



16th February 2024

Dear Clients / Families

Welcome to our February news. I hope this finds you all well and staying cool. We welcome our new client – Steve to our Star of the Sea Community Care family.

QUALITY REVIEW – The final report has been received and has now been published on the Commission's website. We are awaiting our reaccreditation certificate which we will hang proudly in our front foyer.

CLIENT ADVISORY MEETING – Please find attached the invitation for our next Client Advisory meeting on 27th March at Maitland Information Centre. 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 are asking that all RSVP's be received to the office by 13th March as our team are planning to travel to Maitland and if we do not have any attendees, we will look to move it back to Wallaroo.

EQUIPMENT PURCHASES – I wanted to remind you all that an Occupational Therapist (OT) assessment is required for any purchase of equipment through your Home Care Package which includes their assessment and recommendations of the most suitable type of equipment etc. to meet your care needs and to ensure that it is suitable and safe for your use.

HOME CARE PACKAGE CLIENT SURVEY – our quarterly survey is due this month seeking your feedback on your HCP care and services. Our HCW's can collect these and return to the office. We encourage you to complete these and to provide your feedback to our team.

TARNASEY FARM VISIT – we have been contacted by the owner of Tarnasey Farm in Wallaroo as they offer tours of the animals through group bookings. We are seeking interest from any of our clients who would be interested in this outing. If you would like to do this, please let the office know.

COORDINATOR CONTACT – can we please ask that you contact the Coordinators after 11am each weekday if you have any requests? Only urgent requests / messages will be actioned during the hours of 0830-1100 hours each day. This allows time for the Coordinators to follow up on any outstanding tasks. If you call



the office before 1100 hours, a message will be taken for the relevant Coordinator who will return the call when they are able.

AFTER HOURS EMERGENCY PHONE – a reminder that the after-hours emergency phone is for emergencies during scheduled visits or related to scheduled visits. As this phone is diverted to another mobile phone, please do not send SMS messages to this phone. The phone is manned between the hours of 0700 to 2100 hours seven days a week.

OFFICE STAFF EMAIL CONTACT – As not all office staff work five days a week, please include more than one office team member into any emails that you send. There are only 3 of our current office team that work full time which includes myself, Admin Lou and EN Lizzy. The remaining team members have days off during the week and do not check their emails on their days off.

NEW AGED CARE ACT AND STRENGTHENED AGED CARE QUALITY

STANDARDS – As you may be aware, there are lots of changes coming in the Aged Care space this year.

The new Aged Care Act 2024 is out for consultation until March 8th 2024 and is due to be implemented on 1st July 2024. Any feedback on the changes is encouraged and you can find the information on these changes at <https://www.health.gov.au/our-work/aged-care-act/consultation>

Strengthened Aged Care Quality Standards are due to be implemented as well on 1st July 2024. The Aged Care Quality and Safety Commission have provided extensive guidance materials which are available on their website <https://www.agedcarequality.gov.au/get-involved/consultation-and-engagement-hub/standards-guidance-consultation>

The consultation for the new standards closes on 30th April 2024.

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



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Client and Staff at the recent Client lunch at the Anglers Inn Hotel, Wallaroo

