



Maria Davison

CEO

welcome

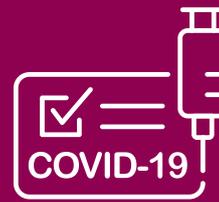
to our Autumn newsletter. Isn't it lovely to feel the cooler weather after such a long, hot summer. Since our last newsletter much of our focus has been on responding to the challenges of COVID-19. I hope you feel up to date and assured by my February and

March updates. Lauren, our Registered Nurse COVID-19 Response Lead, provides more information in the newsletter as well as a snapshot of the actions we have in place. In this newsletter we also share some highlights from team members of why they enjoy working for Melville Cares. In the last newsletter we had highlights from clients which we all loved reading. I encourage you to keep telling us what you enjoy about our services and ways we could improve. It's so important for us to hear your experience. We know that having the same team members provide your services is so important, as well as communicating any changes, but this isn't always your experience. We are working hard to achieve this, and are very appreciative of your patience, particularly during these times, with a number of our staff needing to isolate.

In closing, I would like to acknowledge the sad passing of Richard Foster, CEO at Melville Cares from 1998 to 2019. Richard made a significant contribution to Melville Cares, both in leading its development, as well as being a leader who is remembered so fondly. Our deepest sympathies go to Richard's wife, Liz, and his family. We look forward to joining together for a tribute to Richard at Melville Cares in coming months.



Richard Foster



INFORMATION

We have a comprehensive response plan in place and a summary is attached to this newsletter for your reference. Some of our team members have been impacted by Close Contact isolation periods, or isolation for COVID-19, however thankfully all are recovering well. Through our workforce screening program and our Team's strong infection prevention practices, there has been no exposure to our clients.

Some clients and their families have also been impacted by COVID-19 and we are grateful that all have recovered well. We continue to provide essential supports through our specially trained and equipped team of workers. Please be assured that you can continue to receive support from us in the case that you, or your support persons, are required to isolate. Your Coordinator is ready to help you plan for continued care should this situation arise.

Our team member Lucy, has let us know that a number of clients would benefit from assistance to self-test using RATs. We would like to offer support to those who are self-testing, whether due to being a Close Contact, or just for peace of mind. Also, if you are thinking of your flu immunisation, now is a good time to book your transport. If you think these services could be of benefit to you, please speak with your Coordinator.



Public Holiday Reminder

A reminder that domestic assistance and social support services are not provided on Public Holidays. Please speak with your Coordinator if you have any concerns.



Emergency on call

If you have a scheduled out of hours, or weekend service that requires rescheduling, we do provide emergency phone support for our team members and clients during the hours that services are being provided outside of office hours, 6.30am -8.30am, and in the evening from 4.30pm 8.00pm, and on weekends between 6.30am and 8.00pm.

This is to support our team, and for clients to let us know if the scheduled service needs to be changed or cancelled. All other calls are taken during business hours when our team can best respond.



Staff Feedback: Our staff feedback was shared in the Annual Report, as below:



“
I love working for Melville Cares. My clients are beautiful and I just love being part of a team.

Lucy – Community Worker

“
I thoroughly enjoy being part of the Melville Cares coordination team, which is built on strong relationships and communication. We strive for the best outcomes for our client's to enable them to stay in their own homes.

‘If you can make the clients day brighter, you have won’

Deb – Coordinator

“
I enjoy working for Melville Cares, the work is rewarding and the clients are so appreciative. We assist and involve clients in the upkeep of their own homes and gardens, so they can keep living in their home with pride and joy.

Tony – Home & Garden Maintenance

“
Working with Melville Cares has provided me with a great sense of personal fulfillment and pride over the last 16 years. I've had the opportunity to support clients to stay in their homes, and achieve their goals.

Karen – Community Worker

9,389
SERVICES



Ray Price

Volunteers

We are extremely proud of our Volunteers. After 23 years of volunteering, we recently said farewell to Ray Price who completed an amazing 9,389 services with Melville Cares. Well done Ray! Greatly appreciated.

Recruitment of new staff



Danielle Wrench



Chloe Egan

We continue to have high demand for our services and this means that our team continues to grow. Over recent months we have welcomed Danielle Wrench, Workforce Manager and Chloe Egan, Human Resource Officer, who have been working hard to welcome and train new staff in the Melville Cares way.

Saying goodbye

This month we say farewell to Tim Johnson who joined Melville Cares in 2008 and has decided now is the best time for him to retire. We take this opportunity to wish Tim well in all his future endeavours and to sincerely thank him for his years of dedicated service to Melville Cares. He performed his role with heartfelt care for his clients and built many friendships with clients and team members. Good luck Tim, and all the best.

Donate your containers to Melville Cares and we'll receive 10c for each one.

With your help, we can make a change.

(Scheme ID: C10602134)



A COVID-19 Snapshot

Our approach is to be cautious, proactive and ensure the safety of our clients and team members. We know you rely on our services and the contact you have with our team members and we will endeavour to provide services with as little interruption as possible while taking all precautions available to us. Our Clinical Registered Nurse, Lauren, is leading our COVID-19 Response with our Leadership Team.

Clients



- Continue to provide services
- Explore alternative services where possible and appropriate
- Additional precautions for those not vaccinated
- Regular communication

Staff



- All fully vaccinated
- Appropriately trained and use correct PPE
- Transmission Based Precautions Team (TBPT) recruited
- Regular Rapid Antigen Test (RAT) screening
- Separate teams, protocols and remote working

Community



- Explore services for carers unable to continue in their caring role due to their own illness.
- Continue to communicate with people seeking new services and accommodate where we are able
- Provide information via our Facebook page