dense legumes for a healthy alternative to snacking on chips or salted nuts.

Serves: 6 | Prep Time: 5 mins | Cook Time: 10 mins | Difficulty: Easy

Ingredients

- 400g can chickpeas, drained & rinsed
- 1 tsp Cajun seasoning
- Olive oil spray

Instructions

1. Place drained chickpeas onto paper towel and pat dry.
2. Spoon chickpeas onto a baking tray and toss in the oil.
3. Bake in a preheated oven at 220°C for 10 minutes. Remove from oven and sprinkle lightly with Cajun seasoning.



Recipe: Savoury Muffins

Nutritious savoury muffins perfect for breakfast, snacks or lunch.

Serves: 12 | Prep Time: 15 mins | Cook Time: 20 mins | Difficulty: Easy

Ingredients

- 1 red capsicum
- 4 button mushrooms
- ½ large carrot
- 1 ½ cups of flour
- 1 teaspoon baking powder
- 4 tablespoons butter
- ½ cup grated cheese
- 2 cups milk
- 2 eggs, whisked
- 2 tablespoons olive oil

Instructions

1. Preheat oven to 180°C. Line a muffin tray with baking paper or grease with butter or oil.
2. Rinse carrot and capsicum in cold water. Grate carrot, finely dice capsicum and slice mushrooms. Set aside.
3. Combine capsicum, mushrooms, carrot, cheese, flour, baking powder and butter in a bowl.
4. Add the milk, eggs and olive oil to the bowl. Mix until combined.
5. Place mixture into muffin tray (roughly 2 tablespoons).
6. Bake for 15 minutes or until golden brown.



Recipes reproduced with permission, from [Recipes | Nutrition Australia](#)

COTA ACT: Encouraging Seniors to Live their Best Lives

By COTA ACT

Council on the Ageing (COTA) ACT works to shape a just and equitable society for older Canberrans. We work with older people to assist with and empower them to create a fair community in which they feel they can participate and contribute to their fullest.

COTA ACT talks to government, media and the community about issues of direct concern to all older people in the ACT. We make regular submissions to government officials on issues affecting older people. It is an independent, non-political and non-religious organisation working to protect and promote the wellbeing, rights and interests of all older people in the ACT irrespective of socioeconomic, ethnic, religious or cultural background.

We believe older people should have access to the support they need to live fulfilled, dignified and happy lives.

Get IT is a programme to assist senior Canberrans to learn about, get connected and feel confident with using technology they own, such as mobile phones, laptops, iPads and tablets. It is a free digital learning session designed to assist seniors to get in touch and



stay connected to their community, family and friends. It is a place where senior Canberrans can come and ask questions in a relaxed environment, connect to the tutor and learn about how to get online and become confident with using technology.

Since September 2020, we have seen over 350 people come through our doors to take part in the programme. Most of the participants have returned for extra help and support but all have left feeling more confident and relaxed when it comes to using a technological device. Our oldest participant was 96 years of age with 18 participants being in our 90+ club.

COTA ACT are now providing Digital Mentor Training to organisations that may wish to adopt a similar approach in supporting seniors with their confidence in using technology.



COTA ACT believes older people should have access to the support they need to live fulfilled, dignified and happy lives. Some of our services, programs and supports to improve the lives and wellbeing of older Canberrans include:

Seniors Information and Advisory Service

provides older people and their family members with information and advice to assist in maintaining health and wellbeing. COTA ACT provides lifestyle information through community education programs, publishing booklets and brochures on a wide range of topics and face-to-face services. The promotion of positive ageing through events such as ACT Seniors Week, programs and media liaison plays a vital role in creating positive awareness of the wellbeing amongst older Canberrans.

Our **Aged Care Navigation** programme supports people looking at receiving extra services within their home. Our Aged Care Navigator provides one-on-one assistance to help people who need to better understand and use the aged care supports available to them. Our navigators can help with a range of enquiries, including understanding what supports you can receive to help you remain safely in your own home, understand your options for residential aged care, help you register with My Aged Care, provide referrals and information about ACT services and help you find a local aged care provider.

