

Autumn 2023 Newsletter



Overview:

- Corporate Office Relocation
- Rebrand Project
- Volunteer Week
- Quality Improvements
- Finance Updates

Note from the CEO

Hello CHC Community,

It has been a busy 2023 so far, as our sector has needed to make several changes in the way we operate and charge our clients. We have more changes to come as we deliver on national reforms.

The new Support at Home Program that was due to replace both CHSP and Home Care Packages in July 2024 has been delayed again to July 2025. The government is needing more time to make sure they "get things right". We support this approach.

We actively advocated to the wage increase for our community based workers and we are happy to confirm that the 15% increase will commence from July 2023. If you receive CHSP services there will not be any impact to your services or charges. For home care package clients, the government is increasing the value of your package with the requirement that we (the provider) increase your service rates to reflect the increase in staff wages. I will be sending out these details to you soon, providing you with an opportunity to discuss the changes prior to accepting and commencing them. Your services will not be impacted as a result due to the additional funding.

Warm regards,

Krystal



Open Disclosure

Open disclosure is the open discussion that an aged care provider has with people receiving aged care services when something goes wrong that has harmed or had the potential to cause harm to a person receiving aged care services.

We plan care with the intent and hope that nothing goes wrong while we are providing you with services or support. If it does however, we will undertake an open disclosure process with you.

Account Statements

Our Finance Team recently produced and distributed account statements to some clients that show a history of charges and payments. If you received one and concerned that the details may be incorrect, please contact your local office to have a chat.

Corporate Office Relocation

Recently our Corporate office relocated to a new premises in the centre of Bunbury. With our Bunbury site growing so much in recent years, we found that we were running out of room.

Part of the now **Bunbury Hub** is our Clinical team. We have a clinical treatment room and a therapy room being fit-out at present.

We still have our wonderful Bunbury site staff based at the Bunbury Hub, Bunbury clients are still welcome to drop by to pay accounts or ask any questions.

Client Survey

We are currently undertaking our 2023 client survey. Not all clients would have received the survey, as it was only sent to a selection. If you did not receive one and would like to, please call and ask your local office, they will organise for one to be sent out.

Thank you to everyone who has or will take the time to complete the survey and provide feedback for our continuous improvement.

Our New Name!



As we have now finalised our rebrand discussions we are so very excited to announce our new name; **Belong at Home**. We will be having a launch celebration at each of our 6 sites in July. You will start to see "Belong at Home" as our new trading name from mid-July.

Our new name reflects our commitment to supporting our clients to remain safe and well- in their own homes. This is a very exciting time for us and we look forward to sharing the journey with you.



The CHC Executive & Chairman

Left to Right Suran de Alwis (Executive Manager Finance), Julie Cooper (Executive Manager Operations), Marieta Simmons (Executive Manager Care), Krystal Laurentsch (CEO), Sheree Jones (People & Culture Manager), Mel Smith (Quality Manager), Angelo Logiudice (Board Chairman)

Belong at Home- Q&A

Q: Why is the business changing its name to Belong at Home?

A: We're changing our name to Belong at Home to be more easily identified in the community, and reflect our values and local focus in our communities. It will also allow us to evolve and grow as the industry changes.

Q: Will the level of care and service I receive be affected by the name change?

A: No, we'll continue to provide the same level of care and service to you.

Q: Will the company still provide the same services after the name change?

A: Yes, we will be providing the same services as before.

Q: Will my care plan change due to the name change?

A: No, your care plan won't change at all. We will continue to provide you with the same care and support as we always have.

Q: Will there be any changes to the support workers and volunteers I currently work with?

A: No, there won't be any changes to the support workers and volunteers you currently see (except for a new uniform and badge!). We will continue to provide you with the same team of dedicated professionals.

Q: Will the cost of my care change due to the name change?

A: No, the cost of your care will stay the same. There won't be any changes to your current fees.

Q: Will I need to update any paperwork or documents with the new name?

