



Maria Davison
CEO

welcome

Welcome to our Summer Newsletter and my best wishes for a lovely new year.

Our team has taken the opportunity to look back and review last year so that we can plan for the year ahead. From this we will be sharing areas of focus from our Strategic Plan 2023-2026 as well as our MCCARES, Clinical Governance Framework. Together these plans set our path on what we focus on and the standards by which we have set ourselves to deliver the best service possible to you.

In developing our plans for the year, we know from you what's most important, and that is the consistency of team members providing your service and good communication. Our team members also highly value getting to know each of our clients and how we can make a positive difference. We continue to work on this and if we don't get it right, we welcome your feedback.

In talking of our great team members, at our Christmas celebration we had our inaugural annual awards for our Star Community Worker and Star Corporate Support as voted by you and other team members. All our team members are stars, but our two inaugural winners are announced in this newsletter.

On the topic of feedback, you may have been contacted by Suzi or Sarah from Felicx. They regularly contact clients so that we can understand what is working well and how we can continually improve. We are very appreciative of your time and thank you for this, or any other way you let us know your experiences of our service. It really does make a difference.

There will be a number of opportunities for us to come together early in the year. This includes monthly information sessions, as well as supporting future Occupational Therapy students from overseas to practise their conversational English, to name a few.

I do hope to see you soon either at one of our events, or over a cuppa at our office if you're passing by. We always have the kettle on and we'd love to see you.

Community Events

Thank you to those who joined us for the official acknowledgement of the mural next to the Melville Cares office on the border of Emily Main Park at the end of January. We also hosted a lovely afternoon tea for our Carers with support from Carers WA late last year.

We look forward to holding more events where we can come together and have attached a calendar of events to this newsletter.

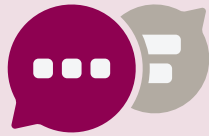


Mural Community Event: Mayor Hon George Gear JP, June Barton OAM, Melville Cares Patron, Lisa O'Malley MLA, Member for Bicton, Mural Artist, Jenessa Mather & family, Andrew Schox, Board Chair



Carers Afternoon Tea: Nella with Giovanna and Maria

Your feedback to us



We have the initial feedback from the Felix team after speaking with you. There's much more to come, but some highlights are:

- Overwhelmingly clients feel safe and respected and that our team members are friendly, polite and courteous.
- You asked for clearer advice on what our domestic assistance and home maintenance team can and can't do.
- Overwhelmingly positive comments about confidence in your coordinator and that they are responsive and proactive.
- You asked for more information on end of life supports and discussions.

Thank you to those who took the time to provide your experiences. We are very appreciative and will put our action plan into play. Watch this space.



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, 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 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.

Inaugural Star Awards

Community Worker Award: Lisa Dipane

Lisa Dipane joined Melville Cares in 2006 and consistently goes above and beyond to deliver quality care to our clients. We are fortunate in the office to frequently receive feedback from clients and family members about the quality of Lisa's work and her kind and caring nature.

Corporate Award: Lisa Fuda

Home Care Package Coordinator, Lisa Fuda joined Melville Cares in 2021 and since joining has delivered a consistent high level of care to her clients. Lisa is passionate about achieving the best outcomes for her clients, and is always looking for ways to improve our services and is willing to assist new team members with their introduction to Melville Cares.



Lisa D. with Maria and Kelli Porter, Deputy Board Chair



Lisa F. with Maria and Andrew Schox, Board Chair

Serious Incident Response Scheme (SIRS)

The Serious Incident Response Scheme (SIRS) extended from residential aged care to home care services from 1 December 2022. We have reviewed our Incident Management System to incorporate SIRS into our reporting process and have confidence in our quality service and care, and robust incident management system. We will continue striving to minimise incident occurrence, and will respond to incidents promptly and effectively, using open disclosure processes to manage incidents in consultation with clients. Any reportable incidents under SIRS will be reported to the Aged Care Quality and Safety Commission in a timely manner. Please refer to the enclosed fact sheet for further information.

2023 Events Calendar

This calendar is in draft, as we welcome your input on what else you would like included. This will ensure we are providing the events, activities and information sessions that best meet your interests. Please contact the office with your suggestions.

Month	Event	Details and placeholder dates
February	<p>Complimentary Occupational Therapy Support Curtin University's Occupational Therapists of the next generation with free sessions.</p>	<p>Free evidence based Occupational Therapy service to improve your quality of life are available. Provided by final year Curtin Uni students at the Cockburn Curtin Clinic or via online telehealth. All sessions are performed by Curtin students and supervised by qualified Occupational Therapists. To book an appointment, contact the Clinic on 9494 3751 or via email: cockburnclinic@curtin.edu.au</p>
March	<p>Maximise your Home Care Package Are you getting the most from your package?</p>	<p>An information session to explore how you can use your home care package funds to meet your needs and preferences and get the best care outcomes. We will discuss the role of your Coordinator, as well as clarify what goods and services are available under the home care package program and how they may benefit you. Client information session 2pm to 4pm Wednesday 29th March Melville Cares office</p>
April	<p>Find out about Retirement Living Do you have questions about Retirement Living?</p>	<p>Are you looking for a strong sense of community with various recreational and social activities close to hand? Did you know you can still access home care services while living in a retirement village? Find out more about retirement living and how it could support you to remain living independently for longer. Come and hear from Alchera's CEO and take a tour 2pm - 4pm Wednesday 19th April Alchera Weeronga Village, 44 Worley Street, Willagee</p>
May	<p>Advanced Care Planning Do you have a plan to help you maintain control of future medical treatment, in a time when you may not be able to communicate health care decisions?</p>	<p>Learn about Advanced Care Planning, the importance of having this in place, the documentation and how to set it up. Client information session 10am - 12pm, Wednesday 17th May at the Melville Cares office</p>

