

A big hello to you all,

We in SA are to be commended on our approach in responding appropriately to COVID-19 over the past 3 – 4 months and ‘maintaining’ the COVID-19 virus. I had hoped that COVID-19 wouldn’t need to again take priority in my introduction to you all - unfortunately, it is again a priority as not everyone is ‘playing by the rules’.



We are at a stage that we all need to be reminded of the necessary precautions and practices required to help us all stay healthy and safe.

I have highlighted some basic practices that everyone (us, you, family, friends, our workers, community) need to be aware of, with other key points outlined throughout this edition of Valley to Coast: **Physical distancing (1.5 metres); avoid physical greetings such as handshake, hugs and kisses; staying at home if you have cold or flu like symptoms (get tested); wash/sanitise your hands regularly; cough/sneeze into your arm.**

Remember to be diligent with helping to stop the spread of COVID-19. Take care, stay healthy, safe and secure.

Craig Stanbridge CEO

SAFETY PLANNING – COVID-19

Several clients have requested detail of our plan to ensure services are delivered safely during the pandemic. Firstly, it is important to note that we have a plan. We wrote it in March. It is called the Business Contingency Plan COVID-19. As I type, this Plan is under review due to the outbreak in Victoria. The Plan consists of several actions, those mandatory as required by the Government and those that we have enacted to meet specific needs of our community. The Plan outlines the following:

- *The coordination of the CHS response.* A designated coordinator reports to the CEO/ Board on the progression of actions within the Plan. The coordinator establishes processes to ensure the right information is being communicated to the right people at the right time. In most cases, this newsletter will be used to communicate information to you. From time to time we will email/ post information that we have been directed to circulate by the Government or information that we believe will be useful to you.
- *Strategies to identify and manage the impact on workforce.* This section includes strategies to keep the workforce safe and ensure that they are meeting minimum infection control requirements when delivering services. In this section we address training requirements and competency with ensuring infection control processes are used as required. We have done and will continue to survey the workforce on their ability to access personal protective equipment (PPE) and their availability to deliver services if we need to move resources from one area to another. All members of our workforce, contractors and employees, are committed to reducing the transmission of infection. We have adopted an Infection Prevention and Control Plan and the supporting document to this is the Infection Prevention and Control Work Instruction. We are happy to share a copy of these documents with you, please contact us on 1300 773 202.
- *Tasks that assist us to meet our contractual requirements.* In plain terms, we have agreements with the Department and others, including Home Care Package Providers, that outline requirements that we need to meet at any given time. Most importantly, we need to provide the services that you have been assessed to receive. This task addresses the matter of essential and non-essential services. In March, we decided that an essential service is one that may prevent a client from residential entry. We used your feedback, contractor information and coordinator notes to determine the level of risk attached to essential services. This approach may not remain in the event of an outbreak. Craig attends a number of high level meetings with SA Health and other providers that indicate a direction on how essential/ non essential services will be provided by the Government.
- *The collection and storage of appropriate data.* This section documents decisions and steps taken in response to an outbreak.

That last point is important to note. This Plan is currently operating even though we are not in an outbreak situation and we plan never to be in one! Although there is zero community transmission in our region at the time of distribution of this newsletter the risk is still high, and things change rapidly. As Craig has mentioned, it is important that all our measures are proactive rather than reactive.

Shortly, you will be receiving further information on how you can help us deliver our Plan. Please watch out for this as it is important to ensure we are all on the same page. As always, if you have any queries – call us on 1300 773 202 or refer to the Health Information Line listed in the ‘Important Phone Numbers’ section.

WELCOME TO OUR NEW STAFF MEMBERS

We have engaged a new Team Leader to manage our service delivery functions. Her name is **Andrea Pope** and she will be based at our Kadina office. Andrea will be line managing all Coordinators and providing support on all matters related to assessment, planning and delivery of services to you. Andrea will be working part time – 3 days per week – initially that will be Monday, Tuesday and Wednesday.

We have also engaged a registered nurse to help us with auditing our performance against the standards and assisting with a range of projects. Her name is **Maggie Graham** and she will be based in the Nuriootpa Office.

A very big welcome to Andrea and Maggie.

CHANGES TO PRICING – CHSP SERVICES ONLY

Due to increasing cost pressures, we need to increase our CHSP client contribution rate for:

- Domestic Assistance, Personal Care and Social Support. \$10.00 per hour to \$10.20 per hour and
- Home Maintenance. \$15.00 per hour to \$15.30 per hour.

This increase will apply to services delivered on the 1st of August and onwards. Prices are fixed for a period of 12 months. If you have any concerns, please contact us on 1300 773 202 and ask to speak with anyone in the administration team.

CONTRACTOR ATTENDANCE RECORD

You are not required to sign a contractor attendance form at this time. This change has been made to minimise the risk of transmitting infection.

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 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.

IMPORTANT PHONE NUMBERS

- Coronavirus (COVID- 19) Health Information Line. **1800 020 080**. Call this line if you are seeking information 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.



Phone: 1300 773 202

www.countryhomeservices.org.au

Email: admin@countryhomeservices.org.au

The funding for these services is supported by the Australian Government Department of Health. Visit the Department's website (www.health.gov.au) for more information.

