

Community Matters

EDITION 06

WWW.CALVARYCARE.ORG.AU | 1300 797 522



Welcome

Last November we shared the exciting news that Japara Healthcare has officially joined Calvary Healthcare.

Japara Healthcare Limited now operates under the Calvary name. We are very excited to be working through the transition to integrate the two organisations and are looking forward to the many opportunities that this will bring to our people and the people we care for.

In this newsletter learn about the government-funded service Home Care Packages (HCP), and how a Calvary HCP changed Bob and Pauline's life in the most positive way.

You can also read information about our commitment to keeping you and our staff safe during the COVID-19 pandemic. While COVID-19 vaccination rates remain high, a reminder that it is important to inform us if you are feeling unwell or have a confirmed COVID-19 diagnosis. Our team will advise you of next steps.

We always enjoy receiving stories from our community. We invite you to get in contact and to share your stories with us.

Thank you for your continued interest and support of our work.

Do you have a story to share? We want to know more about you.



ccc.communications@calvarycare.org.au

Calvary welcomes Japara

With the 50 additional aged care homes and five retirement villages, Calvary now provides aged care services in Victoria, Queensland and Tasmania, in addition to our existing communities in New South Wales, ACT, NT and South Australia.

Our shared vision is to provide safe, high quality integrated care on a greater scale, and extend our Mission of 'Being for Others' to help those most vulnerable in our community.

Together, we are one of Australia's leading health, home and aged care providers with over 18,000 staff and volunteers across 14 public and private Hospitals, 72 residential care and retirement communities and a national network of 19 community care service centres.



What does this mean for you?

There will be no impact on you and no action for you to take. Our care and commitment to you and your wellbeing will remain the same. If you are considering Retirement Living or Residential Aged Care, we have a greater ability to meet that need, with many options available to you, particularly if you live in a state with Homes and Villages.

For more information contact 1800 52 72 72.

We are with you every step of the way

Bob, is determined to stay at home for as long as possible. A home he built with wife Pauline remains the cornerstone of the family. The couple anticipated that this was the home they would see out their days. "Not only is being at home a place that holds stories and comforts, it's also the best place to be able to stay connected to family and the wider community," said Bob.



Pauline was unexpectedly diagnosed with stage 4 cancer and from that moment, everything moved very fast. Their children Anne and Michael engaged in government services and activated Pauline's Home Care Package (HCP) level 4.

After much research, Calvary was the chosen provider to support Pauline and for end of life care. Anne and Michael's first point of contact and initial interaction with the Calvary Care Adviser team was seamless and they were given all the information needed in an easy to understand way.

Since Pauline's passing, Bob likes the familiarity of their home and the lifetime of memories he's shared with Pauline. He is looking for stability and to be empowered to make his own decisions. He has a positive outlook for 2022 as he recently received a HCP level 3.

Bob is comfortable that Calvary will provide him with the best possible care as he has experienced this firsthand when Pauline was unwell. Anne and Michael have confidence that their father's needs will be met.

Anne described her family's experience (right), expressing communication is key. She wrote to Calvary to express her gratitude.

"I have seen how much care and respect you and your team have shown to both Mum and Dad since Mum's package was activated and honestly, I was starting to lose faith in the 'system' ever caring for her as much as family did, and you proved that wrong. You treated them both with respect, endless patience and an understanding of what life looks like for an older person, which is not easy.

Your team was respectful, and punctual. For an older person who has lots of time, someone not arriving when they say they will shouldn't be too much of an issue, but it is. Society generally treats older people as invisible and without power so when this happens it's not just unprofessional, they believe they've been forgotten (again), or they can also worry something bad has happened. So punctuality is important and all the team showed great professionalism in this.

Understanding, patience and empathy go a long way in the aged care sector and it's not often found. Often an older person just needs someone to listen to their stories and be heard, and I've found that most organisations are just too busy to stop and listen... I can say we have not found any such attitudes at Calvary. There's no off-loading of care or support. When Mum came home from hospital and needed care every day, it was there straight away, we didn't have to ask because the team was in contact with Mum and Dad constantly and knew what was going on...

From a personal point of view, Calvary were my "Cavalry".

- Anne



We are here for you.

At Calvary our mission is to provide quality, compassionate healthcare to the most vulnerable, including those reaching the end of their life. We are a continuing source of healing, hope and nurturing to the people and communities we serve.



