

# Summer 2022 Newsletter



## Overview:

- Covid Impact
- CHC Client Advisory Body
- Communication
- Rebranding consultation

## Note from the CEO

Hello CHC Community,

As we are winding up 2022, I firstly wanted to warmly wish everyone a happy and safe Christmas and New Year.

Across our regions we are preparing for our summer and heat related activities, including activities such as fire risks and planning, extreme heat alternative duties, outside activities, personal protection from the heat and sun, adequate hydration other risks related to heat.

In line with our new Strategic Plan, we have commenced the expansion of our services to meet client need and preferences. We have started recruiting for own Allied Health Professionals to work within our Home Care Package (HCP) services. We will update you as we bring team members on board.

This month, the new Code of Conduct for Aged Care has come into effect. The Code of Conduct for Aged Care describes how providers and the people providing your care must behave and treat you. All CHC staff and volunteers have received the Code and have access to training. Serious Incident Response Scheme (SIRS) reporting was also extended to Home Care on 1 December. If you would like further information on either, contact us and we will send you details.

Warm regards,

*Krystal*



## Covid Update

CHC is aware that Covid continues to have impact on our services, clients, staff, volunteers and greater communities.

We are responsive to local outbreaks and increases in local Covid numbers, we modify our controls (such as mask wearing in the office) in line with increased risks. Our staff and volunteers continue to wear wear masks for all services provided directly to clients.

Even though the Covid Vaccine state mandate has lifted in WA, CHC continues to require our staff and volunteers be vaccinated unless they are approved for an exception. The exception criteria now includes the option of a CHC risk assessment. While we encourage each of our clients to consider Covid and Influenza vaccination, this is the choice of each client, and we will always respect this.

## Communication

CHC has received feedback that communication at some of our sites doesn't always meet client expectations. We have reviewed these concerns and we agree. Communication is not consistently to the standard that we expect and our clients deserve and for this we apologise. We are training and working with our team to improve our communication.

We will be starting a new project soon to replace our phone system to reduce the chance of your calls not coming through.

# Rebrand "what's our name" project...

As planned in our new Strategic Plan, CHC is soon commencing the final stage of our rebranding project with agency Jack in the Box. This stage will result in a new trading name for our organisation. We will retain Community Home Care Inc. as our legal name.

As part of this exciting project, we are seeking interest from clients, family members, staff and volunteers at every site to attend a focus group to contribute to the project.

Are you interested in joining a focus group?

Contact Melissa Smith on 97205100 or email [melissa.smith@chcare.org.au](mailto:melissa.smith@chcare.org.au)

## CHC AGM 2022

CHC's 2022 AGM was held at the CHC Bunbury Centre on 22nd November 2022. We summarised a busy & challenging but productive 2021/22 financial year. Our annual report is available on our website if you are interested in reading it. The Board Members confirmed for the Board Term (November–November in alignment with the AGMs) were:

Jane Manning (Continuing term to 2023)

Fran Temby (Continuing term to 2023)

Angelo Logiudice (Renomination to 2024)

Heather Magee (Renomination to 2024)

Roger Veen (Renomination to 2024)

Ann Clifford (New nomination to 2024)

Ray Thomas (New nomination to 2024)

Brian Moore (Resignation at 2022 AGM)

## Converting from CHSP to a Home Care Package (HCP)

CHC provides services to clients under CHSP (the old HACC) in addition to Home Care Packages (HCPs)

If you been assessed and are waiting for your package to come through, already have your package waiting or would like information and assistance from CHC to help you apply for a package, CHC is here to help you.

Our current CHSP clients moving to a package with us will have priority for service times and ongoing preferred workers within their local teams. Speak to a CSC at your local site for more information.

On behalf of the Board and myself I would like wish all of our Clients, Staff, Support Workers, Volunteer's and your Families a Merry Christmas and a Happy and Safe New Year.

Angelo Logiudice  
CHC Chairman

## A Christmas Message from the Chairman



Do you have feedback? We want to hear it!

So how can you share your feedback?

1. Let one of your Home Care Workers know and they will submit the feedback on your behalf
2. Phone your local office and speak to your manager or another person that you know and are comfortable talking to
3. Email your feedback to [info@chcare.org.au](mailto:info@chcare.org.au)
4. Complete a CHC Feedback form (if you don't have any left in your folder let a worker know and we will bring you some more)
5. Submit your feedback on our website using the "Contact Us" online form

## Service Updates

### Preferred Time Changes

We will be changing our processes in 2023 for Domestic and Gardening services. We are moving to morning or afternoon time brackets rather than having narrow brackets.

