



Community Home Care NEWSLETTER April 2021



Julie Cooper Operations Manager

Many of you would have heard that Sue our former CEO has resigned. Sue and Alan have moved over East to be with family and we wish them all the best.. Another change is Andrew Robinson who has been our Quality Training and Compliance Manager will now be working part time in a projects role. We welcome Dean Logan as our interim CEO and Annette Dix as our new Business Development & Compliance Manager.



Hi Everyone

It's a privilege to be appointed the CEO of CHC and I can't wait to get around all the offices this week with Annette and catch up with everyone. We all appreciate there are major changes around the corner; as we've watched and listened to the aged care royal commission, for what seems like an eternity. With that said CHC is well placed to adopt the recommendations accepted by the Federal Government. This is a great company with an exceptional workforce and client base.

On that note you'll all be asking how do we now move forward? The Board recognises that the organisational structure of CHC needs to change to cater for future challenges. This will occur not because it's broken, but to clarify roles, create a simpler chain of command and develop greater levels of clarity around financial controls and compliance. With that said, as a team, we'll make some major positive changes and the owners of that change will be CHC staff and clients. So again thanks for having me. I intend to make my tenure here as positive as possible with a single minded focus on developing an amazing culture at CHC.



Hello everyone.

My name is Annette Dix and I have joined the Community Home Care team as Executive Manager for Business Development and Compliance. I have worked in community relations, people and workforce development and risk management in a variety of industries including government, large corporations and Not For Profit organisations. My family and I have lived in the South West region, particularly Manjimup and Bunbury, for more than 30 years and we are very involved in our local community.

WE LOVE
OUR VOLUNTEERS

Community Home Care Inc.
Bunbury-9720 5100, Busselton -9754 4716, Bridgetown-9761 1855, Collie-9734 5353,
Donnybrook-9731 1823, Margaret River-9757 2333.

COVID 19

There has been so much information released about COVID 19 and the recent roll out of the vaccinations .

If you have concerns or questions make sure you are asking the right people who have the facts .

The Australian Health Department has a national helpline you can call
National Coronavirus and COVID-19 vaccine helpline—1800 020 080
or email convidvaccineenquiries@health.gov.au

There is also the Older Person COVID-19 Support Line that provides information and support to senior Australians, their families and carers. Call Monday to Friday, except public holidays, from 8.30am to 6pm - 1800 171 866

Other places the Department of Health recommends you may get reputable information from are:

Therapeutic Goods Administration

Australian Academy of Science

World Health Organisation

National Centre for immunisation, Research and Surveillance

And as always when you are looking for any medical advice speak to your doctor.



Did you know you can get up to 5 Free Visits for Podiatry or Physiotherapy thru Medicare ?

First step is to visit your Doctor /GP and ask for a referral to the service, thru a GP Management Plan.

They will set up 5 Free Visits for you throughout the year.

