

# *vhc community news*

WINTER 2009

## **Message from VHC Manager Joan Riley**

I hope you are all surviving the winter chills of Melbourne and have been fortunate enough to escape the many strains of colds and flu around this year.

In winter it is difficult to keep up the exercise regime, much easier to curl up on the couch with the slippers on when it is cold and windy instead of going for our daily walk. But if you can, keep up your daily exercises even walking around your home, up and down the stairs is better than nothing.

This brings me to National Health Bones Week – 2nd – 8th August 2009 organized by Osteoporosis Australia. Please refer to the Osteoporosis Australia website: [www.osteoporosis.org.au](http://www.osteoporosis.org.au) for more information on how to maintain healthy bones!

Another important week in August is Hearing Awareness Week 23th – 29th August. As part of this, Hearing Australia are conducting free Hearing Checks around the state. Contact Hearing Australia on 1800-432-746 to make a booking for a free hearing test at a location near you.

Our Focus Groups are now completed and I would like to take this opportunity to thank those of you who attended. I hope you learnt something and found them beneficial.

Thanks also to everyone who completed and returned our Annual Surveys. We received an overwhelming response. Congratulations to **Mr. Colin Annear** of Reservoir who was the lucky winner of the \$50 Myer voucher.

Next time we talk it will be spring time and footy finals. I hope the Saints can go all the way. Keep warm and happy reading.

## **Visits to Blue Cross Residences**

Did you know that Veteran's can qualify for up to 28 days of residential respite care per financial year? And, many of the Blue Cross residences can cater for respite guests. If you are considering respite care, please ring Joan Riley on 9828-1254 and she will organise a personally escorted tour of our residences and discuss your options with you.



The Boulevard - Mill Park, VIC.

Our newest residence **Willowmeade** – **Kilmore** is due to open in late August. Willowmeade is a 90 bed residence catering for Low Care, High Care and Dementia Specific needs.

## Occupational Health and Safety

Occupational Health and Safety or (OH&S) as it is more commonly known, refers to the legislation, policies, procedures and activities that aim to protect the health, safety and welfare of all people at the workplace.

In the case of our Direct Care Workers, your homes are their workplace. Blue Cross Community Care, the service provider, is responsible for the OH&S of our staff, ensuring that work is carried out within the parameters of appropriate legislation, eg. OH&S and the Veteran's Home Care Standards.

As you are aware, we conduct an OH&S appraisal on the first visit to your home. Here are a few OH&S guidelines which need to be followed to ensure OH&S measures are being met:

- both direct care worker and client refrain from smoking while care is being provided,
- direct care workers do not attend a service when they are unwell,
- clients informing Blue Cross Community Care of any infectious diseases that may be present in their home,
- clients ensuring that all equipment (eg. vacuum cleaner) to be used is functional and safe.

Your cooperation is appreciated in ensuring our workers are safe in your home.

## Cancellation of your Service

Blue Cross requires at least a 24 hour cancellation notice if you will be away or have an appointment which will interrupt your scheduled service.

This gives us the opportunity to re-schedule your care and the ability to re-roster your carer into another shift ensuring they do not lose work.

Please phone our Care Coordinators on 1300 786 857 to discuss any changes to your service time.

## Client Feedback

As part of our continuous quality improvement, we have implemented a new procedure in which our Care Coordinators will regularly contact our clients to receive feedback in regards to our service delivery.

The VHC Assessment Agency contacts their clients every 6 months to update service plans. We will endeavor to coincide our call around this time.

Your feedback is invaluable and assists us in improving our services. It also ensures we are providing our carers with the relevant resources they need to deliver the best possible care to their clients.

We thank you in advance for your feedback!

## **Veterans' Home Care Accounts Team**

For all your accounts or billing queries please contact the Accounts Team on 9828-1268. Sheri (Team Leader), Catherine or Eloise will be more than happy to help you.



Accounts Team: Eloise, Sheri, Catherine



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