



Maria Davison
CEO

welcome



Welcome to the Spring Newsletter, full of news, information and stories from our team.

We are excited to announce that we will be opening a new service in Claremont - Western Suburbs Cares - in November 2024. We look forward to working with the western suburbs community to support older people to live well at home. We will be building a new team in the area, so rest assured that our commitment to the Melville community remains our primary focus and is stronger than ever.

We are also excited to be introducing a new service shortly to help you maintain or regain your independence. Read on for more details about our new Occupational Therapy service.

By now you should have received an email from felix asking you to complete our Customer Satisfaction Survey. Your feedback is so important to our continuous improvement and ability to deliver services you value. If you would prefer to complete the survey on paper, please visit our office and the reception team will be happy to assist you.

Thank you to each of you who has attended one of our events over the past few months – and thanks for bringing others along too! We have been delighted with the turnout and feedback. Our next event will be held during Dementia Action Week and will explain what dementia is and what healthy lifestyle choices you can make to reduce your risk. The City of Melville will also present on dementia services available to residents.

Finally, I would like to thank Laurie Lyon, Melville Cares' longest serving employee, who celebrated 30 years with us in August. Laurie has performed many roles within Melville Cares, including IT coordination, phone and website maintenance and payroll duties. He is an invaluable member of our team. Thank you Laurie, for 30 years of dedication to Melville Cares and our community.

Consumer Committee Corner

At our last Consumer Committee Meeting on the 3rd of July we provided feedback on the phone system, website and transport. There is some great work going on to make improvements in these areas. We are also planning the next Consumer Committee Sundowner – your invitation is coming soon! If you would like to join the Consumer Committee please let us know. Our next meeting is at 10am-11.30am on the 9th of September at June Barton House.





Jay
Home Care Package Coordinator

Jay, who works across the Alchera Living Weeronga Village, Webber Gardens, Applecross Village and Bull Creek sites, provides Melville Cares clients with a unique opportunity for regular, face-to-face contact with their Coordinator. This in-person interaction supports residents who are already receiving services and offers a personal touch to those interested in accessing services for the first time. Jay takes pride in building trust and empowering residents, viewing it as an innovative and positive approach to delivering quality, caring, and personalised services. Having support and care services readily available on-site is a significant advantage for our Melville Cares clients and Alchera residents.

"Some of the stories clients share are both exciting and surprising, revealing unexpected tales behind their everyday appearances," says Jay, who has been with Melville Cares for nearly 14 years. "Seeing their beaming smiles is truly a wonderful reward."



Catherine
Quality and Clinical Risk Manager

Catherine leads our group of senior Registered Nurses and oversees nursing services. Recently Catherine completed a Wound Management Master Class, where she gained advanced knowledge and skills to support the Nursing team to treat complex wounds.

"I love working in home care," says Catherine. Catherine finds it especially rewarding when she sees clients are satisfied with clinical services. "My goal is to support clients to maintain or improve their health and wellbeing, ultimately improving their quality of life."

At Melville Cares our team of nurses provide comprehensive clinical, nutritional and continence assessments, as well as wound care, catheter care and wellness checks. To find out more about our nursing services please give us a call, or speak with your coordinator.

New Service - Occupational Therapy

Occupational Therapists assess and understand what activities you can do (and those you want to do) and how to best support your physical, cognitive, and spiritual needs. We are pleased to offer this new service to our clients.

A flyer will be sent in the coming weeks with more information about what services our Occupational Therapists can provide for you. Speak with your Coordinator if you wish to obtain a comprehensive occupational therapy home assessment.

Winter Events Wrap



All aboard - Haydn and client Jenny get ready for an adventure

In June we arrived at Melville Cares bright and early for a sunny bus trip across town. The team at Surgical House welcomed us with a morning of information, food, music and fun. We learnt about important things such as continence care, nutrition and skin care, and after lunch we had a laugh with some games. Thanks, everyone for coming and to volunteer Haydn for driving us.