Bunbury Shopping Bus

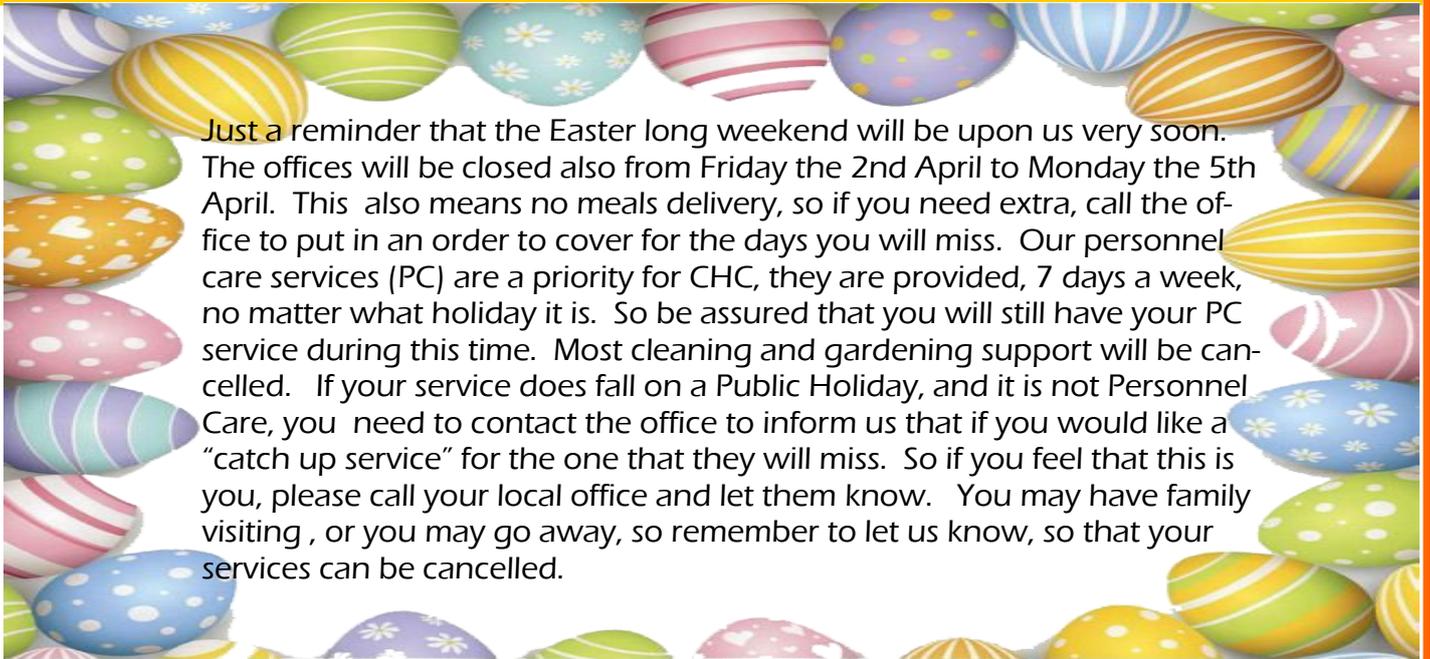
Last newsletter we told you about a shopping bus in Bunbury. We have had some interest so we are commencing the run from Monday 23rd March. Every Monday we will do a run to a local shopping precinct. You can choose the time we pick you up and the time you return home from the arrival and departure time listed below. You must be eligible for the transport service to use this bus. If you want to check if you're eligible or if you have any queries please contact Stuart at the Bunbury office 9720 5100 and press 1 for transport .

Arrive at Shops	Depart Shops
9.00am	X
10.30am	11.00am
12.30pm	1.30pm
X	2.30pm

Date	Destination
29th March	Eaton Fair
April 5th	Easter Monday No services
April 12	Centrepont
April 19th	Bunbury Forum
April 26th	ANZAC DAY PH



Hello, my name is Brian Kelly. I recently took on the role of Home Care Package Case Manager. I'm originally from Scotland, arriving in Australia in 2007, and gained Citizenship in 2009. I still have an accent so please be patient with me. I'm a qualified Podiatrist and have gained further studies in Case Management at Federation University, in Victoria. My passion is helping people and I get great job satisfaction in working with clients to get the best outcome for them. My regions will be the Busselton and Margaret River area, and I look forward to catching up with everyone in the near future.



Just a reminder that the Easter long weekend will be upon us very soon. The offices will be closed also from Friday the 2nd April to Monday the 5th April. This also means no meals delivery, so if you need extra, call the office to put in an order to cover for the days you will miss. Our personnel care services (PC) are a priority for CHC, they are provided, 7 days a week, no matter what holiday it is. So be assured that you will still have your PC service during this time. Most cleaning and gardening support will be cancelled. If your service does fall on a Public Holiday, and it is not Personnel Care, you need to contact the office to inform us that if you would like a "catch up service" for the one that they will miss. So if you feel that this is you, please call your local office and let them know. You may have family visiting, or you may go away, so remember to let us know, so that your services can be cancelled.

Did you know that the Geographe Leisure Centre in Busselton, 97543600, now has been upgraded. New developments have been implemented for access to the facilities.

