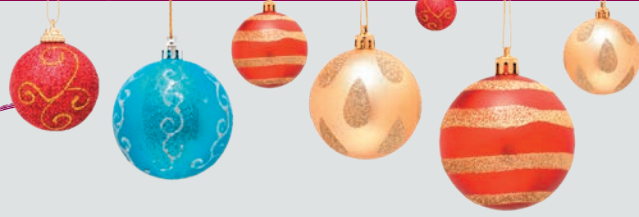




Maria Davison
CEO

welcome



As we draw close to the festive period and the end of another year, many of us will enjoy family visits and time with friends. While Christmas has become increasingly commercial, the real joy comes from enjoying time with others. I know that for some of us it will be a time when we are reminded of the loss of those not with us and I hope that your memories lessen the pain.

The festive season is also an opportunity for us to reach out to people we may not have seen for a while. Feeling a sense of purpose and connection is vital for us all. Your feedback in our 6-monthly surveys reinforces this and will help with our planning for the new year.

Melville Cares nursing and occupational therapy services are now up and running and we will soon be launching an in-house physiotherapy service to assist you to live healthy happy lives. Please call or email us to find out about accessing these services.

We expect 2025 to be a busy year as we work through the changes proposed by the newly passed Aged Care Act and the implementation of the Support at Home program. We will hold sessions through the year to keep you informed, but the key points to make are that anyone currently receiving Home Care Package services will be no worse off and that CHSP clients will not see major changes until at least 2027.

I wish you another year of living well at home through 2025 with the knowledge that we are very grateful to be part of it.

Maria

Open for business



If you know of people living in the Western Suburbs, anywhere between Fremantle and City Beach, please let them know that we are now open for business under the name Western Suburbs Cares. We are recruiting a new team in the area to deliver Home Care Package services. During WA Seniors Week in November, we held two well-attended community education events – our first activities in the area – and we look forward to gradually building our presence north of the river. Our office in Claremont is opening soon but they can **call now on 9319 0999**.

Volunteer with us

Make a world of difference by becoming an aged care volunteer visitor or volunteer driver. Our volunteer team help older people attend appointments, visit family and friends, get out and about in the community, or have a cuppa and chat at home.

If you or someone you know is interested in becoming a volunteer we'd love to hear from you. Find out more here: www.melvillecares.org.au/support-us/volunteer/ or give our friendly team a call on **9319 0900**.



Community Events 2025

We're planning more Melville Cares and Western Suburbs Cares community events in 2025 so please keep an eye on our website for details – melvillecares.org.au/client-events/

Some topics we will be covering in 2025 include falls prevention, advance care planning, technology in the home and health.

If you have any ideas for event topics, please let us know by calling reception on **9319 0900** or email newsletters@melvillecares.org.au.

Friendship Club

The sun is out – and so are our strawberries and herbs at the Friendship Club! Thanks to client Tony for keeping a nurturing eye on them.



Seniors Week Roadshow November

During WA Seniors Week (11th-15th November) we presented a series of events in Claremont, Willetton, Mt Claremont and Coolbellup on some of our most popular topics from 2024:

- Navigating aged care – demystifying funding and available services
- Falls prevention – staying safe in and around the home
- Cyber safety and how to spot a scam



ENRICH Your Brain - September

We've had a busy few months! Alzheimer's WA talked about ways to reduce the risk of dementia through diet, exercise, health and sleep. Challenging ourselves is a good way to promote connection between brain cells, especially when we enjoy the activity. The City of Melville also provided information on some of the supports and services available for people living with dementia.



Carers Week Morning Tea - October

It was a privilege to hear from Professor Davina Porock on the history of caring – from care in monasteries and nunneries, through the 19th century's "sick nurses" to the present day when more care is provided at home than in any other setting. Thank you to all our carers for the support you provide for family members and friends.



Raquel Barone **Senior Occupational Therapist and** **Allied Health Team Lead**

Raquel has been coordinating allied health services at Melville Cares since July this year. She has experience working in aged care and hospitals, supporting people aged over 65 years who need rehabilitation to get back home from hospital. Now, at Melville Cares Raquel offers a variety of therapy services so clients can remain independent at home and not end up in hospital.

