



## **Message from the CEO – Erik Moen**

2011 is proving to be an interesting year for CHAP and for it's CEO. In the course of the last 9 months or so I have discovered many things about CHAP, most of them good. Some of these are: We have a strong and credible image. CHAP has a great track record. Our employees have a strong affinity with CHAP. It is a resilient organization. There is huge client satisfaction. Contractors like working for us. We are in a strong financial position. CHAP is a values-driven organization. We have a committed supportive Board of Management. There is a strong sense of anticipation.

On the other hand there are some things that need to be set right if CHAP is to survive and thrive, and this year 2011 is about doing just that. As I have said, there is much to be proud of in the services we provide to our clients. That is our reason for being and thankfully it does not need urgent attention. What does need some effort is the way in which we do our business and make sure that it is efficient as well as effective and that we make the most of the resources available to spend on services for our clients. We have changed a number of things, but the most significant has been a large reduction in the number of managers in CHAP as well as the rationalising of the number of offices from which we work. Our two offices in Barossa and the office in Gawler will in coming months merge into a single location in Nuriootpa. In Balaklava, we will no longer be operating from the office in Wallace Street. Our staff who take care of clients in those areas will be based in our offices in Maitland, Clare and the Barossa. One of our staff will work in Balaklava on two days each week. It needs to be stressed that these changes will in no way reduce the number of CHAP clients or diminish the services provided to our clients in their homes and in the community.

Looking forward to 2012, I can see this as an exciting year for CHAP as we begin to focus on how we can develop and expand the number and range of services we provide for our clients. We have already begun to think about how we might do this. We have sat down with our staff and 'brainstormed' ideas. All of our client advisory groups have met in recent weeks and have also turned their minds to how we might do this. I now have long lists of imaginative and exciting ideas. We at CHAP can't wait to get started on this, the really important and satisfying part of what we do. Its a privilege to lead this organisation and know how much of a difference we make in people's lives.

## **CHAP VALUES**

Honesty Integrity Trust Respect Empathy Compassion Equity Creativity Innovation Loyalty

### **Mission Statement:**

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

### **Vision Statement:**

To be the preferred provider of quality community care services meeting the ongoing identified needs of local and regional communities.

### **Value Statement:**

CHAP is committed to quality client service by modeling the following values.


**RESPECT - COMPASSION - TRUST**

## **Gawler Office News**

For those clients who were waiting anxiously for the news, we would like to congratulate Gawler Office Coordinator Janine Joy and her husband Michael on the safe arrival of their son Thomas William Joy on Friday 1<sup>st</sup> July at the Lyell McEwin Hospital weighing 2.89kg (6.06 pounds). As a result of Janine taking maternity leave, there have been a few changes to the office staff. Caroline Leaney from our Barossa Office will be taking Janine's place for 6 months and will be taking care of Janine's clients. We also welcome back Trudi Penrose-Starr to the Gawler Office Team.




## **Wakefield Plain Office News**



It was great to see a good attendance at the last Client Advisory Group meeting which took the shape of a lunch at the Royal Hotel. With some discussion and sharing of ideas with our Chief Executive Officer Erik and Team Leader Lucy, as well as Christine Guerin, who is the coordinator representing the Wakefield Plains Office. On Friday 30th September, we closed the doors at our premises at Wallace Street and we are now located in the Balaklava Hospital Health Centre on Tuesdays and Thursdays. Merry Bennett and Christine Guerin both accepted a redundancy package from CHAP and we would like to wish them both well in their future endeavors and acknowledge their invaluable contribution to CHAP over their years of employment. Belinda May-Woidt will now be working from our Lower North office located at Clare. Clients and Contractors who have been attached to this office have been sent a letter providing new contact details for their relevant office. There will be no disruption to services nor our commitment to the Wakefield Plains region.

## **Yorke Peninsula Office News**



Yorke Peninsula Field Days have been a great success, with over 400+ people calling in to our stand and talking with the coordinators about services for themselves or their family. The feedback over the three days that has been received from existing clients is positive, that we are going in the right direction to assist promoting independence for clients to live in their homes longer. CHAP looks forward to meeting you all again in 2 years time with new ways of supporting you all in your homes.