Patrons requiring wheelchair access or with restricted movement may access via: Leisure Pool walk through entry. A Sling Hoist (please book in advance by calling the centre). Steps with Handrail and A Ladder Entry. If you require access to the 25m Indoor Pool and are unsure on how to use any of the above entry points, please talk to one of their Lifeguards or Supervisors on the pool deck and they will happily assist you.

As winter fast approaches us, it is a timely reminder to do all the little jobs in the yard that we have been putting off, like securing items that may get blown around, or things that we have propped up for the time being intending to get back to them. We never seem to get back to them, and then the season changes and it is a mad panic to sort it. Something I always do is look up to check the tree's to see if there are any branches laying, anything that may come down with a bit of wind. A branch coming down can cause problems for our roof, gutters, the list goes on and on. We can't do everything in your yard as we do have guidelines to follow, and we do say to clients that our staff are not gardeners, they are support workers, they are there to maintain an area to reduce any falls risks. We cannot do high pruning, or use chainsaws, we can't hop on the ride on lawn mower either and we cannot do tip runs. So clearing branches out of a high tree is not for us. A good place to start when asking, "who can I get", is to check with your neighbours, who do they use, also in the local paper, local community centre, also local notice boards. If you are a member of a club, there may be other people also that have a handyman that would do the seasonal jobs that pop up. We can assist in some areas, but we can't do it all. I know a lot of clients do not want to ask their family to help either, as you don't want to have them think that they have to come and do our jobs also. I know you have your independence and like to organise things for yourself. But the truth is that a lot of your families would say, please just ask, you never know they maybe know of someone that can do the winter jobs, and they would like to organise it for you so it is someone they know and trust.





Augusta Transport

Our Margaret River office is pleased to announce that we are now providing transport to clients in Augusta. We can provide transport to medical appointments locally and out of the area, for shopping and to maintain social connections, medical appointments do however take priority. We have a vehicle stationed in Augusta and a wonderful team of Volunteers waiting to assist. All enquiries for the service should be through the Margaret River office on 9757 2333

Vacuum Cleaners

As Community Home Care no longer supply vacuum cleaners we have asked all clients to supply their own. Thank you all for working with us to make this happen. Not only are you supporting the safety of your support workers but this also ensure less chance of any cross contamination. A few questions have ben raised about equipment that we wanted to address.

- Your vacuum cleaner must be in good electrical condition at all times (this will be inspected initially by our coordinators with ongoing monitoring by support workers)
- Community Home Care will carry an RCD switch which must be attached to your vacuum cleaner at all times during use by our workers
- Our support workers have the right to cease work if they feel at risk of injury due to the condition of the vacuum cleaner (i.e. frayed electrical cords)
- You agree to supply the bags for the vacuum at your own expense
- Community Home Care staff will always take care while using your equipment but take no responsibility for any damage to your vacuum cleaner whilst being used by our support workers



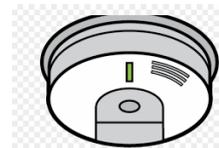
The **Client Advisory Group** met recently and discussed a range of issues around client concerns and suggestions. This group meets every 3 months and they're very happy to talk to other clients and discuss any issues you feel should be brought to our attention. Contact your local office and they can put you in touch with your local representative—or you might like to come along to the meeting yourself. The next meeting will be in June. Some of the positives that came out of the meeting are the use of the Client Portal and the on-going Volunteer Phone calls. Some negatives were changes to staff and service times without enough notice. We are always looking for ways to improve our service, so please give us your feedback, good and bad. It's important we hear



Hello. I am Cat Mezriky Home Care Package Case Manager for Donnybrook, Collie and Bridgetown. I started back in February this year and have now met a few of you when out visiting, I look forward to meeting with you all in the future and I will endeavour to attend each site weekly so please touch base with me if you have anything you would like to discuss.

Changing Smoke Alarm batteries

When house fires start, only working smoke alarms provide the critical early warning needed to save lives and minimise property damage. April 1st is the day DFES recommend changing your batteries every year. If you need help to replace the battery please call your local office.



CALL MY AGED CARE on 1800 200 422

For ACCESS AND INFORMATION FOR ALL AGED CARE REFERRALS AND ASSESSMENT