



15th January 2024

Dear Clients / Families

Happy New Year to you all, I hope you have had a great start to the year and this month's newsletter finds you well. We welcome our new clients – Kath, Doug, Derwyn, Doreen, Julia, Merv and Stan to our Star of the Sea Community Care family.

QUALITY REVIEW – we have received our quality review report from the Aged Care Quality and Safety Commission in relation to our audit on 6th and 7th December and I am pleased to advise that we have met all of the requirements across the 8 Aged Care Quality Standards. This is a fantastic outcome for our clients and our staff at Star of the Sea Community Care. The final report should be received in the coming days which will then be available on the Commission's website.

CLIENT ADVISORY MEETING MINUTES – We are planning our first Client Advisory meeting for 2024 to be held at the Maitland Information Centre, 3 Robert Street, Maitland. We have had to change the date to Wednesday 27th March 2024 at 1330 hours as the venue wasn't available on the other date. Please put this date in your calendars and we encourage the CYP/SYP clients to attend if possible as we'd love to see you there. We will then hold the next one in June in Wallaroo – more information to come.

CENTRELINK INFORMATION – We have received the following email from Centrelink that may be of interest to you and thought we would share. My name is Maggie Chew and I am the new Aged Care Specialist, located at the Kadina Centrelink Service Centre and available for face to face appointments.

As you may be aware, Services Australia provides a face-to-face aged care service. The service supports older Australians and their representatives or nominees to access and navigate My Aged Care.

Staff in all our service centres can help with general information about My Aged Care. For more specialised assistance, Aged Care Specialist Officers (ACSOs) such as myself are available for face-to-face appointments. People can also meet with ACSOs face-to-face using video chat if they prefer.



Appointments can be made by calling our Aged Care Line **1800 227 475** or by visiting any service centre.

You can also find some resources on the Services Australia website. You may find these useful when providing information to older Australians about the My Aged Care support available. To download these resources, go to the Services Australia website and search QC55906.

Please feel free to reach out if you need any further information.

CLINICAL INCIDENTS TRENDS FOR 2023 – as part of our quality improvement program, we trend all of our client clinical incidents every month (falls, medication, wound, infections). Please find attached the trends for the entire year of 2023 for each of these area – for your information.

REDIPLAN BOOKS AND HEALTHY IN THE HEAT BOOKS – this month we have been fortunate to purchase and receive the attached two books for your information and use. Please reach out to your Coordinators if you need assistance with anything over the summer months.

SUPPORT AT HOME PROGRAM 2025 – as you may be aware the Department of Health and Aged Care are making some major changes to how home care is managed from July 2025.

“The new Support at Home program will be delivered in two stages from July 2025. Under the new program, older people will have better access to services, equipment and home modifications to help them remain healthy, active and socially connected to their community. Current in-home aged care programs will continue operating as normal until they transition into the new program.”

There is a webinar for clients, carers and families on Q&A's on this new program scheduled for Tuesday 27th February 2024. Please see the link that you can use to register for this

<https://agedcareengagement.health.gov.au/engagement/support-at-home-qanda-for-older-people-families-and-carers/>

IMPROVEMENTS – two improvements we are working on in 2024 include – **COORDINATOR VISITS** – as mentioned last month, our Coordinators are contacting clients and families to arrange a Coordinator visit to your home, these will be conducted at least annually. They will go through a number of areas with you during this visit. This may include the update any assessments that need attention, discuss any unspent funds, discuss your HCP budget and



statements as necessary, review your service programs, review of your vital information that is shared with workers, discuss smoke alarm checks and battery change and any other information you wish to discuss.

SLEEP MANAGEMENT – through our auditing in 2023, it was identified that our sleep management procedure required a review to provide direction for staff on how to support our clients who require assistance with sleep management as applicable. Once updated, this procedure will be shared with our staff and available to them as required.

COFFEE MORNINGS / LUNCHESES – our coffee mornings / lunches are reconvening in 2024 with the first one planned for Tuesday 13th February 2024 at The Anglers Inn, Wallaroo at 12 noon. Please see the attached invite for more details.

Please continue to take care of yourselves. If you have any questions or queries, please call the office on 08 8823 0019 or email me on mking@starofthesea.org.au

Kind regards,

Mel King, Community Care General Manager



(Left) – Client Tootsie with HCW Linda and (Right) – with HCW Melissa on her 90th birthday.



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Client Lyn with HCW Sharon's son and partner on Christmas Day



Client Lyn very happy with her new calendar for 2024



Client Viktor celebrating his 100th birthday with his daughters Helen and Alison



Client Viktor with HCW Ann-Marie at his 100th birthday