



CHAP Connection

March 2007

'CHAP is committed to older people, those with disabilities and carers by providing responsive and flexible in-home support that promotes independence and self directed life options'.



Mick Brock
From the CEO's Desk

Welcome to the first CHAP newsletter, "CHAP Connection". It is with a sense of excitement that we launch this new initiative as a means of enhancing our communication with our case managed clients, Board members, funding bodies and colleagues. Our intention is to produce two issues each year, one in February/March and the other in August/September to keep people informed about what is happening in our organisation. This will complement our newly established web site – www.chap.org.au. Please log on and have a browse. We look forward to your feedback on both initiatives.

I have been CHAP's CEO for a year and there are a number of observations I would like to highlight:

- ❖ What is clearly evident is the quality of the staff and their desire to work with their clients to ensure they receive a service that meets their individual needs. They focus on the client's strengths, ability to undertake tasks and desire to remain living independently. To become involved in people's lives, but to remain objective, is a complex issue, but one that is vitally important and the staff do this well.
- ❖ Secondly, the Board has been very supportive and its members are committed to ensuring that CHAP remains at the forefront of service delivery in the region. The current Board focus is to develop the Strategic Plan for 2007 – 2010 and a weekend in March has been set aside to consider this.
- ❖ CHAP was established in 1989 and from small beginnings has grown into an organisation with over 30 staff and 400 independent contractors on its books. We provide services to over 1,000 clients each year over a range of service programmes. One standout feature is the diverse geographical area we cover and the presence we have in those communities. I have become aware of the significance of being a local provider, of having staff who belong to the community, who participate at all levels in those communities and thus have an intimate understanding of what is important to the people living there. CHAP covers Gawler and the Gawler Belt, the Barossa Valley, Balaklava and its environs, the Clare Valley and Yorke Peninsula, a diverse and complex region – people live in towns, small settlements and farms with varying degrees of isolation. Insight into the needs and aspirations of people living here is important, especially in terms of the frail aged, who bring their history and have very specific wishes.

The main focus in the ensuing months is our accreditation under the Quality Improvement Council, which involves the Board and staff reviewing all our current practices, policies and procedures and ensuring the organisation is continually improving in all areas. An update will be provided in the next newsletter.

I hope you enjoy reading this first edition of CHAP Connection. Future editions will include Board member profiles, regional updates, news on the Strategic Plan and much more.

A Reminder to our Clients and their Carers

If you go to hospital, respite or away from home for any reason, please let your Co-ordinator know so that they can keep in touch with you and reinstate services before you go home. It is not always easy to organise the contractors who provide you with services to come at the last minute.



A Word from the Chair

Governance and the Board

Warmest greetings to all our readers. My name is Wendy Trinne and I have been a Board member since 2002 and Chairperson of CHAP for the past two years.

Governance is the leadership process undertaken by the board, enabling it to work in the best interest of the organisation, while ensuring equitable support and resourcing for internal and external stakeholders.

Good governance has resulting benefits including organisational confidence, confidence of support networks, integrity and efficiency, the ability to achieve what it was established to do while complying with the law.

Governance is not management – directors set the strategic direction for the organisation and *managers implement the strategies*. The Board should focus on what the organisation stands for rather than what the organisation does. Its focus needs to be on organisational ends and results whilst management develops and delivers the means and how. Essentially, the purpose of the Board is to translate the wishes of owners, members or stakeholders into organisational performance.

Key responsibilities of the Board include:

- Compliance with legislation, regulation, industry standards and quality systems and contracts and agreements.
- Strategic leadership which enables the development and driving of vision, mission, values, core business, desired future, key result areas and organisational performance measures.
- Monitoring and reviewing organisational performance against agreed categories including finances, stakeholder satisfaction, quality, strategy and contractual outcomes and the strategic plan.
- Ensuring policy decisions are in line with governance principles, policies, procedures and indicators.

Central to meeting these key responsibilities' is the development of a sound, positive working relationship with the Chief Executive Officer and all that entails; including recruitment, monitoring, appraisal and remuneration.



Quality with Louise
Quality/OH S & W Co-ordinator

Quality Improvement

CHAP is committed to the provision of quality, equitable, individualised service provision to clients of the communities within the region that it serves.

We aspire to ensure that policies, procedures and guidelines are followed and our communication and documentation are easy to understand so that clients receive a consistently high standard of care.

To achieve this, we regularly review our systems and policies and evaluate the programmes we have available. We undertake activities to measure performance, identify opportunities for improvement and the actions that follow.

Services are developed based on a “partnership” between the staff of CHAP and the client, their carers and/or advocates and others as identified by the client. An important aspect of this relationship is open communication and the sharing of information including the positive and negative experiences whilst accessing services and throughout service delivery.

The range of mechanisms for client feedback are actively promoted so that people can feel confident and supported in registering suggestions for improvement, requests, identification of potential issues, incidents, accidents, complaints, and grievances.

Client feedback

Thankyou to everyone who has taken the time to fill out and return the green feedback form, “Your Comments Are Important To Us”. A copy of this form should be left with you, with a reply paid envelope, whenever your services are reviewed. We receive an average of 30 feedback forms a month and they help us to monitor the quality of services being provided in the community and to plan improvements in our systems where issues are raised. Unfortunately we cannot reply individually to all of your comments but I wanted to say thank you for making the effort and keeping in touch about how you are finding the services we provide. Please keep sending them back so we know how well we are doing or how we can improve our service.

