

MESSAGE FROM THE CEO

Hello to all you wonderful people.

It is with great excitement that we can share with you that we now have a new office in Kadina which is based at **12 Taylor Street Kadina**.

We have been located in Kadina for 4 years now working from offices at Accustom Consulting who have been wonderful to us - we will miss your great friendship and support.

As we all know things rarely stay the same and as a result of recent growth, and staff movement to Kadina, it became clear that it was time for us to source accommodation with a greater capacity to support increased staff numbers.

We are extremely happy to be now working from our new office in Kadina, importantly continuing to be able to meet the needs of those of you residing on the beautiful Yorke Peninsula.

Until next time stay healthy and positive (It's almost Xmas!!).



Craig

INTRODUCING OUR NEW OFFICE

As Craig mentioned in his welcome statement, we have moved to a new site in Kadina. This development exemplifies our commitment to supporting older people in all parts of the Yorke Peninsula. In doing so, we deliver on our purpose – with our support, people live the life that they want.

The office will operate 5 days a week, Monday to Friday.

It will be closed on public holidays, training days and on the odd occasion when one of our coordinators is required to visit with a client as part of the Home Care Package program.

If you know of anyone needing help to access aged care services, we can help. If you need a change to your existing services, we can help. Call us on 1300 773 202 and we can make an appointment for you to speak with our coordinators either over the phone or at the new office.



REFERRALS ON THE INCREASE

Recently, we have experienced a significant increase in referrals. In the July to September quarter, we responded to almost 30 enquiries a week which far exceeds the number that we would expect. Of those 30 enquires, close to 60% commence services with us within a three-month period. This is staggering when you consider the number of clients currently receiving services from CHS.

When a person requests information about our services, we ask them 'How did you find out about us?' Word of mouth continues to be the primary source of information for up to two thirds of our enquires. This means that you or your families or your friends are spreading positive messages about our services and this motivates people to contact us. We are very grateful for this. It has been recognised at a national level that accessing aged care services may be overwhelming for some. Therefore, sharing positive experiences is an extremely effective way of reducing any fear that someone may have of the unknown.

If you would like to share your experiences with others, please contact us on 1300 773 202. We are always looking for stories to log on our webpage or to share via our social media platforms. Equally, if you would like to provide feedback about your experience with CHS – we are very happy to receive it be that positive or negative. You can provide feedback anonymously if you wish and/ or someone who you trust can provide feedback for you.

Hand sanitizer kills microorganisms or prevents the growth of microorganisms. Pop a bottle at your front door, for use by visitors who may not have access to handwashing facilities. Remember to look for products that include 60% alcohol (e.g. ethanol or isopropyl alcohol) in the formulation.



COVID-19 MENTAL HEALTH SUPPORTS

At a recent committee meeting, it was reported that a growing number of clients are sharing the impact of the COVID-19 outbreak on their mental health. Clients speak about feelings of isolation, loneliness and the disruption to activities that usually provide joy and happiness. If this applies to you or anyone else in your life, these contacts may help:

- **Free 24/7 Coronavirus Mental Wellbeing Support Service.** You can reach out to the Coronavirus Mental Wellbeing Support Service on **1800 512 348**.
- The Government is providing **10 additional Medicare-subsidised psychological therapy** sessions for those affected by the COVID-19 pandemic restrictions. Speak to your GP about accessing these services.
- The Government's digital mental health gateway (website/ online supports), **Head to Health** provides access to free, low-cost phone, and online mental health services and supports. It is a good place to start if you or someone you know needs some help coping. Find out more at this link <https://headtohealth.gov.au/>
- **Urgent mental health help** If you or anyone you know is in distress you can seek immediate advice and support through Lifeline (13 11 14) and Kids Helpline (1800 55 1800). The Suicide Call Back Service is also available (1300 659 467).

We appreciate that not everyone has access to the internet however we share this information with you to share with others as you see fit. These are Commonwealth supports.

You can access mental health support via the **SA COVID-19 Mental Health Support Line**. This support is operated by Uniting Communities mental health counsellors, who can:

- provide counselling over the phone or via video calls or online chat
- arrange referrals to a range of services
- call you back if you leave a message
- provide follow up calls to check in on you or someone else (with the person's consent).

This service operates 7 days a week, 8am to 8pm. If you would like assistance to access any of these supports, we may be able to support you to do this. Contact us on 1300 773 202.

Working to keep our community safe

Always remember to:

- Wash hands for at least 20 seconds
- Maintain social distancing (1.5m)
- Download the COVIDSafe app
- Reschedule services when unwell
- Call 1800 020 080 if you are seeking information on COVID-19 or need help with the app



COUNTRY
HOME SERVICES

1300 773 202

countryhomeservices.org.au



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.