## Introducing Kath Hampel.

We are pleased to welcome Kath Hampel as the new Operations Manager at CHAP. Kath, a long-time country resident was working as the Manager, Clinical Development for Country Health SA. She has 20+ Years experience in the health and wellbeing sector in South Australia in both Government and non-Government sectors. She is a Registered Nurse and holds a Graduate Diploma in Health Administration as well as a Certificate IV in Workplace Training and Assessment. I believe she will bring to CHAP a passion for the wellbeing of our clients and client-centred care and determination to achieve.



Kath brings with her extensive experience in human resource and project management, in particular skills associated with the retention and recruitment of staff. She has an organised and planned approach and we welcome her ability to develop the capacity and capability of our workforce, and her ability to turn creative and innovative thinking into tangible change in our programs and approach. Kath officially commenced in this important role on the 10<sup>th</sup> October.

## Head Office News



After 11 years, Louise Bach left CHAP on the 8th July for a change in her career path. Louise began at CHAP as a Barossa coordinator. She then became the Quality / OHW&S Coordinator and then stepped up to take on the position as a Team Leader in the Balaklava office. She has enjoyed her time at CHAP and will miss the interaction she enjoys with the CHAP clients. CHAP farewelled her at a luncheon with many of the staff there to wish her all the best .

## Photos: Louise's Farewell.

Top Right: Louise with Kerry Harding, both long time employees with CHAP

Bottom Right: Louise & CEO Erik Moen

Below: Some of the CHAP staff that attended Louise's farewell luncheon



Head Office welcomes Brenda Cameron to the administration team.

Brenda worked in the Balaklava office as administration support but as all administration is done at Head Office she is now working with Kerry, Heather & Jessica.



## **Barossa Office News**

Seniors Expo is almost upon us again. This year our theme is Mobility and Wellbeing. The date for your diaries is Thursday 27<sup>th</sup> October 9-2pm in the Barossa Mall. There are some great prizes to be won if you enter the yellow brick road competition, lots of free information and great ideas.

Our Client Advisory Group was well attended at the Weintal for a lunch meeting on 20<sup>th</sup> July. With some great ideas coming out of a brainstorming session! New ideas are always welcome. We welcome Vonny Edwards to the Barossa office team.



## **Lower North News**

### **Client Advisory Group**

We have held our most recent group as a lunch meeting in July. CHAP value these meetings as a wonderful opportunity for an exchange of ideas and opinions. We extend our thanks to those clients who participated and look forward to meeting up with you again in September.

CHAP provides services to client through brokering with Independent Contractors. We aim to find clients the highest quality service for the best possible price. This can sometimes mean a change of contractor for some clients or a change in which contractor provides which service. We do try to keep the disruption to a minimum but we are very aware we work with limited government funding and therefore strive to assist as many clients as possible within those limitations.

### **Fabulous Friday for Seniors Uniting Church Hall Victoria Road Clare**

50 cents to pay for a cuppa & biscuits

Come along for a great get together each Friday from 10.30am until 12 pm.

There is no agenda other than an excuse to get together and enjoy each others company. Bring along your hobbies, board games, craft or just come along for a cuppa.

## **A Word From the Board**

Margaret Manuel / Board Chair

CHAP is currently going through a period of change and therefore challenge. With the imminent closure of Gawler office and restructure at Balaklava there are many difficulties to be worked through and dealt with. Most of us dislike change and struggle to keep our focus on the future rather than the present.

The current CHAP Board is aware of the angst some of this change is causing staff, contractors and clients and continually strives along with Chief Executive Officer, Erik Moen, to bring about change for the better and an improved future for CHAP and its clients.

I would like to reassure everyone that clients are always at the forefront of any proposals and discussion we have.

As a Board, we acknowledge the wonderful job both staff and contractors provide to the many and varied clients we have. It is truly heartening to hear wonderful stories from clients who are able to remain in their homes with the help provided to them.

Our vision to be the “preferred provider of quality community care services, meeting the ongoing identified needs of local and regional communities” is an important part of our thinking for the future in a world where aged care is growing at a fast rate.

We trust CHAP will remain positioned to respond to opportunities as they arise in the future.

### **DO YOU REMEMBER**

I remember the cheese of my childhood  
And the bread we cut with a knife  
And the children helped with the housework  
And the man went to work, not the wife.

