

## Message from our CEO

Hello,

Isn't it great to see spring arrive? Experiencing a taste of some warmer weather mixed with some rain.

When driving around our region it's great to see such wonderful sights as the green crops growing, the many varieties of blossom, roaming sheep and cattle, awesome coastline, striking paddocks of yellow canola and soon the vines will be shooting fresh new leaves and grapes.

It just reassures me that we need to appreciate and enjoy what this great state of ours has to offer.

This is what we have in our state, in our communities, where we live in our own homes: we at Country Home Services sincerely appreciate and value your choice in allowing us to help you enjoy as much time at home as you possibly can.



***Until next time please continue to stay happy and safe. All the best Craig.***

## Keeping busy at Country Home Services

We like to keep busy at Country Home Services. Recently, we have learnt how busy we have been! Barb, our Manager of Operations, shared financial year information (2019-2020) at a recent Team Day:

- Hours of service delivered, 82, 000
- Number of invoices generated, 100, 500
- Number of clients admitted and discharged, 1, 250
- Number of telephone calls, 30, 000
- Number of individual clients, 2, 322.

There is always room for many more clients. If you know of anyone who is seeking aged care services, please encourage them to give us a call.



We are very happy to have an excuse to share a photo of one of our wonderful staff members. This is Narelle, she is our receptionist and she works hard to make everyone's day brighter.

## COVID-19 Support Line

The Older Persons COVID-19 Support Line has been set up to provide information, support and connection for older people during the period of social distancing measures in response to the COVID-19 pandemic. COTA Australia, National Seniors, Dementia Australia and the Older Person's Advocacy Network have banded together to deliver this service, supported by funding from the Australian Government.

You, your family or friends can FREECALL 1800 171 866 if you:

- would like to talk with someone about the COVID-19 restrictions and its impact on them
- are feeling lonely or are worried about a loved one
- are caring for someone and need some information or a listening ear
- need help with questions or concerns about residential aged care, visitation or home care services
- need help to access new care services or essential supplies such as shopping
- are concerned about themselves, a friend or family member living with dementia
- would like to arrange a one-off or regular wellbeing check for themselves, or someone else.

Call us on 1300 773 202 if you would like assistance in accessing the Older Persons COVID-19 Support Line.

## We need your help

Over the next month, you may receive a phone call from CHS asking for your opinion on the services that we provide. We are doing this to ensure that we include client feedback in our audit program. Your involvement is voluntary, the information will be used to improve the processes that we use to deliver our services. If you would like to know more about our audit program, please call 1300 773 202 and ask for Jane.

## SCAM Awareness

We all think that it is a sad indictment on society that we have a SCAM Awareness Week (August 17-21). Last year Australians lost \$634 million to scams. This amount represents a 30% increase from 2018. SAPOL recently shared several tips to protect yourself from scams.

If you receive 'pshih' email, this is an email seeking personal and/ or financial information supposedly from a government agency or bank:

- Do not click on any links or open attachments from emails claiming to be from your bank or another trusted organisation and asking you to update or verify your details – just press delete.
- Do an internet search using the names or exact wording of the email or message to check for any references to a scam – many scams can be identified this way.
- Never provide your personal, credit card or online account details if you receive a call claiming to be from your bank or any other organisation. Instead, ask for their name and contact number and make an independent check with the organisation in question before calling back.

If you are contacted by a telecommunications or IT agency looking to convince you that there is something wrong with your computer or phone and you need to buy software to fix it!

- Always be suspicious of calls received out of the blue.
- Consider the information you are being asked to provide – should this organization already know this?
- Never download software you are not familiar with, especially at the request of someone you have never met.

We are noticing that the number of folks accessing the internet is increasing. If you want to know more about the current scams doing the rounds, head to the SAPOL webpage <https://www.police.sa.gov.au/your-safety/scams-and-cybercrime>

The Commonwealth Government has launched a series of webinars designed specifically for the over 65's. You can access these through the Esafety webpage at <https://beconnected.esafety.gov.au/bookings>

### Congratulations Carol



In September, Carol celebrates **10 years of service** with Country Home Services. Carol is our extremely valued coordinator, based on the Yorke Peninsula.

This poem has been penned by Ken. He did so to acknowledge the wonderful work that contractors and others do to help him live the life that he wants. It is shared with his permission. Thank you, Ken.

#### *Country Home Services*

*Country Home Services are pretty good  
You need to speak to Shona  
All you do if you need help  
Get off your bum and phone her*

*It doesn't matter what help is needed  
She's been doing it for years  
She will send someone very good  
They are all wonderful volunteers*

*When it came to jobs in the garden  
Keith is the gent to request  
No matter how many gardeners you know  
Keith really is the best*

*My wife and I are pretty old  
Our better days far behind  
So thanks to all the CHS Staff  
You are really all one of a kind*

*Ken Talbot*

### 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.



**Phone: 1300 773 202**

[www.countryhomeservices.org.au](http://www.countryhomeservices.org.au)

Email: [admin@countryhomeservices.org.au](mailto:admin@countryhomeservices.org.au)

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