To book to attend, or for more information, please contact us on 9319 0900

2023 Events Calendar

<p>June</p>	<p>Find out about Residential Aged Care Do you have questions about Residential Aged Care?</p>	<p>Are you considering Residential Aged Care? Residential Aged Care provides accommodation and onsite supports to meet a variety of needs. You can also have short stays known as respite. Client information session 2pm - 4pm Wednesday 14th June at the Melville Cares office</p>
<p>July</p>	<p>Lions Club Hearing Bus Test your hearing</p>	<p>The Lions Club Hearing Bus will be parked at the Melville Cares office 10am - 2pm Wednesday 19th July</p>
<p>August</p>	<p>Aged Care An overview of what is available Are you aware all the available services and supports to live your best life!</p>	<p>Information to demystify aged care at home. Find out about what government funded services and supports are available to support you to live the life you choose, and learn how you access them. Client information session 2pm - 4pm Wednesday 16th August at the Melville Cares office</p>
<p>September</p>	<p>Dementia Awareness Month World Alzheimer's Day Live well with Dementia</p>	<p>Learn about the supports and programs that are available for people living with dementia. Guest Speaker Client information session 2pm - 4pm Wednesday 13th September at the Melville Cares office</p>
<p>October</p>	<p>Carers Support event Celebrating Carers</p>	<p>Celebrating our client's carers, part of the 2.65 million Australian carers, providing care or support to a family member or friend. Carers afternoon tea 2pm - 4pm Wednesday 18th October at the Melville Cares office Information on carer supports available.</p>
<p>November</p>	<p>Your event or activity here</p>	<p>Let us know what you would like!</p>
<p>December</p>	<p>Client and carer sundowner Join the Melville Cares team for a sundowner</p>	<p>Join us for a sundowner 3pm - 5pm Wednesday 13th December at the Melville Cares office</p>

To book to attend, or for more information, please contact us on 9319 0900



What is the Serious Incident Response Scheme?

Information for home services care recipients

1800 951 822
agedcarequality.gov.au



The Serious Incident Response Scheme (or SIRS) helps reduce the risk of abuse and neglect for people who receive aged care.

On 1 December 2022, the SIRS was extended from residential aged care to include home care and flexible aged care delivered in a home or community setting.

What home services providers must do

Your provider must record all incidents that occur when delivering aged care and services in their incident management system. This includes recording an incident that nearly happened or when someone suspects that something happened. This is so they can learn from the incident and improve their practices so that incidents don't occur again.

Your home services provider must notify the Aged Care Quality and Safety Commission (the Commission) of certain reportable incidents that

happen while delivering your care and services. The Commission will determine if any regulatory action should be taken.

What is a reportable incident?

A serious incident your provider must report to the Commission could be:

- **Unreasonable use of force** – like kicking, punching or rough handling
- **Unlawful sexual contact or inappropriate sexual conduct** – like stalking, making sexual advances or unwanted sexual touching
- **Psychological or emotional abuse** – like yelling, name calling or ignoring
- **Stealing or financial coercion by a staff member** – like stealing money or pressuring you to give money
- **Neglect** – like not giving you the care you need to stay well
- **Inappropriate use of restrictive practices** – like using physical force or medication to restrict your freedom or movement

- **Missing consumers** – where a care recipient goes missing
- **Unexpected death** – like someone dying unexpectedly because they did not receive proper care and services.

What should I expect from my provider?

If an incident like this happens to you while you are receiving care, staff must:

- check that you are okay, talk to you about what happened and work with you to resolve the issue
- record all incidents in their incident management system
- report serious incidents to the Commission.

Your aged care rights

You have the right to safe, quality care and to live without abuse or neglect. It's always okay to speak up if you are concerned about an issue or incident.

Any incidents or concerns can be raised by you, your representative or by staff to your home services provider. You should not be treated differently if you raise a concern or exercise any of your rights under the [Charter of Aged Care Rights](#).

Where can I go for help?

If you do not feel comfortable talking to your provider or were not satisfied when you did, you can contact the Commission or an advocacy service for help and support.

Aged Care Quality and Safety Commission

You can raise concerns or make a complaint about the aged care services you receive by calling the Commission on **1800 951 822 (free call)**. You can also contact us by [online form, email or post](#).

Translation services

If translation services are required, call Translating and Interpreting Service (TIS National) on **131 450**, and ask the operator to contact us.

Older Persons Advocacy Network (OPAN)

An advocate is an independent person who helps you understand your rights and supports you to sort out your aged care concerns. They can help you talk to your provider about a problem or raise a complaint with us. This free and confidential help is available from the Older Persons Advocacy Network (OPAN). Call OPAN on **1800 700 600 (free call)** or visit opan.org.au.

5 December 2022



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city