The cheese never needed an ice chest  
And the bread was so crusty and hot  
The children were seldom unhappy  
And the wife was content with her lot.

The kids were a lot more contented  
They didn't need money for kicks  
Just a game with their mates in the paddock  
And remember the Saturday flicks.

I remember the milk from the billy  
With the yummy thick cream on the top  
Our dinner came from the oven  
And not from some fridge in a shop

Remember the shop on the corner  
Where a penny worth of lollies was sold  
Do you think I'm a bit nostalgic  
Or is it I'm just getting old.

**Author unknown**

**RESPECT - COMPASSION - TRUST**

## **Client Advisory Group**

Through July and August our regional Client Advisory Groups all enjoyed lunch meetings and the opportunity to share their thoughts on future opportunities for CHAP. Our CEO, Erik Moen attended all of these meetings and shared his thoughts and those of the CHAP staff on how we can better meet the needs of our clients and continue to promote their independence to continue living in their own homes. Many ideas were discussed but one that was shared at all 5 meetings was about CHAP re-establishing a 'pool' of volunteers to assist with some of the services people require to stay independent at home, which CHAP are currently not receiving funding for. Erik is keen to explore this further and ascertain what will be required to establish a Volunteer Network within CHAP. We will certainly keep you all informed of the progress of this initiative.

The lunch meetings also proved to be a wonderful opportunity for our clients to meet each other and make new friends. The feedback received was very positive and it was lovely to see clients offering to assist each other with transport to future meetings. These meetings are an integral part of CHAP and I look forward to continuing my lead role in facilitating these meetings and supporting our local office representatives to plan future meetings. I look forward to seeing you all again in October (meeting dates will be forwarded to you shortly) and I strongly encourage any client, carer or family member who wishes to be involved in these meetings to contact your local office and speak to your Client Advisory Group Representative.



Take Care and enjoy the wonderful spring weather.  
Lucy McFadyen—Quality, Risk and Safety Manager.



### **Margaret Hill of Clare**

I have been helped by CHAP for a number of years and these services have increased as my needs have grown. I have always found the carers to be friendly, helpful and true to their name — caring. Having this help has enabled me to stay at home, which is reassuring for me and my family.

**RESPECT - COMPASSION - TRUST**

## **Money Saving Hints and tips**

**A new section in our newsletter, we will provide you with some interesting money saving tips, however, we know all our clients are fonts of knowledge and we would be happy for you to share your tips with us too, to add in future. Please contact your local office if you have ideas to share or any ideas you would like to see in future newsletters.**



Did you Know? You can save up to 20% of your energy costs by having full length curtains and padded pelmets.

Have a money box to put your change in. Emptying your change into a money box every day can add up to a lot after a year, for change you won't miss each day.

Install dimmer switches in your house and only have your lights as bright as you need them, this reduces your electricity bills.

Insulation in your home reduces the cost of cooling and heating making your home more energy efficient.

Keep your car engine tuned. A fouled spark plug or restricted fuel injector can reduce fuel efficiency by as much as 30%.

Pay interest bearing debts first. There is no point saving money in the bank whilst you have credit cards accruing interest. If you have money to spare, make more than your minimum repayment, prioritizing the ones with the highest interest rate first.

Reduce your heating costs in winter by ensuring your house is properly insulated, block all air drafts to prevent heat loss and open your drapes when it's sunny outside to let the heat in.

Roller shutters can reduce street noise, heating & cooling costs as well as secure your home.

## **Personal Alert System Rebate**

The State Government has released an initiative to provide financial assistance for those people who would benefit from having a personal alarm. Initially the scheme is targeted towards those in our community ages 85 and over and living alone but the application is at no cost and those in other age groups and in need of this system can certainly apply.

For further information phone: **1300 700 169**

CHAP can provide information on various community services so please contact your local office if you require assistance.

