

CHAP Connection

February / March 2011



Mission Statement:

To provide quality in-home support that promotes independence and choice for frail older people, those with disabilities and their carers.

From the CEO's Desk

Erik Moen



As I write this, it is the beginning of my 6th week as CHAP CEO. I thought I should give you some idea who I am, where I have come from and what I am thinking.

I have behind me a 32 year career as a health service manager, all of it in rural South Australia and all of it in CHAP's service area. The majority of this time was spent on Yorke Peninsula where I was CEO of hospitals and health services in Yorketown, Minlaton and Maitland.

I moved to the Barossa Valley in 2004 to work as CEO of Barossa Area Health Service. This job expanded such that by the end of last year I was Director, Inner North Country Health Services with responsibility for hospitals and health services in Gawler, Angaston, Tanunda, Kapunda and Eudunda.

In mid 2010 CHAP were looking to appoint a CEO following the retirement of Mick Brock who had most

capably lead CHAP for 4 years. I did some research and found CHAP to be an organisation with a long 20 year tradition of providing excellence in home care and home support services.

I knew, and many people confirmed for me that this is an organisation with a strong focus of the wellbeing of its clients and driven by tightly held values. I rapidly became very keen on working for CHAP and the rest as they say, is history. I started in this role on the 4th January.

Fortunately for me all of my hopes and expectations have been met. CHAP is indeed a credit to all of those who have gone before and helped make it what it is. I have not in all my experience seen such depth of commitment to and passion for the work we do and particularly for the wellbeing of our clients.

I have now met with all of our staff and by the time you read this, I will have visited some clients and contractors from each of our offices. This has been extremely worthwhile. I expected to hear from our clients that CHAP and its services are highly valued and wondered if this was a good use of my time.

In fact it has proved to be a wonderful experience for me. People have been very generous with their time and it has been very moving to hear people in their own voice tell their story of the difference CHAP has made in their lives.

Everyone has told me how CHAP services and support has meant they can remain at home and

avoid moving to other residential care. This is an important life goal and it gives real meaning to the work we do. I want to thank all of those I have met for sharing your stories with me.

I have been so impressed with the contractors I have met and am now certain that CHAP and its clients are so fortunate to have these dedicated people working with and for us. Most have told me that it is more than just work for them. While acknowledging that it is a source of some income, all have shared experiences that show their passion for the work and for the wellbeing of their clients. I have regularly heard comments like “they’re not just clients, they have become friends” or ‘I just love knowing that I make such a difference in people’s lives”.

It is still very much early days for me at CHAP. I am using this time to find my feet and learn about the organisation, what goes on around here and what we need to focus on. This will become much clearer in coming weeks and months.

Of one thing though I am certain, CHAP is a great organisation that is very focused on supporting to the best of our ability each of our approximately 1,000 clients. This is our ONLY business and provided that we remain focused on that, you can be certain that CHAP will be around for many, many years to come and will only grow stronger and become even better at what we do.



A Word from the Board

Margaret Manuel

On behalf of the CHAP Board I wish all clients and staff all the best for 2011. May your year be filled with health and happiness.

After farewelling Mick Brock last year we are certainly beginning the new year on a positive note with the appointment of our new Chief Executive Officer, Erik Moen.

Erik comes to CHAP with a wealth of experience in the health field after 32 years in a leadership role in country health services and we warmly welcome him to our organisation. We look forward to having a sound working relationship with him.

It is fitting at this time to reflect on how far CHAP has come from its very early days more than 20 years ago to become the great service provider it is to clients today with about 30 staff and more than 280 contractors – and hopefully growing.

CHAP Board members, staff and contractors pride themselves on the wonderful service provided to clients – this is reflected in the many comments given in the client feedback survey last year.

I know CHAP is seen as being the forefront of service for the frail and elderly and as a Board we acknowledge and thank the number of people who are committed to the wellbeing of our clients.

I would also like to acknowledge the time and commitment Board members give to the organisation. They give freely of their time and expertise to oversee business plans, finance and strategic planning.

CHAP's vision to be the preferred provider of quality community care meeting the needs of local communities is taken seriously by us all.

We look forward to the year ahead as we plan for the future of CHAP and its clients and strive for an even better service.



Yorke Peninsula

Coordinators in the CHAP office in Maitland have been busy over the Christmas and New Year break.

We hope you all had a good Christmas and New Year and we look forward to working with you in 2011.

We have been attending courses and meetings to enhance our knowledge and skills, therefore enabling us to assess our client's needs in a holistic way.

We have welcomed and farewelled Coordinator, Alison Hughes and we have welcomed Coordinator Carol Rice to the Maitland office.

At this time of year we can experience periods of hot weather, at these times please ensure that you:

- Drink plenty of water or juice, avoid tea, coffee or alcohol
- Keep cool, ideally somewhere air-conditioned or with a fan
- If possible, use a spray bottle with water to cool yourself down
- If you start to feel unwell, you should seek medical advice as soon as possible

Please call the Maitland office with any queries you may have and we will be happy to help you with them.