"Clients and families have told me the impact our Occupational Therapy service is having, keeping them comfortable, safe and as independent as possible" says Raquel.

Falls Prevention

If you're worried about the possibility of falls or slips or you're finding it harder to get about the home and garden, call 9319 0900 and book in for an Occupational Therapy assessment - accident prevention is always better than cure!

Lynsey Dale

Support Worker, Friendship Club

Lynsey was proud to start working at Melville Cares as a Domestic Assistant 22 years ago. She has been a Support Worker since then, including 10 years at the Day Centre (now Friendship Club) at June Barton House. "I have many memories from this time at the Day Centre; whether assisting our clients, day trips into the community or just simply enjoying a cuppa listening to the clients' stories," says Lynsey.

Lynsey loves the relationships she has built over the years – with clients, colleagues and friends. She gives her clients 110% and treats them with the highest level of respect. "I am incredibly passionate about helping and supporting people and feel very lucky to have been able to work at a place that allows me to do this every day," she adds. "Melville Cares is such a joyful place to work."

"It's hard to believe that when I first started at Melville Cares my eldest daughter was graduating high school and this year my eldest grandson will graduate primary school," she adds.



Raquel Barone



Lynsey Dale





Ron and Molly's story

Melville Cares client Ron was home alone and placed his personal alarm on charge before heading out into his garden. Ron had a bad fall but as it started to rain he managed to make his way to the undercover area on his back verandah. With wind and rain belting down, his rescue dog Molly stayed by his side all night ensuring he kept warm.

Fortunately for Ron he survived the night and it was only when Chorus (formerly Meals on Wheels) arrived to deliver his weekly meals that they were alerted to the fact that Ron was not answering his door. Ron's daughter was contacted and called an ambulance when she arrived.

Ron spent four weeks in hospital rehabilitation but is now back home with his beloved Molly. He now charges his personal alarm while someone is in the home to avoid another similar situation. Ironically, Ron had previously volunteered for Meals on Wheels for 17 years – what goes around comes around.

Ron's miraculous story also made the local and national news!

Welcome to a new member of the Alchera team!

We are pleased to announce that Melville Cares' Samantha Tassone will be joining the team at Alchera Living as Coordinator, working alongside current Coordinator Jay Brown. Samantha looks forward to supporting Alchera clients on Monday and Tuesday, while Jay will continue to work Wednesday to Friday.

Samantha has been in the aged care industry for more than 20 years. At Melville Cares she has worked in various roles including Support Worker, Reception, Scheduling and most recently as Senior Support Worker.

"I am passionate about supporting clients and residents to live in their homes as long as possible, and giving them the knowledge and services to assist them in achieving this goal," says Samantha.

"I am warm and welcoming and love getting to know people," she adds. "If I don't have an answer for your question, I will always endeavour to find out for you."

Samantha is looking forward to meeting the Alchera residents.





Consumer Committee

It was lovely to see everyone's friendly faces, have a chat and a drink, and also acknowledge the work of the Committee at their Sundowner on 17 October.

One of our members Jane Cornelius is returning to the UK and has left the Committee. We thank her for her contribution and for being one of the founding members. We have three new members – two of whom signed up at the Consumer Committee Sundowner. We welcome Lucia Chipper, Annie Carswell and Bobbie Kidd, and look forward to working with you.

The Committee met with Professor Davina Porock from the School of Nursing and Midwifery, Edith Cowan University on 20 November for a focus group on our end of life strategy. They also provided valuable feedback on Melville Cares and Western Suburbs Cares communications.



Christmas recipe - Boiled Pineapple Fruit Cake

Thank you to client Annette Castley for this delicious fruit cake recipe just in time for some last minute Christmas baking!

- **In a large saucepan boil the first seven ingredients for 5 minutes.**
- **Let cool.**
- **Add sifted flours, then the eggs.**
- **Pour into 20cm round cake tin, greased and lined.**
- **Bake @ 180°C for 30 minutes.**
- **Reduce heat to 150°C and bake for another 30 minutes.**
- **Leave in tin for 10 minutes, then turn out.**

Do you have a favourite recipe?
We hope to publish a recipe book, at some time in the future, and would love contributions.
Email: newsletters@melvillecares.org.au

1 x 450g crushed pineapple
125g butter or margarine
375g mixed fruit
1 cup castor sugar
1 tsp mixed spice
1 tsp bicarb
1 tsp grated ginger
1 cup self raising flour
1 cup plain flour
2 eggs, beaten



Thank you to everyone who completed our Client Satisfaction Survey, independently run by felixx. We are delighted with the overall "Gold Standard" rating (satisfaction over 90% across all measures) and also appreciate the feedback on some areas where we could improve.