**RESPECT - COMPASSION - TRUST**

## Transport Options

At CHAP we know that transport is a major issue for many of our clients, while CHAP is able to assist some clients with transport for shopping, banking and medical appointments in some circumstances, we cannot assist with all transport needs. We have compiled for our clients a list of transport options available in different communities serviced by CHAP.

| AREA  | SERVICE   | COST/ELIGIBILITY  | CONTACT  |
|---|---|---|--|
| All areas   | Access Cabs   | Normal taxi fare  | 1300 360 940   |
| Gawler  | Gawler Dial a ride  | \$2.70 for pensioners   | 1800 205 852<br>8523 1688  |
| Gawler, Two Wells, Lewiston   | Clinic car service (GHS)  | \$10 to RAH<br>\$5 in Gawler  | 8521 2078  |
| Gawler and surrounds  | Gawler Taxi & Hire service  | Normal taxi fares   | 8523 1366  |
| Clare, Two Wells, Mallala, Balaklava                                  | Community Passenger Network – Intra town bus (starts at Clare, stops along the way) | Pensioners; Within Clare/ Burra – One way \$1.75, return \$3.50, Intra towns \$3.00 one way, \$6.00 return.<br>Medical bus also avail @ \$25 return | 8842 1677 – Contact Damien for times/days  |
| Gawler  | Community Bus   | Enquire on contact  | 8521 2080  |
| Barossa and Light Regional Council areas                              | Barossa Regional Community Transport Scheme   | Bus & car services available to “transport disadvantaged” for local and Adelaide appointments. Wheelchair access vehicle available.                 | 8563 8411 for bus times/ days and/or to discuss your needs incl. Shopping, banking, hairdressers, visits to friends etc. |
| Goyder, Clare & Gilbert Valleys, Wakefield and Mallala Council areas. | Mid north Community Passenger Network   | As above eligibility. Donation required (\$40 to Adelaide, \$30 to Gawler, Elizabeth, Salisbury, \$25 locally within 30km of town)                  | 8842 1677  |
| Clare   | Taxi service  | Normal taxi fares   | 0419 847 900   |
| Yorke Peninsula/ Copper Coast   | YP Council Community Bus  | Pensioners \$2.90 one way, \$5.80 return  | For timetables and routes contact<br>1300 132 932  |
| <u>Yorke Peninsula/ Copper Coast</u>                                  | YP Council Community Cars   | Strict eligibility applies – contact council<br>Donation  | 8832 0000  |
| Yorke Peninsula/ Copper Coast   | YP Council Health Bus   | Medical transport to Adelaide appointments from YP. \$5.00 one way \$10 return  | 1300 132 932   |
| Yorke Peninsula   | YP Coaches – Adelaide Service   | Contact YP Coaches for fares  | 8821 2755  |

**RESPECT - COMPASSION - TRUST**

**The SA Transport Subsidy Scheme** is available to those unable to access public transport options, providing 50% and 75% discount on fares to \$40 for eligible applicants. Eligibility requirements need to be met and application for this scheme is required and further information can be gained through your GP or contact **1300 360 840**.

For those who require a companion to assist them when travelling on public transport a **Companion card** is available for those who meet eligibility requirements. Further information on this is also available from **1300 360 840**.

### **Hospital Travel**

If you are an out-patient of Flinders Medical centre, RAH, QEH or Modbury you may be eligible for all or part of your contribution for transport from that hospital.

### **Veterans Affairs**

If you are a DVA gold card holder you may be entitled to DVA transport or alternatively to reimbursement for your contributions to transport through DVA. For any enquiries contact DVA on **1800 550 455**.

### **Hoax Phone Calls**

Just a reminder to all to be vigilant when you receive phone calls. Lately there have been callers ringing telling people they are from your bank, maybe that there is a problem with your account, they will then ask you to verify your account number, do not provide them with this information, do not provide them with other details either such as address or date of birth. If someone rings you requesting this information, just hang up! They can be persistent. Also, if you are requested to press a sequence of numbers to, 'activate free local calls' or 'test your phone line' or something similar, do not follow this request, certain sequences can open up your phone line for them to use for their own calls.



If you are bothered by regular telemarketing calls, you can register your number (landline or mobile) on the "**Do Not Call Register**" by calling **1300 792 958**. Just remember charities, political parties, education institutions and research companies are exempt and can still contact you if you are registered.