Dot Marschall Team Leader

Barossa



In her role as Australian Senior of the Year Maggie Beer has been invited to attend over 900 events, so we were very fortunate to have her make a special guest appearance at last year's Seniors Expo held in the Barossa Mall in October.

The theme last year was SOS - Safety Of Seniors, with over 40 service providers participating this annual event just keeps getting bigger and better. This October Seniors Expo theme is Mobility and once again will be held in the Barossa Mall.



Julie Cartwright (Barossa Coordinator) with Maggie Beer at opening of the Seniors Expo

Approx 30 clients attended our recent Open Day at the Barossa Council on December 16th 2010. Due to the overwhelming response we were

unable to hold the event at our office as previously planned.

It was a great opportunity for everyone to interact in a relaxing atmosphere.

We all had a lot of fun, as well as being informed by Caroline's presentation on dementia, "Who's knocking at my door?"

Client's participated in a Mystery Object game and guess the lollies in a bottle. Winners took home Christmas puddings as prizes.

Invitations will soon be issued for our first Client Advisory Group meeting in April.

Julie Cartwright – Senior Coordinator



Barossa Coordinator Gaby Lengyel with client John Blackwell at the Barossa Open Day held at the Barossa Council.



Gawler

Xmas has come & gone and the staff here at Gawler, are looking forward to assisting our clients in this exciting new year.

Our office Open Day was held on Wednesday 27th October 2010. The morning was a great success. A great time was enjoyed by all attendees (clients, contractors and staff).

We discussed CHAP & other community services, getting to know each other a little more and enjoying a lovely morning tea!



Please remember that the Gawler coordinators are just a phone call away if you have any queries on available services.
Happy 2011 to you all!

Denise Maule- Senior Coordinator



Denise Maule (Gawler Coordinator- middle) with client Mrs Peg Castanelli & Mr Merv Gaskell at the Gawler Open Day

Reminders

1. Clients can ring 1300 792 958 to join the "do not ring" register for both home and mobile phone numbers. This ensures you do not receive annoying, unwelcomed telemarketing calls.
2. Be safe and cool in the hot weather
3. Notify CHAP or your contractor direct if you will not be home for regular service



Wakefield Plains

. Happy New Year to you all from the Wakefield Plains Office. We are pleased to welcome the New Year, and hope this will be a year of good health and good service for you through CHAP.

We have welcomed Louise Bach as our Team Leader in the past 12 months, and have enjoyed a busy and rewarding time for CHAP. We thank you for your ongoing support and trust in us to provide services that enable you to stay at home. We have also welcomed our new Chief Executive Officer, Erik Moen in the past few weeks. Some of you have had the pleasure of meeting him recently.

Our numbers have grown over the past year, and we have managed to stay within budget and continue to provide new services to new clients.

We are pleased to receive any enquiries or calls to our office, and will endeavor to give you the information or service you require in a timely manner. We are thankful for the ongoing support and work given by our contractors who are privileged to work within your homes.

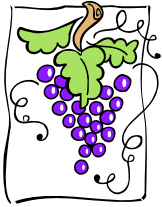
Our client advisory group will be re-commencing this year, and more information will be forthcoming in the near future.

Merry Bennett – Senior Coordinator



Wakefield Plains staff members: L-R Belinda May- Woidt, Chris Guerin, (Coordinators), Brenda Cameron (Administration), Louise Bach (Team Leader) & Merry Bennett (Coordinator)

**Three gentlemen are out walking.
First One says “Windy isn’t it?”
Second one says, “No it’s Thursday!”
Third one says, “So am I. Let’s go get a beer.”**



Lower North

We look forward to 2011 and are currently planning our information presentations to clients and the community through various forums.

The Client Advisory Group has meetings planned for this year in April, July, October and December, and we welcome all clients to attend. We also have visits organized with the Leisure Activities groups throughout the region, as well as talks at Probus, RSL and Carer Support groups.

Again we will be at the Clare Show, and hoping for a much drier day than last year.

Should anyone know of other groups that would like CHAP to come along and talk about our services, please phone our office on 8842 3151.

We are currently awaiting confirmation of additional Home & Community Care funding for our Community Options and HomeAssist programs.

These funds will increase our ability to provide more low level and early intervention services for our eligible older community members.

Should you know of anyone who would benefit from some basic assistance at home please encourage them to contact the CHAP regional

office on 8842 3151 or Access to Home Care on 1300 130 551.

CHAP clients Robert and Margaret Wood of CLARE, both aged in their 90's have for the past 9 years received assistance at home through CHAP. Margaret who is cared for by her husband Robert, said

"Life would be much harder if we did not have help from CHAP."

CHAP arranged help with the laundry, house cleaning and shopping. All the helpers are very nice, friendly people."



