

## Dear Clients

As 2022 draws to a close and we prepare for Christmas I've paused to think about changes we've experienced this year and what may lay ahead for us all next year. Changes in federal and state governments, extensive aged care and industrial relations reforms all have the capacity to change the way we operate as well as change our quality of life. A lot of the proposed reforms though are aimed at reducing harm, and ensuring minimum standards are maintained or slightly improved. They are aimed at lifting the lowest levels of services, not increasing already great service.

With that in mind I am hopeful that together we don't really experience much direct change because of the reforms. We already aim to deliver much more than the minimum. Sometimes we miss the mark, though we always strive to do the best we can. We humbly hope that has been your experience with us this year.

I thank you for being with us in 2022, and look forward to sharing 2023 with you.

From all of us at Country Home Services we hope you have an enjoyable Christmas and a safe and prosperous New Year.

**Ashley Clarence**

## Coffee, Tea and IT Sessions

We're excited to let you know that in February 2023 we're kicking off 'Coffee, tea, and IT' sessions in our Country Home Services offices. Come along for a cuppa and if you've got questions or need help with your phone, laptop, or tablet, bring them along. If we can't help, we'll try to find someone who can!

- CHS Kadina office, Suite 2, 12 Taylor Street: 1st Friday of each month, 10am – 1pm
- CHS Clare office, 40 Blyth Road: 2nd Friday of each month, 10am – 1pm
- CHS Nuriootpa office, 30-38 Barossa Valley Way Level 1/ Chateau Building Beckwith Park, 3rd Friday of each month, 10am -1pm

If you'd like to book ahead, call Kalie on 0448 577 973 or email [marketing@countryhomeservices.org.au](mailto:marketing@countryhomeservices.org.au)

We've had great feedback from you, so we're planning more activities (things like archery, live music, dancing, nature-based activities, cooking demos and more) The next client newsletter will have more listed, so stay tuned!

## We are heading your way soon

In 2023, our CEO Ashley is heading your way. He'll fire up the BBQ, or he'll bring fresh bread, cold meat, and salads, or maybe even a platter...the style of lunch will be dependent on weather. Regardless of the food, it'll be free, and it'll be tasty.

Month	Date	Region	Town	Location
January	11/01/2023	Barossa	Lyndoch	Lyndoch Village Green
January	25/01/2023	Gilbert Valley	Auburn	Auburn Centenary Park
February	8/02/2023	Wakefield Plains	Balaklava	Balaklava Square
February	22/02/2023	Copper Coast	Moonta	Queen Square
March	8/03/2022	Lower YP	Minlaton	Harry Butler Red Devil Memorial
March	22/03/2022	Gawler	Gawler	Clonlea Park

We'd love you to drop by and say g'day! Ask any questions, share feedback (good or bad, we want it all), or just have a free bite to eat and chat.

## **On call service - Christmas and New Year**

Our offices will be closed from 12pm on Friday 23 December and reopen at 8.30am on Tuesday 3 January 2023. The on call service will be available if there are any urgent client matters that require attention. The on call number is 85658181.

## **Commonwealth Home Support Program (CHSP) – Home Maintenance/Garden Maintenance**

A reminder about what is included in the garden maintenance service as per the CHSP program funding guidelines.

The provision and frequency of on-going home maintenance services (lawn mowing and garden pruning) must directly relate to assessed client need in terms of maintaining accessibility, safety, independence or health and wellbeing and be subject to regular review. These are basic services primarily for function and safety rather than for aesthetic effect.

\* Any additional costs associated with Home Maintenance services such as rubbish removal/dump fees are to be met by the client.

The primary aim of this service is for the client to be able to move safely around the outside areas of their home. Where the client lives on a large property only the area directly around the house will be maintained. Garden waste should be disposed of via the local council green waste collection (green bin) service where possible. Workers are not responsible for the cost of taking excess garden waste away for disposal or for dump fees – this is the client's responsibility. Contact us for further clarification.

## **What to do when extra time is needed**

From time to time it is necessary to increase the amount of time allocated for a client service. Sometimes things don't go to plan and the work can't be completed in the planned timeframe. For example - client is held up at a doctor's or other accompanied appointment or a home maintenance service is a bigger job than planned for. In the event that a worker needs more time to complete the service, either the client or worker must advise Country Home Services in advance and have approval for the extra time to be worked. We need to update our worker management roster and financial system in order for the extra time

to be paid. If you do need extra time for a service, please contact us on 1300 773 202 to get pre-approval.

## **Buying food & drinks for workers on a social outing**

Many of our clients enjoy social support activities. Often this includes going out for lunch or to a café for coffee etc. Clients are not expected to pay for the worker's food or drinks and a worker should not ask or expect a client to do this. However, if a client offers to pay voluntarily that is acceptable. Clients should not feel pressured in any way – if this does happen or has happened in the past, please let us know. Contractors will be reminded of this requirement too.

## **We value your feedback**

We really value your feedback and complaints including suggestions, compliments and concerns. They provide an opportunity for us to improve our services and better understand your experience with Country Home Services (CHS). Anyone can provide feedback or make a complaint including someone who speaks on your behalf. You are able to provide feedback anonymously if you wish.

### **Steps to providing feedback and/ or a complaint.**

You can provide feedback to any employee at CHS. Call us on 1300 773 202, where your feedback is received in a manner that is respectful and maintains your rights to privacy and confidentiality.

If you do not want to chat to an employee you can:

- Ask to speak directly with our Quality Coordinator or a Manager. They will listen to you and refer the matter to the most appropriate employee; or
- Contact the Aged Right Advocacy Service (a free, confidential and independent service) on 1800 700 600.

This service can connect you with an advocate to speak on your behalf.

If you would prefer to provide verbal feedback in a language other than English, we can organise an interpreter for you.

We will accept any form of written feedback be that letter, or email. You are most welcome to use a CHS feedback form. Any employee can provide one to you.

You can also lodge feedback through our:

Website: <https://www.countryhomeservices.org.au/>

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

Postal: Level 1 Chateau Building, Beckwith Park 30-38 Barossa Valley Way, Nuriootpa SA 5355