

Hello everyone,

We at Country Home Services hope you are continuing to do well in your home and local environment.

Our chairman Margaret Zweck (on behalf of the Board) extends the Boards thanks to all of you who participated in our customer survey. There has been some very helpful feedback provided, identifying what we do well and how we can improve in some areas. Importantly, if you need to discuss services that you believe may assist you in continuing to enjoy living in your own home, don't hesitate to call and talk to our staff: [1300 773 202](tel:1300773202)



We would like to make you aware that the Aged Care Quality and Safety Commission will be conducting a Home Care Package (HCP) consumer experience survey during June and July to hear directly from you, the home care consumer, and/or your representatives about your experience of care and services. Commission officers will be telephoning around 5,000 HCP consumers or their nominated representatives to invite them to take part in a voluntary survey.

The purpose of the survey is to understand outcomes for consumers with respect to the Aged Care Quality Standards, User Rights Principles, and the effect of COVID-19 on consumers' care and services. When survey outcomes and results are collated, they will be published on the Commission's website.

Remember to continue with social distancing and good health hygiene practices. We sincerely value your ongoing support.

Craig Stanbridge, CEO

OUR HOME CARE PACKAGES HELP YOU TO LIVE THE LIFE YOU WANT!

If you have been assessed as eligible for a Home Care Package (HCP), we invite you to contact us and have a chat about what makes a CHS HCP the right fit for you. Call us on [1300 773 202](tel:1300773202) to find out how you can make the most of your HCP with the range of incentives that we have on offer, including:

A flexible approach to fees where you may pay minimal or no fees at all.

2 gift vouchers valued at \$120 each to spend on services of your choice.

Access to a range of high quality services, 7 days a week.

MAKING DECISIONS

At any time, if you would like to involve someone else in assisting you to make decisions about the services you receive – you can. This person can also speak on your behalf if that is your wish. This type of arrangement can be short term, for example, during a period when you are unwell or for the longer term. If this is something that you would like to do, it is important that you let us know who the person is and how you would like them involved in decision making.

ONLINE PAYMENTS – REMEMBER YOUR 6 DIGIT REFERENCE NUMBER

If you or your family are making an online payment, please ensure that your 6 digit reference number and surname are in the reference section. If this information is not provided, we will not be able to allocate the payment to your account. Call us on [1300 773 202](tel:1300773202) if you would like further information about how to pay your account online.

DO YOU NEED TO CANCEL A SERVICE – PLEASE LET US KNOW

Please let your contractor or CHS know if you will not be home for your scheduled service. When you let us know, this helps us ensure that you are not charged for a service that you do not receive. It also allows contractors to re-schedule their work.

CUSTOMER EXPERIENCE SURVEY 2019

In 2019, 1863 surveys were mailed to those receiving Commonwealth funded programs. 865 (46%) of surveys were returned which exceeds the average return rate for surveys (33%). Over the next two issues of Valley to Coast, we will summarise the results. We have not included responses less than 2%. The first response is **our favourite** and makes us feel the best.

1. Does the workforce treat you with respect? Response: 97% 'always'; 2% 'most of the time'.
2. Does the workforce know what they are doing? Response: 84% 'always'; 14% 'most of the time'.
3. Does the workforce follow up when you raise things with them? Response: 80% 'always'; 15% 'most of the time'.
4. How often does the contractor come on time? Response: 75% 'always'; 23% 'most of the time'.
5. Do you participate in making decisions about what services that you get? Response: 74% 'always'; 17% 'most of the time'.
6. Do you get the services that you need? Response: 79% 'always'; 18% 'most of the time'.

What would you say is the best thing about the service (s) you get?

'I feel confident having my helper in the house. The care is genuine and the help competent.'

'The people are friendly and gives me more time to do things I want to do such as go out with my friends'

'My husband and I are looked after very well with the services we get. It helps us to stay in our home and we are treated with the upmost respect by all. By those who come to our home and those we speak to on the phone. What more can one ask for.'

How could services be improved?

'Supply pavlova for my birthday'

'Knowing the questions that need to be asked to access other relevant services e.g. gardening, gutter and window cleaning'.

'When a new illness or accident occurs, I could do with a bit more help.'

In the next issue we will outline the improvements we are making because of the feedback that we have received. Look out for the July edition of Valley to Coast.

Earlier this year, Shona celebrated 15 years with CHS. When we asked Shona what was the best thing about working for CHS, she said that working with people to design the best services for them while listening to life stories and learning about those things that makes a person unique.

Congratulations from all of us to you, Shona.



IMPORTANT PHONE NUMBERS

- Coronavirus (COVID- 19) Health Information Line. **1800 020 080**. Call this on coronavirus (COVID- 19). This line operates 24 hours a day, seven days a week.
- Country Home Services. **1300 773 202**. Call us if you need to update your health status or to provide us with an email contact.