

Spring 2022

Newsletter



CHC Community Home Care

Overview:

- Covid Impact
- CHC Membership & AGM 2022
- Service & Staff Changes
- CHCs new Strategic Plan

Note from the CEO

Hello CHC Community,

It has been a very busy few months, with the management of Covid and workforce challenges dominating much of our time and efforts across our offices.

Our industry has undergone and continues to face significant future change and reform. New legislation resulting from the Royal Commission into aged care requires increased governance and reporting from providers, commencing later this year. The Serious Incident Response Scheme (SIRS) is one such upcoming new reporting requirement for Home Care providers. The CHC Board and Executive Team have been preparing for these changes.

The current workforce challenges that CHC is experiencing is unprecedented. These challenges are consistent across the aged care sector, nationally. We acknowledge the impact to you- our clients, and we assure you that we are working to ensure cancelled services are minimised.

Please speak to your CSC if you wish to review your Care Plan or your Site Manager if you are concerned about cancelled services. We are very hopeful the situation will improve soon.

Warm regards,

Krystal



Covid Update

Covid has had significant impact on our communities, clients and organisation over the year to date. As at end of July, 60 CHC workers and 37 clients had recovered from Covid infections.

Workers do not return to work for a minimum of 1 week after Covid, or longer if they have residual symptoms. We continue to apply infection prevention controls inclusive of vaccinations, masks and RAT screening. We encourage all clients to keep up to date with their Covid and Influenza vaccinations.

Service Updates

CHC has transitioned to a "No Cash at Door" approach meaning our Home Workers and Volunteers are unable to collect cash from clients any longer. This is for both the worker's safety and client security. Please contact your local office to discuss payment options.

Local teams have now been established in each of CHC's areas, to increase availability and decrease inefficient staff travel. The previous level of staff travel was restricting staff capacity to provide services. There may be changes to some workers in this change. We apologise for any inconvenience and look forward to working with you to identify preferred workers in your new team.

Community Home Care Incorporated Association

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.

CHC Board Member nominations will open shortly, nominees must first be CHC association members.

JOIN US!

Membership application forms are available from any CHC Office or on our Website

2pm 22nd November

AGM 2022
Save the Date

New Strategic Plan

CHC's Board of Management recently launched our new Strategic Plan for the upcoming 3 years.

CHC's updated mission is *to provide care, assistance and support to older people in the South West area, to enable individuals to remain in their own home and enjoy maximum independence.*

Our updated vision is *to be trusted and valued by our clients, their families and communities, providing the services and supports to remain independent and connected.*

CHC's new values of Respect, Personal Approach, Continuous Improvement and Integrity will be promoted across our communities.



Changes in Key Staff

We have had a number of changes in key staff at CHC, primarily transfer of staff due to promotions.

It has been wonderful to see so many of our existing staff develop and step into leadership roles within our organisation.

Key staff changes include:

Jess Rudolf- promoted to Area Manager Donnybrook & Bridgetown

Jenny Macpherson- promoted to Client Service Coordinator Busselton

Karen Howlett- promoted to Client Service Coordinator Bunbury

Cara Keskkula- transferred to Co-Site Manager Margaret River (beside Sharon Ross)

Carolyn van Buren- promoted to Site Manager Busselton

Bron Keown- promoted to Community Nurse

Peter Logvyn- new Executive Manager Finance Corporate Office

Paul Spinelli- new Senior accountant Corporate Office

Di Needham- departed Area Manager Donnybrook & Bridgetown

Community Home Care - Contact Us

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Donnybrook 9731 1823



Busselton 9754 4716
Collie 9734 5353
Margaret River 9757 2333