For gardening services, we will also be moving to scheduling areas on specific days. Our client demand for this service is high so we need to minimise unnecessary travel to ensure we can service as many elderly clients as possible.

This will help us to make sure that people receive their essential services (personal care and medications) on time. We will be in touch before making any changes.

### Stop/Start Button

CHC has almost completed rolling out a new feature for all Home Care workers on their Sandwai App, recording when they start and finish each service. This helps us to track time and confirm what time your worker was at your home



## Key Industry Updates

In addition to preparing for the new single home care program "Support at Home" which replaces CHSP and Home Care Packages in July 2024, there is quite a bit happening in our sector.

We will send updates that apply to you, but we also encourage you to stay up to date with changes if you are interested on the following website: Aged Care Quality and Safety Commission- Consumers Page  
<https://www.agedcarequality.gov.au/consumers>

### Client Sandwai Portal App

CHC clients and their families have access to a client portal on Sandwai where you can see your scheduled services. If you don't have access and would like to use it, please contact call Bunbury on 08 97 205100 and ask to speak to a member of the Quality Team.

### Ending Services Early

Sometimes clients will end a service early, telling a worker they can leave. Please be aware that in this situation the remainder of the time is considered "cancelled without notice" and needs to be charged as we still pay the employee. Please take opportunity to consider other relevant tasks that the worker could assist with.

### Gardening When You Aren't Home

If you are not going to be home and want your gardening to still be provided or you are happy for your gardening service to be regularly provided when you are not home, please let the office know and we will put a note on your file.

We will only provide gardening services in your absence if you consent, your yard is easily accessible and there are no hazards (including pets) present. A card will be left to let you know that the service was provided.

Dear Client or Representative,

### Opportunity to join CHC's NEW Client Advisory Body (CAB)

From 1 December 2022, there are some changes happening to aged care provider governance nationally to improve the quality and transparency of aged care services. One such change involves us offering to all clients and representatives on an annual basis, an opportunity to join our new Client Advisory Body (CAB). The government refers to this as a "Consumer Advisory Body", but we prefer to refer to you as our clients.

The role of the CAB will be to meet every 3 months for the purpose of providing feedback in relation to our (CHC's) quality of care. This feedback will be provided to our Board of Management by our (also new) Quality Care Advisory Body (QCAB) as a written report. Your feedback will be considered when the Board make decisions about CHC's quality of care, and they will respond to you (in writing) regarding their response to your feedback. At CHC, we are very excited about how this committee will add to our quality of care. It aligns well to our new value of "continuous improvement" and strategic outcome 1.1 in our new strategic plan "We will place clients at the center of service design and delivery"

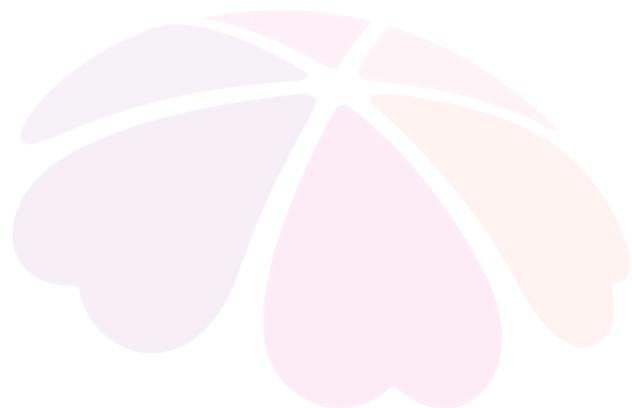
While we won't know what the structure or location of the meetings will be until we receive your expressions of interest, it is CHC's hope that we have at least one client or family member from every site represented. We would like to be able to move around our region each meeting and provide transport to clients and representative as required to facilitate this process. We would look at options to attend via technology at the preference or request of the client/ representative to ensure the committee members are not excluded. We will discuss these logistics in our first meeting.

If you are interested in being considered for the committee or would like more information regarding the opportunity, please contact Melissa Smith on 08 97205100 or email: [melissa.smith@chcare.org.au](mailto:melissa.smith@chcare.org.au)

Yours sincerely,



Krystal Laurentsch  
Chief Executive Officer  
Community Home Care Inc.



## Community Home Care - Contact Us

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