Food for thought



We always love to hear from you so if you have suggestions for future information sessions, how we can improve our service, or what we are doing well, please let us know. Our continued partnership with you will keep us on the right path.

“
Very happy with all services I receive from Melville Cares. Staff are efficient and respectful.
”

“
We as a family are so grateful to Melville Cares for the support given to Dad. It assists him to maintain as much independence as possible.
”

We look forward to hearing from you in our next customer satisfaction survey, which will be sent out to Melville Cares clients in January 2025.





Responding to your previous feedback

Keeping up to date with your Home Care Package spending

This information is shared in your monthly Home Care Package statements, which confirm income, itemised expenditure and balances, in line with government requirements. If you would like to have your statement explained or emailed to you or a family member please let us know.

How to access additional one-off services

If you have a need for one-off services to help with a specific task, please give your Coordinator a call to see if we might be able to assist you.

Fast-tracking recommended home modifications

We are delighted we now have our very own occupational therapy team! We are confident this will speed up the assessment and report writing process so that we can get started on modifications more quickly than previously.

What you love about us

- Reliability
- Helpful staff
- Companionship
- Great service
- Enabling independence.

What you think of our services

- High quality, safe and punctual
- Well managed
- Rarely cancelled
- Good notification of changes
- My needs are addressed quickly.

What you think of our team

- Caring, kind and 'check in' on me
- Know what is going on with my care
- Helpful, friendly, polite, kind, approachable, thoughtful.

What you would like

- Even better staff continuity
- Consistency of service between staff
- Take our time, don't rush
- Gardening improvements
- Improved communications
- Extra services when we need them.



Be Scam Aware

Scammers have been targeting older people, carers and families by impersonating aged care providers. Some scammers have been stealing Refundable Accommodation Deposit (RAD) payments from them.

Please be cautious if you receive unfamiliar emails, texts, or phone calls. They may contact you to confirm bank details before making payments or to verify that a request was legitimate.

- Stop and check the person contacting you is legitimate before clicking on links, sharing personal details, or sending money.
- If something feels wrong, stop the transaction or conversation immediately.

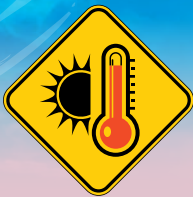
- If you think you've been scammed, act quickly. Report the scam to local police and your bank immediately.

For further information about spotting, avoiding and reporting scams visit the My Aged Care website:

myagedcare.gov.au/financial-support-and-advice

Gift Policy for Community Workers

We kindly remind you that our workers are unable to accept personal gifts. If you'd like to show appreciation, cards or a small food treat can help us all enjoy the Christmas spirit while respecting our commitment to fairness. Thank you for understanding.



Warning! Hot Summer Ahead

What do you do to keep safe when it gets really hot? With the BOM forecasting another hot summer don't forget:

- Stay hydrated - choose cold food and drinks
- Stay cool and avoid the heat - especially in the middle of the day
- Protect your skin - slip, slop, slap
- Know your limits - take it easy and be aware of heat-related illnesses
- Be bush fire ready - if you live in a risk area



Public Holiday Reminder

We wish you all the best for the holiday season. Our office is closed on 25th and 26th December 2024 and 1 January 2025. Domestic assistance, transport, gardening/home maintenance and social support services are not provided on these public holidays.

Transport is available for medical appointments only between 27th December and 3rd January. Transport to big shopping centres is not available between 16th December and 3rd January. Please speak to your Coordinator if you have any concerns.



Emergency On-Call

We provide emergency phone support outside office hours for our team members and clients between these hours: mornings from 6.30am to 8.30am, evenings from 4.30pm to 8.00pm, and weekends from 6.30am and 8.00pm.

This is to support our team and for clients to advise us if the scheduled service in these times needs to be cancelled. All other calls are taken during business hours on 9319 0900 when our team can best respond.