In July Melville Cares clients and the broader Melville community came together at our Advance Care Planning event with Palliative Care WA to learn about what documents were needed and how to talk about our wishes. In August we had another community event with CEO Maria, Home Care Package Coordinator Deb and Client Liaison Officer Nella taking the mystery out of aged care funding.

"Maria gave real life examples which meant we could understand how the different care packages would apply to us. No other group has done this," said one attendee. "Also, very helpful was the one page An Easy Guide to Aged Care services."

Upcoming Melville Cares Events

ENRICH Your Brain:

What Is Dementia and What Can You Do About It?
18th September 10am-12noon

Carer's Morning Tea

Do you care for a family member or friend? Meet other carers at a delicious morning tea, where good company and information is on the menu!
9th October 10am-12pm

Consumer Committee Sundowner

Proposed date is 17th October, 4pm-7pm

We will be sending out reminders prior to each event and you can call through to RSVP:

T: 9319 0900 or **E:** reception@melvillecares.org.au

McCusker Students



Anna and Ruofan with June Barton

We recently welcomed four students from the McCusker Centre for Citizenship at UWA. Henry, Anna, Dionne and Ruofan loved having the opportunity to explore their potential and capabilities outside their studies.

"Getting practical experience in the working world was invaluable," said Anna. "Melville Cares is a great organisation that assists older people and has a real sense of community," added Ruofan. For Melville Cares having students undertake projects such as analysis of demand for services, service promotion and fundraising, supercharges our effort and brings together specialist skills.

Scones anyone?

Volunteer Dawn shared her scone recipe with us at the Friendship Club. We put it to good use and baked a batch - delicious! "This reminds me of my mum cooking scones every Sunday," said one client.

Student volunteer Kuenzang also made Salted Butter Tea, followed by a video and fun facts showcasing the culture of her home country, Bhutan. A big thank you to Dawn and Kuenzang for making our day extra special.



From our Community...

Former Melville Cares client and resident at Alchera Living Cecily Jarvis grew up and was educated in the WA wheatbelt and went on to work in nursing in rural and remote areas of Australia. Some of her posts included Senior Flight Nurse Specialist for the WA Royal Flying Doctor Service, Clinical Nurse Manager at Hollywood Private Hospital and director of nursing in the Pilbara. She also worked in the remote arctic regions of Baffin Island Hospital, Canada with the Canadian Inuit and Indians.

"I was always on the lookout for challenging positions," says Cecily, who has been featured in journal articles over the years, including in her role as a flight nurse accompanying patients with aerial medical evacuation. She has also written on remote trauma management.



Cecily retired in 2015 after an incredible 52-year nursing career. She encourages a healthy and caring relationship with student nurses and graduates to nurture their career towards rural and remote area nursing. We wish Cecily all the best in her new home.

Important Update:

Change in Bank Details

On 1 July 2024 Melville Cares transitioned to a new bank account with the Commonwealth Bank as our current bank Bankwest will be ceasing their offering of business banking products. Please update your records with our new banking details below:

Bank Name: Commonwealth Bank of Australia
Account Name: Melville Cares
BSB: 066-000
Account Number: 17246954

Direct Debit

This change does not affect you if you have a Direct Debit set up with us; your payments will continue as usual without any need for further action. If you would like to set up Direct Debit you can contact the office and our team will provide you with the required information. It is straightforward, can be done quickly and has these benefits:

- **Convenience and Ease:** Once set up, direct debit handles payments automatically.
- **Avoid Late Payments:** Payments are made on time, every time.
- **Reduced Paperwork:** Say goodbye to handling cheques and physical bills.
- **Environmental Benefits:** Reduces paper waste.



Public Holiday Reminder

Domestic assistance, transport and social support services are not provided on Public Holidays. Please speak with your Coordinator if you have any concerns.



Emergency On-Call

We provide emergency phone support for our team members and clients whilst services are being provided outside of office hours, 6.30am-8.30am and 4.30pm-8.00pm weekdays, and on weekends between 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 08 9319 0900 when our team can best respond.