2022 Calvary Calendar

Recently we posted the 2022 calendar to clients who have opted to receive promotional material. This year's calendar is a focus on health and wellbeing with tips and reminders to help you keep on top of health related conditions and to keep you fit and strong. The tips are general in nature and should not replace any advice given by your health professional. Included are stickers you can use for reminders of your upcoming Calvary appointments.

Stay independent for longer



What is a Home Care Package?

A Home Care Package (HCP) is government funded services provided to older Australians with the aim of providing them long-term support to continue living independently at home.

There are different levels of funds assigned which can vary from \$9,000 to \$52,000 per year, depending on your circumstances. Services range from domestic assistance, mobility aids, transport, personal care, clinical care, home modifications, social support, and many other services that are suited to your needs.

A Calvary HCP supports both your day-to-day lifestyle needs and your health needs. As you transition through various stages of life, your needs also change. Talk to your Calvary care team to see if your current arrangements meet your requirements.

If you are unsure about what funding you might be eligible for and would like to know more about HCP, our Care Adviser team can help you navigate the process.



www.calvarycare.org.au
1300 22 66 00

Supporting you during COVID-19

As we enter another year, COVID-19 is imbedded in our everyday life and is here to stay. As part of Calvary's commitment to our clients and staff, rest assured we will continue to provide safe, high quality services to assist you to live and stay well.

Need a little more support?

The continued and prolonged COVID-19 situation can be hard and we want to ensure you and your family are supported and are at ease. Please speak to your case manager if you would like to discuss your care needs, or call 1300 797 522.



Staff are vaccinated against COVID-19.



Support Workers screen each of their clients before they enter a home to provide a service.



Support Workers wear personal protective equipment (masks, apron, gloves, eye wear) based on service type delivered and government guidance.



Support Workers affirm that they are fit to work by completing a daily self-declaration.



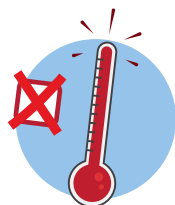
Support Workers have completed training in infection control and the correct use and removal of personal protective equipment.



Support Workers have completed government COVID-19 authorised training.



Support Workers are provided with hand hygiene training and are provided with hand sanitiser to use regularly throughout the day.



Support Workers are not permitted to work if they show any signs or symptoms of COVID-19. We reinforce to our teams the importance of maintaining 1.5m distance (where possible), cough and sneeze etiquette, and ensuring they keep any equipment they use clean.

COVID-19 booster shot

You are eligible for a COVID-19 booster dose if:

- you are 18 years and older, and
- had your second dose of your primary dose course of COVID-19 vaccination at least three months ago.

Benefits of a booster dose

Two doses of COVID-19 vaccine provide very good protection, especially against severe illness.

A booster dose will make sure the protection is even stronger and longer lasting, and should help prevent the spread of the virus.

A booster dose will continue to protect you, your loved ones and your community against COVID-19.

Booster doses are not mandatory, however they are recommended to maintain immunity against COVID-19. Booster doses will be free for everyone.

Whether you are vaccinated or not, there are things you can do to protect yourself and others from COVID-19:

- practise good hygiene
- practise physical distancing
- wear a mask in crowded situations
- stay at home if you are unwell.



Learn about booster doses by visiting bit.ly/booster-advice



Update your contact details

We are committed to providing you with information that is accurate and timely.

An email or SMS is the most efficient means of communicating, and it also helps reduce our carbon footprint. If you do not have access to email or a mobile phone number, please confirm your postal address. You can also submit a family member's details. If you would like to receive this newsletter via email or to update your mail preferences, please provide your email address. You can also update your mobile phone number.

To update your details, call **1300 797 522** or visit:

www.calvarycare.org.au/submit-email

Please ask your Support Worker if they are able to assist you with filling out the online form.



Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation.

Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life.

With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres.



Hospitality



Healing



Stewardship



Respect

Continuing the Mission of the Sisters of the Little Company of Mary

Calvary Community Care

551 Blackburn Road
Mt Waverley VIC 3149 Australia
T 1300 797 522

ccc@calvarycare.org.au
www.calvarycare.org.au



Published: Jan-Mar 2022
You have received this newsletter as a valued client of Calvary. Information is accurate at time of printing.