*"Wrinkles should merely indicate where smiles have been." Mark Twain*

**RESPECT - COMPASSION - TRUST**

# Senior's Expo

“Mobility & Wellbeing ”  
27th October 2011  
9am–2pm



**At The Barossa Mall**  
**9am - 2pm**



**Showcasing**  
**Service Providers and Products to**  
**assist Seniors in our community.**



**carersLINK**  
Family support that changes lives



*The Barossa Council*





# CINDY'S COOKING CORNER



## Warm & Fuzzy Winter Comfort—Peach Cobbler

Prep Time 10mins      Total time 55mins

### Batter

- 1/2 cup melted butter
- 1 cup flour
- 1 cup sugar
- 2 teaspoons baking powder
- 1/4 teaspoon salt
- 2/3 cup room temperature milk
- 1 room temperature egg

### Filling

- 1 (800 grams) can sliced peaches, drained
- 1 cup sugar
- 1 teaspoon cinnamon

### Directions

1. Melt butter in a 9 x 13 inch pan.
2. Mix together flour, sugar, baking powder & salt.
3. Stir in milk & egg.
4. Pour evenly over melted butter.
5. Combine peaches, sugar & spices and spread over batter – DO NOT STIR!
6. Bake 35—45 minutes at 175 degrees C until batter comes to the top and is golden brown.
7. Serve warm with ice cream.

*"Be who you are and say what you feel...  
Because those that matter...don't mind...  
And those that mind... don't matter."  
Be Yourself. Everyone Else Is Taken*

**RESPECT - COMPASSION - TRUST**

## As You Get Older

As I've aged, I've become kinder to myself, and less critical of myself. I've become my own friend.

I have seen too many dear friends leave this world, too soon; before they understood the great freedom that comes with ageing.

Whose business is it, if I choose to read, or play, on the computer, until 4 AM, or sleep until noon? I will dance with myself to those wonderful tunes of the 60 & 70's, and if I, at the same time, wish to weep over a lost love, I will.

I will walk the beach, in a swim suit that is stretched over a bulging body, and will dive into the waves, with abandon, if I choose to, despite the pitying glances from the jet set. They, too, will get old.

I know I am sometimes forgetful. But there again, some of life is just as well forgotten. And, I eventually remember the important things.

Sure, over the years, my heart has been broken. How can your heart not break, when you lose a loved one, or when a child suffers, or even when somebody's beloved pet gets hit by a car? But, broken hearts are what give us strength, and understanding, and compassion. A heart never broken, is pristine, and sterile, and will never know the joy of being imperfect.

I am so blessed to have lived long enough to have my hair turning grey, and to have my youthful laughs be forever etched into deep grooves on my face. So many have never laughed, and so many have died before their hair could turn silver.

As you get older, it is easier to be positive. You care less about what other people think. I don't question myself anymore. I've even earned the right to be wrong.

I like being old. It has set me free. I like the person I have become. I am not going to live forever, but while I am still here, I will not waste time lamenting what could have been, or worrying about what will be.

And I shall eat dessert every single day  
(if I feel like it).



**RESPECT - COMPASSION - TRUST**

# CONTRACTORS

As there are now some changes going on with client invoicing and changes to client fees, we would like to remind contractors that it is very important to ensure that you read contracts carefully, check dates within which the service is to be provided, ensure you are clear as to what tasks are included in contracts, check how much time has been allocated to the task and stick to it and check what you are to collect from the client.

By the end of this year we would anticipate all clients will be on accounts and there will be no contributions made to contractors, but in the meantime it is very important that you check this. Also a reminder that by now, any of your clients that still directly pay you, who were paying \$7.50 per hour, should now be paying \$8.00 per hour, regardless of what their contract says, as letters sent to both contractors and clients served as a variation to all contracts current at the time of the change over on 1<sup>st</sup> July 2011.

We would suggest to those Independent Contractors who require an alternate Contractor to provide services on their behalf to notify the office as soon as you possibly can. We all understand that time is not always on our side but should you require replacement at short notice, perhaps a telephone call might be more appropriate than sending an SMS text message.

Reminder to Contractors that CHAP's **On Call service** is for CACP client's only. When contacting this number please do not use SMS texting as the calls are diverted and we are unable to divert text messages on our current system.

Contractors who provide services to VHC clients please remember to take your contract to client when providing these services as a form of I.D.