Margaret & Robert Wood

Sue Neilson – Team Leader

Cindy's Sultana Cake

Ingredients

250g Melted Butter

1 Cup Sugar

250g Sultanas

1 cup Mashed Pumpkin – cooled

1 cup Self Raising Flour

1 cup Plain Flour

Method

Melt butter & mix in sugar.

Add eggs 1 at a time & beat.

Mix in mashed pumpkin.

Stir in sultanas & flour.

Cook in a moderate oven (approx 180C) for 50-60 mins.

Tip: once cooked and cooled, cake can be cut up and frozen in smaller portions



Client Advisory Groups

Since September 2010 when our last Newsletter was printed, I have been meeting with nominated staff representatives from each of our regions to re-establish our Client Advisory Groups.

We have discussed how we will 're-launch' these groups and encourage our clients to come along

and participate in discussion and consultation on how CHAP operates, offer suggestions for improvement and participate in assisting CHAP to provide a high level of service to our clients.

We have planned our first meetings for early April in each region and I encourage anyone who is interested to contact their local office representative to express their interest in attending.

Our first meetings will include an introduction to our new CEO – Erik Moen, an overview of the meetings and what we hope to achieve, discussion on changes to how CHAP fees are paid, findings from our recent Client Survey and a discussion on the Terms of Reference (please find attached in this newsletter).

Meetings have been planned for 4 times per year (April, July, October and December) and these may include a guest speaker. I am currently negotiating with ARAS (Aged Rights Advocacy Service) to attend in July.

CHAP may be able to assist with accessing transport. If you wish to attend and are unable to get to the venue please discuss with your office representative. Morning tea, afternoon tea or a light lunch will be provided dependant on the time of the meeting.

Please see below a list of regional office representatives and the dates for our first meetings:

Gawler – Denise Maule - 8523 0097 – meeting will take place on Tuesday 12th April from 9.30 – 11.30am at the Gawler Health Service Conference Room

Yorke Peninsula – Kath Bradtke – 8832 3000 – meeting will take place on Wednesday 6th April from 10.00 – 12.30 at the CHATT Centre, Robert Street, Maitland

Wakefield Plains (Balaklava) – Louise Bach – 8862 2155 – meeting will take place on Thursday 7th April from 1.30 – 3.30pm at the Wakefield Plains CHAP office.

Barossa – Kathryn Driver – 8562 4066 – meeting will take place on Wednesday 13th April from 10.00 – 12.30pm at Barossa Council Conference Room

Lower North (Clare) – Shona Brodley – 8842 3151 – meeting will take place on Thursday 14th April from 9.30 – 11.30am at the RSL Hall in Clare

Please register your interest at your local office by Friday 11th March. After this you will receive

an Invitation and further information including a meeting Agenda for the day.

I look forward to a positive response and meeting you in April.

Lucy McFadyen – Client Advisory Group Facilitator.

Three little old ladies are sitting in a restaurant one day, talking about this and that.

The first lady said, "You know, I'm really getting forgetful. This morning I was standing at the bottom of the stairs and I couldn't remember if I was just about to go up or if I had just come down."

"Oh, that's nothing," the second lady said. "The other day I was sitting on the edge of my bed, wondering if I was going to bed or if I had just gotten up."

"The third lady smiled pleasantly at the other two. "Well, my memory is just as good as ever, knock on wood." She rapped on the table with her knuckles, then gave a start and said, "Who's there?"



Your thoughts about CHAP

They are important to us

CHAP is committed to providing quality in-home support that promotes independence and choice for frail older people, those with disabilities and their carers.

If you have a suggestion, concern, compliment or a complaint we would like to hear from you.

Please send your comments to:

CHAP Head Office
22 Staehr St,
Nuriootpa SA 5355

My comments:

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These comments can be made anonymously if you wish.

CHAP Offices

Head Office

22 Staehr Street
NURIOOTPA SA 5355
Telephone 8562 4177
Facsimile 8562 4097

Website:

www.chap.org.au

Lower North

40 Blyth Road
CLARE SA 5453
Telephone 8842 3151
Facsimile 8842 3225

Barossa

107 Murray Street
NURIOOTPA SA 5355
Telephone 8562 4066
Facsimile 8562 3398

Wakefield Plains

16 Wallace Street
BALAKLAVA SA 5461
Telephone 8862 2155
Facsimile 8862 2121

Gawler

Shops 2 & 3/ 49 Cheek Ave,
GAWLER SA 5118
Telephone 8523 0097
Facsimile 8523 1474

Yorke Peninsula

30 Elizabeth Street
MAITLAND SA 5573
Telephone 8832 3000
Facsimile 8832 3011

Would you like us to include a story or article from you in our newsletter? If so, please contact Kerry on 8562 4177. "CHAP Connection" is also available on CHAP's website at www.chap.org.au

CHAP acknowledges the Commonwealth Dept of Health & Ageing and Home and Community Care, which funds the majority of the services it provides.

