

# Spring 2023 Newsletter



## Overview:

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- Our 1300 Number
- Association Membership
- Client Survey Results
- Expanded payment options
- Sandwai App
- Bushfire Season
- Client Social Support
- Chemotherapy
- Cultural Awareness



## Note from the CEO

Hello Belong at Home Community,

I hope that you enjoy reading this spring newsletter, which provides you with several updates. We have placed significant focus on our quality at present, with some key targets that focus on improving scheduling and delivery of services to our clients.

On page 2 of this newsletter we have included some key results from our recent client survey. I sincerely thank everyone who took the time to complete the survey. From the survey results we have developed action plans, in consultation with our new Client Advisory Committee.

Our growth in our clinical team under Jemma's leadership has continued, we have a fantastic group of dynamic nurses and an internal Occupational Therapist now in our team. Our clinical team work with our clients to achieve the best outcomes possible based on individual goals and choice.

We remain focused on our primary mission- to support community members in the South West to remain living in their own homes as they age and their care needs increase. We know our clients do not want to be in hospital or a nursing home, we want to make sure you remain happy at home- where you belong!

Warm regards,

Krystal



## Sandwai App

*Are you having trouble getting through to us on the phone?*

Clients frequently call to inquire about the timing of their service, resulting in difficulties reaching us by phone. To address this issue, we offer a solution- the Sandwai App.



Sandwai Home Support  
For clients and their family

OPEN

This app allows you to conveniently access information regarding your support worker's attendance at any time. Our staff will gladly assist you with downloading the app, which is user-friendly and straightforward. Upon installation, simply tap on the app to view your schedule without the need for constant logging in and out. Please contact your local site so that we can arrange assistance in setting up the app for you if you are interested.

## 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 or speak to a trusted worker in your home
- email your Client Service Coordinator or [info@belongathome.org.au](mailto:info@belongathome.org.au)
- complete a feedback form (from your home folder) and post it to the address on the form or ask a worker to pass on the feedback.

## Client Survey Results

We recently completed our annual client survey. We received some very rich and positive feedback, in addition to identifying some opportunities for improvement. Below we have summarised some celebrations and also the areas for improvement and focus for our Team over the next 12 months.

### *Celebrations*

#### **When I contact my provider the staff are polite & helpful**

99.4% experience rating (vs 92% benchmark)

#### **The staff treat me with respect**

98.9% experience rating (vs 95% benchmark)

#### **The staff listen to me**

95.6% experience rating (vs 90% benchmark)

#### **The staff maintain my privacy and dignity**

98.7% experience rating (vs 92% benchmark)

## FOCUS AREAS

- 1 I am encouraged to take part in social activities and community life.
- 2 I am aware that I can choose an advocate (someone to speak on my behalf) if I want to.
- 3 The staff know what is important to me and respect my needs and preferences.
- 4 I am satisfied with how the staff provide my services.
- 5 My services are well planned and reliable.
- 6 My services help me to live the best life I can.
- 7 I feel confident that my personal information is kept private and confidential.
- 8 I am involved in regular reviews of my services.

## NEW 1300 901 790 number

We now have a 1300 Number. If you are phoning from a landline you will automatically get through to your local office, however this will not be the case if you are phoning from a mobile phone and are outside of your local area.

If you are phoning from your mobile please mention your address when your call is answered.

## Expanded Payment Options

We are pleased to announce that the introduction of BPay has been a great success! Clients are now able to use their phone banking apps to make payments to Belong at Home with the added confidence that our bank account details are verified.

Please remember to enter the correct reference number for online payments. This way we can identify that the payment is from you. The reference number is your customer number on invoices, (which is in brackets next to your name).

We are also excited to announce that Direct Debits will be introduced shortly as a payment option. With the Direct Debit option, you will not have to remember to make payments, it will all happen automatically, leaving you with one less thing to worry about.



## Reporting Chemo Treatment

Chemotherapy is a strong medicine which requires a few additional precautions to be put into place to protect visitors into the home. If any of our clients are receiving chemo (or others in the home are) please contact your CSC so we can update your care plan and add any additional precautions that may be indicated.

## Client Advisory Committee

We previously put out an expression of interest for our Client Advisory Committee. We had a great response from Clients interested in being a part of this and recently held our first meeting. We had some great discussions and look forward to providing reports to the Board with feedback and advice from the committee. If you have any feedback or concerns you would like discussed in the Client Advisory Committee, please contact your local site.



Thank you and farewell to two long term team members- Andrew & Cara!





## Cultural Awareness Training



Our first of 2 groups of Belong at Home Leadership Team Members recently attended Cultural Awareness Training, facilitated by local Elder Zac Webb from Undalup Association Inc. It was a wonderful informative & insightful session, thanks Zac!

## Bushfire Season

As the summer season approaches, it is crucial for everyone to be aware of the potential threat of bushfires. It is important to understand the risks and establish a plan to ensure your safety.

We strongly recommend discussing this with your family and if there is a fire in your area it is essential to prepare yourself for possible evacuation. Ensure you have plans in place to address: the appropriate time to leave, identifying essential belongings to take along, and know where you will go.

Make sure you inform your emergency contacts about your whereabouts if you decide to evacuate. Please note that Belong at Home staff cannot be sent into a fire zone so will be unable to assist with evacuation.

In case of an ongoing fire situation nearby, diligently adhere to your established plan and stay updated on emergency alerts through reliable sources like ABC radio, DFES website or Emergency WA.

Lastly, it is important that everyone remain extremely vigilant as conditions can rapidly change during a bushfire.



## Client Christmas Parties



Information will be coming out to everyone in the coming month for our Client Christmas parties.

If there is a Christmas Party being held at your local site and you are approved for Social Support Groups please phone the office and advise if you would like to attend.



## Social Support Group Outings

Our Social Group and Outings calendars are packed full of fun activities for everyone. Approval is required and can be easily added by contacting your Client Services Coordinator.

If you would like a copy of the calendar posted out please contact your local office.



\*Approved Social Support Group Clients only

## Belong at Home - Contact Us

North Bunbury - South Bunbury - Busselton - Collie - Donnybrook - Bridgetown - Margaret River



# 1300 901 790