Please ensure when attending client's services in home that you keep your belongings e.g. handbag, mobile phone etc in your car.

## **REMINDER:**

All invoices to be sent to Head Office by the 10th of the following month.  
All contracts to be sent to Head Office.

Mail: 22 Staehr Street, Nuriootpa 5355

Email: [admin@chap.org.au](mailto:admin@chap.org.au)

Fax: 85624097

**RESPECT - COMPASSION - TRUST**

# CONTRACTOR NEWS

## Barossa Office News

The Barossa Office held a contractor evening on Monday 15<sup>th</sup> August which was very successful with 15 contractors attending. Topics of interest discussed on the evening were : Client contribution, Brokerage Model, Service Provision Contracts, Creating a dependency. Lots of great discussion and good ideas as well as a fun evening by all who attended. Thanks for the shared supper and great feedback. We look forward to another one early next year!

## Lower North Office News

The Lower North continues to promote the brokerage model in our community and we require a large number of efficient, skilled Independent Contractors to provide services to our clients. Please share this information with those who you may know who have an interest in working with our clients and urge them to contact us to discuss the advantages of the brokerage model. Lower North Office: 88423151

## Yorke Office News

Thank you to all contractors that have come to the Maitland office and had a chat and signed their Service Provision Contracts. It has been good to talk with you all and find out how you are going. We still have a great deal of contractors to contact and have them sign their new Service Provision Contracts, as we have a wide area on Yorke and vast amount of contractors to catch up with I ask for your patience and we will be in contact between now and Christmas, as we have had many phone calls from you thinking that your Service Provision Contract has been missed.

## Gawler Office News

Thank you to all the Independent Contractors who have come into the Gawler office to sign their Service Provision Contract. For those contractors who have not yet signed their SP Contract, a Gawler staff member will be in contact over the next few months to confirm an appointment time. The feedback you provide to the Gawler coordinators in regards to the clients you visit, is an essential part of our client focused care approach. So "Thank You" everyone for your valued communications. We are working on a contractor information session before the end of the year. We will forward details to you in the near future.

## Wakefield Plains Office News

Thank you to all Independent Contractors who attended our meeting on Wednesday 21st September, regarding the relocation of the Wakefield Plains office. All Independent Contractors have been sent a letter outlining which CHAP offices cover which towns in our region. This change will take some time to adjust to but please do not hesitate to contact any CHAP office for assistance if you are unsure. We will be available on Tuesdays and Thursdays at the Balaklava Hospital Health Centre.

**RESPECT - COMPASSION - TRUST**

# BRAIN TEASERS

|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| H | C | T | F | I | G | c | A | C | P | V | I | N | D | E | P | E | N | D | E | N | C | E | A |
| C | O | P | R | O | M | O | T | E | S | E | A | S | S | N | L | A | I | C | O | S | Y | N | S |
| G | M | M | C | O | M | M | U | N | I | T | Y | U | C | R | A | F | T | W | X | H | D | Y | E |
| R | M | L | E | V | F | G | F | I | T | S | J | O | Y | V | P | O | S | I | T | I | V | E | I |
| A | U | U | F | A | H | I | J | R | G | Y | T | I | U | Q | E | A | Z | A | R | T | H | H | T |
| C | N | F | A | L | S | E | U | N | C | W | D | G | B | R | E | S | P | E | C | T | A | T | I |
| E | I | I | M | U | L | S | I | K | E | M | H | N | A | O | Q | M | R | E | H | H | P | G | L |
| F | T | T | I | E | T | L | I | I | U | T | A | L | P | W | E | S | T | C | O | E | P | N | I |
| U | Y | U | L | S | B | E | V | S | V | X | C | H | A | P | L | H | S | I | B | I | Y | E | B |
| L | O | A | Y | I | Z | E | V | Y | T | W | C | H | O | I | C | E | E | F | B | R | S | R | A |
| C | P | E | S | B | R | A | T | I | F | R | E | L | I | E | F | G | R | F | Y | I | R | T | S |
| D | T | B | G | I | V | E | A | E | T | C | O | M | P | A | S | S | I | O | N | J | E | S | I |
| W | I | T | H | N | O | M | H | H | B | A | L | A | K | L | A | V | A | D | Y | L | R | K | D |
| C | O | M | M | U | N | I | T | Y | A | G | E | D | C | A | R | E | P | A | C | K | A | G | E |
| P | N | F | S | R | Q | N | L | D | R | F | O | R | N | P | H | R | D | E | I | J | C | P | K |
| E | S | F | T | V | O | T | A | Y | O | R | K | E | C | C | E | I | L | H | E | E | O | I | M |
| L | U | A | P | A | S | E | U | C | S | A | F | F | A | D | L | H | S | M | C | E | N | H | L |
| P | W | T | S | E | S | G | G | E | S | I | G | E | L | O | P | O | O | I | S | E | T | S | O |
| O | Y | S | R | A | T | R | H | I | A | L | B | O | H | R | T | H | V | U | Q | D | R | D | Y |
| E | A | A | F | X | B | I | N | N | O | V | A | T | I | O | N | R | O | E | E | I | A | N | A |
| P | C | E | Z | A | O | T | A | C | A | T | L | D | H | I | E | P | P | F | U | V | C | E | L |
| H | O | N | E | S | T | Y | Z | T | R | O | P | P | U | S | S | R | I | S | I | O | T | I | T |
| T | H | O | S | E | M | P | O | W | E | R | K | N | Y | T | I | L | A | U | Q | R | O | R | Y |
| M | I | S | S | I | O | N | S | T | A | T | E | M | E | N | T | E | T | A | M | P | R | F | O |