Client survey

Late last year a client survey was circulated to a random selection of clients from all regions. Thank you also to everyone who has taken the time to complete and return these surveys. A high number of surveys have been returned and the results are being collated. Findings will be shared with the Board, staff, and with clients attending local Advisory Committee meetings. We will consult with these groups and develop actions to address any concerns that were raised.

Out and About in the Regional Offices

Barossa

Barossa office has undergone a few staff changes during the past year. Louise moved to Head Office to take up her new role as Quality/OH & S Co-ordinator and Monique is on maternity leave following the birth of her daughter. At present Julie, Kathryn and Caroline are looking after the office. Jackie is there on Wednesdays to do the administration tasks.

The office recently re-located to the former Barossa Village Nursing Home at 14 Scholz Ave, Nuriootpa.

Gawler

Luke, Liz and Tracy have enjoyed the past year in their new premises at the “Cheeky Shops” on Cheek Avenue in Gawler East after having spent many years in a tiny room at the Gawler Health Service.

The Gawler office staff have close links with other aged care agencies in Gawler and its surrounding areas and meet regularly with them at the Gawler Aged Care Network Meetings.

Gawler CHAP staff work in partnership with the Gawler HomeAssist Office (located at the Elderly Centre), providing a higher level of care.

Lower North

The Clare office has recently welcomed back Julie from maternity leave. Julie previously worked in CHAP’s Balaklava Office. Cathy, Tanya, Shona and Julie also work closely with the other aged care agencies in their region. Helen and Fiona are based at the Clare office and relieve staff in other areas as well.

Chris, the clerical officer, has recently taken on the task of Co-ordinating the ClaREvive units. She has been busy out and about promoting them.

Wakefield Plains

Merry, Dianne and Chris have the Balaklava office well in hand. Brenda, the clerical officer who used to work in 3 different offices, now operates solely out of Balaklava.

Yorke Peninsula

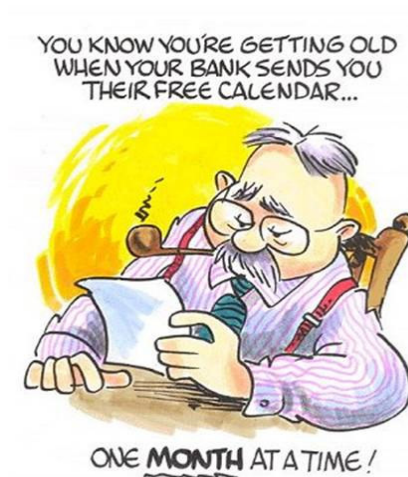
The office at Maitland is one of CHAP's busiest offices, with Co-ordinators Deb, Trudy, Alison, Lindi, Vonny, Kathryn and Joyce who is a reliever. Deb B is the part-time clerical officer.

The staff manages about 54 CACPs, plus Community Options and HomeAssist and Veterans' Home Care for all of the Yorke Peninsula.

Head Office

Mick Brock CEO heads the team in Head Office, with Sue N, Manager Client Services, Sue K, Manager Finance & IT, Louise OHS&W/Quality Co-ordinator and Kerry Administration Officer.

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



Would you like us to include a story or article from you in our newsletter? Or would you like your CHAP Consumer Connection emailed direct to you? If so, please contact Sue Kroehn on: chap.s.kroehn@bigpond.com and she will put you on the emailing list.

When Ageing Really Sets In

- ❖ The older we get, the fewer things seem worth waiting in line for.
- ❖ Some people try to turn back their odometers. Not me. I want people to know why I look this way. I've travelled a long way and some of the roads weren't paved.
- ❖ How old would you be if you didn't know how old you are?
- ❖ I don't know how I got over the hill without getting to the top.
- ❖ The golden years are really just metallic years, gold in the teeth, silver in the hair and lead in the seat.
- ❖ Life would be infinitely happier if we could only be born at the age of 80 and gradually approach 18.
- ❖ Yeah, being young is beautiful, but being old is comfortable.



HomeAssist Plus

CHAP received a substantial grant from Home & Community Care in 2006 to provide Home Maintenance and Home Modification to eligible clients in Clare, Balaklava, Yorke Peninsula, Mallala District Council Area and the Regional Council of Goyder. Plus there has been a recent announcement of some additional funding to continue this service.

If you live in any of these areas and would like your gutters cleaned, windows washed or a garden clean-up to make your yard safer, please contact your local office to find out if you are eligible.

Unfortunately, we cannot offer this service to CACP clients.

ClaREvive

ClaREvive will be the new name for the STARS Respite Units.

If you feel as though you need a break from your caring role and would like to take a short holiday in Clare, the units are a fully self-contained home away from home. The overnight rates are reasonable and if you wish to take the person for whom you are caring with you, additional services can be provided.

Or if you are having a short stay or day surgery in Clare, need to see the doctor the next day and do not wish to travel home, the units are ideal for a short stopover.

Just ring 8842 3151 for bookings and information.