COTA ACT is a provider of the **Housing Options Advisory Service**, an ACT Government funded programme. This service can assist older people and those caring for older people, who need help with any of the following housing areas:

- Support and advice on seniors housing/living options
- Retirement villages
- Accessing residential care facilities
- Advice or support to help you change or maintain your current housing
- Advice on assistance for carers (including respite care options)

- Accessing community support systems
- Accessing government services
- Information on home modifications and/or downsizing to a smaller home
- Information and referral on de-cluttering and/or helping someone with a hoarding disorder
- Information on accessing appropriate public and private housing options.

Strength for Life is a progressive training programme designed to improve a participant's strength, balance, coordination, endurance and mobility. Other likely benefits of the programme may include:

- reduced risk of falls
- preventing or managing arthritis, osteoporosis, diabetes and heart disease
- speeding up recovery from illness
- reducing lower back pain
- improved ability to undertake daily living tasks
- opportunities for social interaction
- improvement in self-esteem and mental wellbeing.



For more information, contact COTA ACT on 02 6282 3777 or visit www.cotact.org.au

Help and Resources

If you or anyone you know needs help:

- **Access Mental Health line on 1800 629 354**
- **Domestic Violence Crisis Service on 02 6280 0900**
- **Lifeline on 13 11 14**
- **Kids Helpline on 1800 551 800**
- **Beyond Blue on 1300 224 636**
- **Headspace on 1800 650 890**
- **Parentline on 1300 30 1300**
- **ReachOut at au.reachout.com**
- **Suicide Call Back Service on 1300 659 467**
- **MensLine Australia on 1300 789 978**
- **Care Leavers Australasia Network (CLAN) on 1800 008 774**
- **Head to Health at headtohealth.gov.au**
- **1800 Respect on 1800 737 732**
- **Q Life on 1300 555 727**
- **Brother to Brother on 1800 435 799**
- **Mindspot at mindspot.org.au**

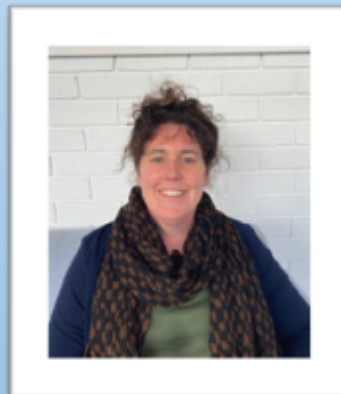
Wellbeing Tip

Remember to take your breaks and holidays. Even if you are very busy it is important to stop for lunch and have time out from work. Short breaks and holidays are vital for your wellbeing. Taking a break not only gives you a chance to rest, it can also promote less stress, clearer thinking, and greater productivity.

Additional Support for CASP Workers

Emma provides support to the ACT Community Assistance and Support Program (CASP) and also works on policy issues related to disability, health, ageing and transport. She understands the unique pressures of frontline work and recognises while frontline work often brings great joy and satisfaction, workers can sometimes put their needs secondary to clients and experience burnout or disillusionment. She is happy to chat to frontline workers and put them in touch with resources.

Reach out to Emma via emma.hawke@actcoss.org.au or call 02 6202 7200.



Emma Hawke, CASP Development Officer

About ACTCOSS



The ACT Council of Social Service Inc. (ACTCOSS) advocates for social justice in the Australian Capital Territory and represents not-for-profit community organisations.

ACTCOSS acknowledges Canberra has been built on the land of the Ngunnawal people. We pay respects to their Elders and recognise the strength and resilience of Aboriginal and/or Torres Strait Islander peoples. We celebrate Aboriginal and/or Torres Strait Islander cultures and ongoing contributions to the ACT community.

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Disclaimer: Views expressed in this newsletter are those of individual authors and do not necessarily reflect the policy views of ACTCOSS

About the CASP Worker Wellbeing Project

The CASP Worker Wellbeing Project is designed to provide additional wellbeing support to staff during the pandemic, through 4 issues of a wellbeing newsletter and CASP events. To raise any questions or provide feedback, please contact: caspwellbeing@actcoss.org.au

This project is supported by funding from the ACT Health Directorate.

Supported by



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