

## Welcome to our March Newsletter

This month, we have decided to introduce a new section of our newsletter that will give you a chance to get to know our staff who you often communicate with over the phone. So to begin with, we would like to introduce you to Julianne.

Hi, my name is Julianne. I work in Administration and I may be one of the first people to answer your call. I organise Welcome Packs for new clients along with general admin duties.

I've been with Country Home Services now for just over a year and I really enjoy assisting clients. It's been interesting to learn what services are available for people while still in their homes. I have also worked as a Personal Carer in our local Aged Care Residency for the last 11 years.

My husband and our 3 girls have lived in and around the Barossa for the last 24 years and love it here. When I am not at work I love reading books, catching up with friends, and spending time with the family.



## What to do if you require more support and you are on a CHSP service

When the Regional Assessment Service (RAS) conducts a needs assessment for a CHSP service they determine what referrals should be made to meet the client's current needs at the time of assessment. Frequently clients will require additional services as their needs change/increase. If you consider that you need more support with a different service to those that you currently have a referral for, you will need to contact My Aged Care to discuss your needs. We are not able to add a new service for a client without a referral from My Aged Care/RAS. We provide Domestic Assistance, Home Maintenance, Personal Care and Social Support for CHSP clients. There are many other services that can be accessed through CHSP, such as Meals on Wheels, Physiotherapy, Social Work, Transport, Equipment and Technology. Country Home Services does not provide these particular services as we are not funded for them. If your needs have changed and you require more support please contact My Aged Care on 1800 200 422. They are open 8am to 8pm Monday to Friday and 10am to 2pm on Saturday, or you can call into a Services Australia office and speak to an Aged Care Specialist Officer – there are 2 offices within our region – Kadina and Gawler.

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## Free Community talks for Seniors

Over the coming months, we are offering free community events where we discuss various health and age care topics. The talks start at 10am, with doors open from 9.45am. There will be plenty of time to ask questions and enjoy a free cuppa and a chat with us.

**Our first morning talk is at the Tanunda CWA Hall on the 28th March, and topics include:**

Healthy Bladder Care, presented by Jude from Cormie

Don't take your secrets to the grave, presented by our staff member Maggie. This talk is inspired by the Bottom Drawer Book, which will help you prepare for the inevitable with quirky but practical tips on writing your plans and requests.

**For more information and bookings, Call our office on 1300 773 202.**

### **Client Experience Survey 2023 Results**

Last year clients were invited to participate in our Client Experience Survey. 1600 surveys were sent out and we received 630 responses which was down on previous years. We have collated the results and feedback received. The top 3 most important things to our clients are:

Service Reliability - 427 Friendly caring workers - 423 Cost of Services - 152

There were two questions about feedback – ‘Do you know how to provide feedback to Country Home Services?’ and ‘Are you comfortable providing (negative or positive) feedback? The results from both these questions were low indicating that people either are not comfortable providing feedback or don’t know how. Here are some of the ways that you can provide feedback to Country Home Services:

- Call: 1300 773 202
- Email: [feedback@countryhomeservices.org.au](mailto:feedback@countryhomeservices.org.au)
- Access our feedback form on our website [www.countryhomeservices.org.au](http://www.countryhomeservices.org.au)
- Write to us: 6 Second Street, Nuriootpa SA 5355

You could also ask someone else to speak to us on your behalf, with your consent. We welcome all feedback both positive and negative and want to be able to work with you to resolve any issues with a good outcome. Feedback helps us to improve our services.

### **Home Maintenance Services – Commonwealth Home Support Program (CHSP)**

There is a major shortage of funded activity for minor home maintenance across our region. We are one of the few providers still delivering this service. There are two types of home maintenance: light gardening and once-off services. As of the end of January, we have delivered approximately 4000 hours of Home Maintenance over what we are funded to provide. We are carrying the cost of this through efficiencies and savings in other areas. However, we need to carefully manage further referrals for service from now until the end of this financial year in June 2024. We will continue to assess and accept referrals for ongoing light garden maintenance where we have an available workforce. We will not be able to provide any once-off services such as window cleaning, gutter cleaning or minor home repairs for the remainder of this financial year. We are actively trying to source more funded home maintenance activity from the department to address the demand that we currently cannot meet.

### **Quality Care Advisory Group**

We have recently formed a Quality Care Advisory Group as a part of the ‘Governing for Reform in Aged Care’. Our first meeting was held on 5/2/2024 and our purpose is to provide advice to the Board about the quality of care delivered by Country Home Services. The group consists of 4 members including a contractor and client representative. Data was analysed from July 2023 to December 2023 looking at feedback, incidents, workforce, continuous improvement, and risk. A report was then provided to the Board at their February meeting with recommendations.

### **3G Mobile Network Shutting Down**

Do you use a personal alarm or medic alert device? The 3G wireless network will be shut down on 30th June 2024. If you currently have a personal alarm or medic alert device that uses the 3G network, it will no longer work after this date and will need to be upgraded to a 4G device. If you are unsure if you have a 4G or 3G alarm or device, please contact your supplier for further information.