



**Maria Davison**

CEO

*welcome*

Welcome to our Summer Newsletter. As the year draws to a close I would like to extend my best wishes to everyone for a safe and happy Christmas. It has been a pleasure to support more than 2000 clients this year.

Thank you for your feedback on this year's events which has resulted in a focus on end of life, development of our in-house clinical team and more social opportunities. I hope you have enjoyed these monthly events, including advanced care planning, demystifying aged care, celebration of carers and dementia care. We'd love to hear what events you'd like to take part in next year. Please let us know so we can plan the schedule early in the new year.

The demand for our services continues to be strong and our team is growing. We now have more than 160 staff and 100 volunteers. Read on for a spotlight on two of our long-serving team members.

I would like to thank our new Consumer Committee and we look forward to working together. We hope you will join us for the sundowner they are hosting in the new year.

As always, your feedback makes our service what it is so please let us know in the survey that is coming out soon.

## Aged Care Quality Standards Audit

The Aged Care Quality and Safety Commission attended Melville Cares on 23 and 24 October for an Aged Care Quality Standards audit. The Standards ensure that care and services are safe, high quality, and meet the needs and preferences of our clients. They set specific expectations about the outcomes people should expect, the expectations providers must meet, and what is required as evidence that the Standards have been met.

The auditors reviewed our policies, guidelines, processes, documents and records. They also interviewed employees and volunteers, visited our Friendship Club and enabled clients to give feedback about their personal journey with Melville Cares. This was a really positive experience for Melville Cares, providing us with the opportunity to showcase not only what we do but also how we do it. We passed all aspects of our audit, with no areas of improvement identified.

## End of Life Planning Research through Edith Cowan University (ECU)

We don't talk about it much, but planning for end-of-life preferences is the best way to make them happen. In our last survey with you we identified the need for more information and support in end-of-life planning.

Melville Cares, in collaboration with ECU Centre for Research in Aged Care, would like to find out more about your views and invite you to take part in an end-of-life study with ECU. Participation in the survey will be a one-to-one confidential interview for an hour with a researcher from ECU. The time and place will be convenient to you. More information and contact details are included with this newsletter.

We hope you have found the events in 2023 of benefit. We will let you know details of next year's events early next year. If you want to find out more or have ideas for events that you'd like to attend, we'd love to hear them. Please call our our reception team on 9319 0900.



*Melville Cares clients learn how to stay on their feet at our Falls Prevention Workshop in November.*

## My Bush Fire Plan

DFES and the State Government have created a resource to assist people to prepare a *Plan to Be Safe and Leave Early* in the event of a bushfire. If you would like to prepare a plan, please go to the below link. The plan should take less than 15 minutes to prepare.

**My Bushfire plan:** [www.mybushfireplan.wa.gov.au/leave-early/plan](http://www.mybushfireplan.wa.gov.au/leave-early/plan)

## Dementia Australia Hotline

Did you know that the Dementia Australia Hotline is here for you 24 hours a day, 7 days a week? There's no reason too small, no issue too big and it's never too late to get in touch. Whether you have a question, need some information or looking for some dementia support, they are here to help. Phone the Dementia Australia Hotline on 1800 100 500 or visit the **website:** [dementia.org.au/helpline](http://dementia.org.au/helpline)

## Have your say

What do you like about our services? Could we do better? At Melville Cares we are always looking for ways to improve. We have engaged a company called felix who will be sending client experience surveys via email to all Melville Care clients and family members. We encourage you to take part in this survey. Please update your email address with us if you would like to be contacted. Feedback will be requested in December.

Thank you for your ongoing support.



# Spotlight on our Team

## Happy Wednesday from Laurie Lyon, celebrating 29 years with Melville Cares

Laurie Lyon is Melville Cares' longest serving employee. He joined us in 1994, more than 29 years ago. Laurie started as a driver with our transport team and later expanded his skills to include finance and Information Technology (IT). Over the past 29 years Laurie has provided many services to Melville Cares, including IT coordination, phone and website maintenance, payroll officer implementing the move to electronic financial and payroll systems and two Client Management Systems. Laurie is an invaluable member of our team and brings a smile to everyone when he wishes them a "Happy Wednesday" on a Monday! Laurie is also a volunteer with St John Ambulance and was recently recognised for his length of service. Thank you, Laurie, for your outstanding contribution to Melville Cares and the community.



*Melville Friendship Club enjoy their end of year celebration*

## Local Girl and Melville Friends Pioneer Lis Goodwin

Lis Goodwin has been with Melville Cares for 18 ½ years. A local girl, Lis has dedicated her career to supporting people living in our community. Lis has undertaken a number of different roles, now specialising in supporting people with a Home Care Package to remain as independent as possible in their own home. Her career highlight has been the introduction of our very first 'Melville Friends' services – providing fun social outings supported by our team for like-minded clients to get out and about. "As I reflect on my longevity here I realise it's because I love my work and the team I am part of," says Lis. Lis enjoys spending time with her family, going to the beach and has a passion for social justice and politics. Thank you, Lis for being a star!



*Lis is passionate about supporting people to stay at home*

Melville Friends is still going from strength to strength so please get in touch to enquire about our monthly calendar of events: <https://melvillecares.org.au/social-group/melville-friends-group-activities/>



## Launch of the Melville Cares Consumer Committee

We would like to extend a warm welcome to the Melville Cares clients, volunteers, staff and Board who attended the Melville Cares Consumer Committee inaugural meeting on 15 November.

The Committee is all about what matters to you and will continue to meet regularly to discuss what areas we should focus on at Melville Cares and how we can improve.

## Buddy Shift \$100 Voucher

The first initiative from the Committee is a Buddy Shift \$100 Voucher. Buddy shifts are a great way for you to meet back-up workers while helping us train new workers in the Melville Cares way. A voucher will be introduced for any clients who take part in 10 buddy shifts as way of saying thank you from us.

The buddy shift program is entirely optional. If you would like to find out more about buddy shift training, please talk to your support worker or call the Melville Cares office.

## Client Sundowner in January 2024

The Committee will be hosting a client sundowner in January - a great way to catch up with old friends or meet new friends in a relaxed environment. All Melville Care clients are invited and we will provide information about this event early next year.

Thank you to everyone who has joined the new Melville Cares Consumer Committee. We are excited about our future! If you would like to join or have any feedback or ideas for the Committee, please get in touch by talking to your support worker or calling the office – we would love to hear from you.



### Public Holiday Reminder

We wish you all the very best for the holiday season. Our office is closed on the public holidays of 25 and 26 December 2023 and 1 January 2024. Domestic assistance, transport, gardening/home maintenance and social support services are not provided on these public holidays. Please talk 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.