A: No, you won't need to update any paperwork or documents with the new name. We'll take care of all administrative tasks related to the name change.

Q: Will there be any changes to the schedule or frequency of my care visits?

A: No, there will be no changes to the schedule or frequency of your care visits. We'll continue to provide you with the same level of care and support as always.

Happy 104th birthday!

9th March 2023



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Public Holidays

On public holidays, all CHSP services other than medication prompts, essential transport (ie dialysis) and personal care will be cancelled. HCP clients should contact the office to cancel any services they do not want on a public holiday. Only gardening will be cancelled by default.

Association Membership

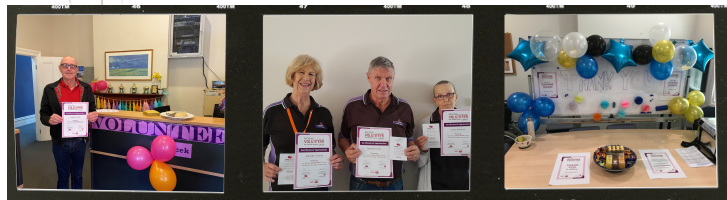
As an Incorporated Association, Community Home Care (CHC) is currently seeking interest from new potential association members.

CHC welcomes membership applications from community members, clients, family members, volunteers, employees (non-voting) and local business or government persons/ professionals.

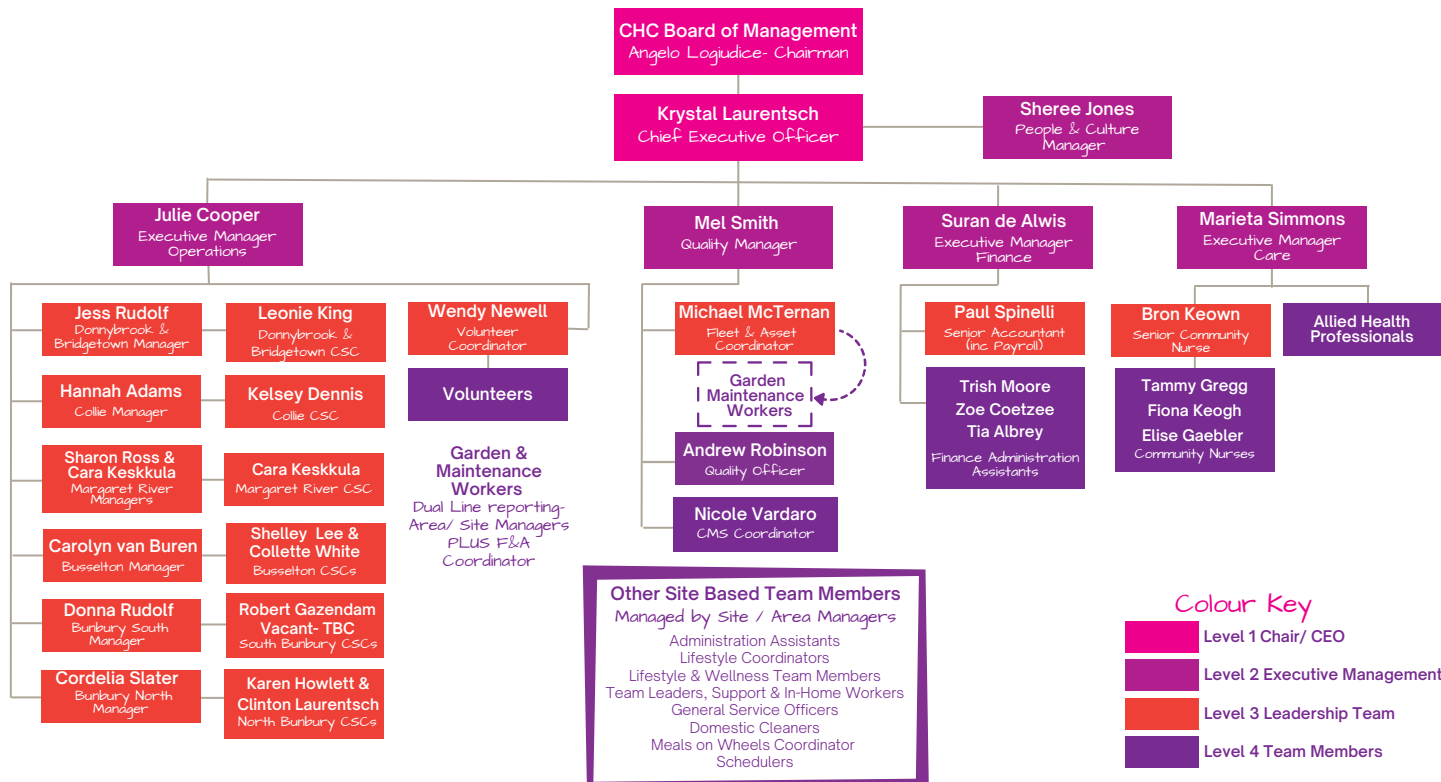
If you are interested, contact your local office for an application form or download one from our website.

