

Message from the CEO

Welcome to the first edition of 'Valley to Coast' which is our way of providing updates for you on national and regional events. It will be emailed or posted to customers and contractors on a monthly basis and as it is a new thing, we welcome your feedback on its format and content.

Craig Stanbridge, Chief Executive Officer



We are turning 30!



 **30**

Country Home Services is turning 30!

So we are asking you to save the date in order to help us celebrate.

30th Sept - 4th October 2019

More details to be announced soon.

This year, Country Home Services (formerly CHAP) celebrates 30 years of operation.

We will be holding events across our region with the aim of involving, contractors, staff and board members – past and present.

We are also keen to utilise this special anniversary as an opportunity to launch an event that involves our whole community.

Keep an eye out for information in the next edition of Valley to Coast.

I HAVE THE RIGHT TO... A NEW CHARTER OF AGED CARE RIGHTS

The new Charter of Aged Care Rights (The Charter) passed into legislation on the 1st of July 2019. The Charter was developed through consultation with customers, aged care providers and other key stakeholders. The Department called for submissions, 550 were received.

The opening statement says it all, 'I have the right to....'

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;

13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

This link will lead you to a 6 minute video, designed to provide a brief overview of The Charter <https://vimeo.com/341693345>.

The Charter will replace the Charter of Care Recipients Rights and Responsibilities (Home Care) and over the next six months you will receive a copy of The Charter and the Department booklet that explains the rationale.

CELEBRATING THE 7TH OF AUGUST

Aged Care Employee Day is an official day to thank, honour, recognise and celebrate the hundreds of thousands of people who work in the aged care industry across Australia.



Nationally, the Aged Care workforce is made up of 350,000 individuals who contribute to caring for people. Approximately 80% of these people are working in roles other than Nurse Practitioner, Registered Nurse and Enrolled Nurse. The majority of the workforce is comprised of roles such as personal carers, cleaners, administrators, management, gardeners and much more.

Our workforce consists of 21 employees and almost 200 contractors – dedicated to meet the needs of you our customer; all 1,700 of you.

Aged Care Employee Day is designed to celebrate each and every team member involved in the journey of caring for people who receive aged care services.

Valley to Coast Presentations

Over the next 12 months we are visiting various towns across our region in order to provide presentations on:

Understanding My Aged Care

The types of services available to you in order to support your aged care journey
& everything you need to know about Home Care Packages

Dates and venues will be announced soon in up and coming updates.



Phone: 1300 773 202

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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.