Find the following words to complete this puzzle

CHAP Mission Statement

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

|                          |                    |                   |                  |
|--------------------------|--------------------|-------------------|------------------|
| <b>Values</b>            | <b>Fit</b>         | <b>Contractor</b> | <b>Passion</b>   |
| <b>Respect</b>           | <b>Craft</b>       | <b>Family</b>     | <b>Give</b>      |
| <b>Loyalty</b>           | <b>Art</b>         | <b>Spouse</b>     | <b>Beautiful</b> |
| <b>Compassion</b>        | <b>Barossa</b>     | <b>Siblings</b>   | <b>Gift</b>      |
| <b>Empathy</b>           | <b>Yorke</b>       | <b>Staff</b>      | <b>Graceful</b>  |
| <b>Trust</b>             | <b>Balaklava</b>   | <b>Home</b>       | <b>Happy</b>     |
| <b>Honesty</b>           | <b>Clare</b>       | <b>Rest</b>       | <b>Holiday</b>   |
| <b>Integrity</b>         | <b>Gawler</b>      | <b>Photos</b>     | <b>Beach</b>     |
| <b>Innovation</b>        | <b>Head Office</b> | <b>Pet</b>        | <b>Safe</b>      |
| <b>Equity</b>            | <b>Positive</b>    | <b>Mate</b>       | <b>Joy</b>       |
| <b>Creative</b>          | <b>Empower</b>     | <b>Laugh</b>      |                  |
| <b>Community</b>         | <b>Strength</b>    | <b>Relief</b>     |                  |
| <b>Service</b>           | <b>Friendship</b>  | <b>Review</b>     |                  |
| <b>Home Assist</b>       | <b>Hobby</b>       | <b>ACAT</b>       |                  |
| <b>Community Options</b> | <b>Life</b>        | <b>Social</b>     |                  |

Did you find the hidden words not included on the list? - Hint CACP



Supporting you at home

## 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:

.....  
.....  
.....  
.....  
.....  
.....  
.....

These comments can be made anonymously if you wish.

## CHAP OFFICES

### Head Office

22 Staehr Street  
Nuriootpa SA 5355  
PH: 08 8562 4177

### Gawler Office

Shop 2, 49-51 Cheek Ave  
Gawler SA 5118  
PH: 08 8523 0097

### Yorke Peninsula Office

30 Elizabeth St  
Maitland SA 5573  
PH: 08 8832 3000

### Barossa Office

107 Murray Street  
Nuriootpa SA 5355  
PH: 08 8562 4066

### Lower North Office

40 Blyth Street  
Clare SA 5453  
PH: 08 8842 3151

Offices Hours:  
Monday to Friday  
9am to 5pm  
[www.chap.org.au](http://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



[www.chap.org.au](http://www.chap.org.au)