Volunteer Week

Between the 15th-21st May, we celebrated our volunteers across all of our sites during National Volunteer Week. Thank you for everything you all do!



CHC Organisational Chart May 2023



Colour Key

- Level 1 Chair/ CEO
- Level 2 Executive Management
- Level 3 Leadership Team
- Level 4 Team Members

Sandwai App

Did you know that you can get the Sandwai (our computer system) app on your mobile phone, where you can check the details of your upcoming services including your worker and scheduled time? This can save you wondering or calling to find out. Contact us or let your worker know if you are interested and someone will be in touch to help you set it up!

Assessments & Documentation

Our Site Managers and Client Service Coordinators (CSCs) have been conducting audits of all client files. We have introduced some new assessments, forms and documentation over the past year, they will be checking the currency of your documentation and updating it as required. This will ensure that we have the right and most current information to provide your care and services.

If you decline to provide any information or sign any forms, that is ok. It is your choice. Our team will ensure the information is left with you however, so it is available if you change your mind.

It is essential that any items or tasks relating to staff safety and support are completed, including your home safety assessment. We cannot provide services unless we know that your home & yard has been assessed and is safe.

Providing Feedback

We want your feedback! Clients and representatives are invited to use one or more of the following if you have any concerns or comments:

- contact your local office
- email your CSC or info@chcare.org.au
- complete a feedback form (from your home folder) and post it to the address on the form
- ask a worker to pass on the feedback

Phone System Upgrade

You may have seen in our last newsletter that we were upgrading our phone system, in the hopes of eliminating the previous issues of some calls not getting through.

We understand this may not have been resolved with the new system as yet and we apologise for this. We are constantly working on improvements to ensure that our clients have the best possible experience when communicating with us. We value and welcome all feedback.

Change of Bank Account

We are changing our main bank to NAB. If you are currently making online payments or have access to a local NAB branch, we ask to please make payments to our (below) new NAB account. These details will also be on your invoice.

Financial institution: NAB

Account name: Community Home Care Inc.

BSB: 086-554

Account number: 920067371

For clients who only make payments in a local bank and do not have access to a NAB branch for this purpose, we will continue to accept payment into your non-NAB local banks for a transition period. These details will be provided on your invoice.

Expanded Payment Options

As a part of a finance department review with a goal to improve client satisfaction, CHC is currently making plans to offer our clients a number of alternative payments options. Future payment options may include;

- Electronic Funds Transfer
- BPay
- Direct Debit
- Cheques
- EFTPOS
- Cash (in office only)

Community Home Care - Contact Us

Bunbury 9720 5100
Bridgetown 9761 1855
Donnybrook 9731 1823



Busselton 9754 4716
Collie 9734 5353
Margaret River 9757 2333