

# Community Matters

EDITION 05

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## Welcome

In this edition we discuss the Aged Care Quality and Safety Commission Standards and NDIS Code of Conduct, which ensure everyone receives safe, high quality care from aged care service providers.

Read about Yolanda and John. We focus on the role of the carer, and Yolanda's enduring commitment and the support she has provided for her true love.

The roll-out of the COVID-19 vaccine is underway. As COVID-19

continues to affect different parts of the country, causing lockdowns and border closures, COVID-19 vaccines remain our best way out of this pandemic.

Consistent with our values of hospitality, healing, stewardship and respect, Calvary is committed to providing a safe environment for all workers, patients, residents, clients, and visitors.

Vaccination has been deemed an inherent requirement of all roles at

Calvary and we continue to support our clients and workforce during the COVID-19 vaccine rollout.

As always, 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](mailto:ccc.communications@calvarycare.org.au)



## Aged Care Quality Standards

At Calvary, 'being for others' is at the core of everything we do. We are committed to providing you high quality care and services, and continue to be a source of healing, hope and nurturing to the people and communities we serve.

*Did you know?* In 2019 the Aged Care Quality and Safety Commission introduced a new set of standards for providers of aged care services to implement within their organisation. The standards are to ensure the safety, health, wellbeing, and quality of life of people receiving aged care.

**Further information about the standards can be found on the Aged Care Quality and Safety Commissions website with translated versions available also.**

[bit.ly/qualitystandards-resources](https://bit.ly/qualitystandards-resources)

Continued...

# Aged Care Quality Standards Consumer Outcomes

There are eight standards each with a consumer statement reflecting the outcome you should be experiencing from the care you receive from your Calvary care provider.



## 1. Consumer dignity and choice

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.



## 2. Ongoing assessment and planning with consumers

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing.



## 3. Personal care and clinical care

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.



## 4. Services and supports for daily living

I get the services and supports for daily living that are important for my health and wellbeing and that enable me to do the things I want to do.



## 5. Organisation's service environment

I feel I belong, and I am safe and comfortable in the organisation's service environment.



## 6. Feedback and complaints

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.



## 7. Human resources

I get quality care and services when I need them from people who are knowledgeable, capable and caring.



## 8. Organisational governance

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Every person receiving care has a right to be treated with dignity and respect, and to have their personal and clinical needs attended to. If you believe your care is not up to the standard that you expect, please let us know by contacting your Calvary service provider on 1300 797 522 so we can focus on improving the care we deliver.

## NDIS Code of Conduct



Respect Privacy



Act with Integrity



Deliver Services Competently



Ensure Quality and Safety



Prevent and Respond to Neglect



Respect Individual Rights



Respect Self-determination

Providers are expected to support workers to understand and apply the Code of Conduct in their organisation.



The NDIS Code of Conduct and the role of the NDIS Quality and Safeguards Commission are available at [ndiscommission.gov.au](https://www.ndiscommission.gov.au).

All Calvary Community Care NDIS participants are encouraged and invited to participate when we are audited against the NDIS Practice Standards.

# Making a difference in the name of love

Yolanda and John have been married for 49 years and in the last couple of years, Yolanda has taken on the carer role. Yolanda admits that being a carer can often be a challenge. John's decline caused Yolanda to have mixed emotions. Throughout their marriage, she and John have had a solid partnership, treating each other as equals and have always made decisions together.

After a lifetime of hard work, including being a firefighter for over 20 years, a house painter for twice as long, and a garbage truck owner, John called it a day with his work life. He and Yolanda bought a caravan and travelled from Melbourne and all around Australia. They lived in regional towns and major cities, and made lots of friends along the way. John suffered severe health issues over the past few years and it was time to settle. The couple moved to the Northern Territory to be close to their two children and three grandchildren.



John and Yolanda are all smiles.



Support Worker Marie with Yolanda and John.

After having his toe amputated, John's gait and balance are impaired and he is not entirely mobile. John relies on constant care from Yolanda and the Calvary Support Workers who visit him regularly. Over time, John gradually lost his ability to perform daily tasks. Even dressing himself became difficult.

Yolanda found a local support group for over 60s and John attends every week. He participates in a range of activities, including card games and Scrabble. John made friends and loves going. Yolanda has found this time apart to be helpful for her too as she is able to catch-up on house duties and her favourite television shows.

Yolanda has also met new people at the support group, and once a fortnight gets together with everyone for lunch.

Yolanda acknowledges that it is not uncommon for carers to feel that they don't have a choice but is also grateful beyond comprehension that her husband is by her side. "Sometimes I don't feel well, everything I do hurts, but I keep soldiering on. I love my husband and after years of being together, you take the good and the bad, we made a vow, in sickness and in health. After all these years, we still have a good laugh together and I am very grateful."

Just as John and Yolanda are lucky to have each other, we too appreciate Yolanda's selflessness. We celebrate Yolanda and all of the carers who are committing their lives to their loved ones, and the tremendous contribution they are making to our nation.

“After all these years, we still have a good laugh together and I am very grateful.”

**We acknowledge carers take on a lot. We can reduce some of the stress by providing respite care or additional services to support your loved one.**

**Speak to a Case Manager for more information.**

**Client Experience Survey**  
Coming Soon

**You are invited to participate in Calvary Community Care's Client Experience Survey.**

We will send the survey via email if one has been provided or by SMS text message. The survey is voluntary and there are safeguards in place to protect your identity. The survey takes approximately five minutes to complete.

If you prefer to provide verbal feedback or have any questions about the survey, please call **1300 660 022**.

More information to come.

# COVID-19 vaccines

With new COVID-19 vaccine developments every day, it's normal to have questions or concerns, and possibly feel hesitant about getting a vaccine.

Australians are encouraged to rely on reputable sources of information to help them make informed choices and stay up-to-date on the latest information about COVID-19 vaccines.

Sometimes it is hard to tell misunderstandings or false information apart from facts.

Usually people are simply seeking more information to answer questions or allay any concerns they may have. The Australian Government Department of Health has provided accurate, evidence-based answers to questions about COVID-19 vaccines.

Visit [bit.ly/is-it-true](https://bit.ly/is-it-true) for more information.



Answers to common questions on COVID-19 vaccines are available in 63 languages.

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

- practise good hygiene
- practise physical distancing
- follow the limits for public gatherings
- understand how to isolate if you need to.

# Shopping Assistance

Freshen up your home, eat smarter, and enjoy the sunshine. With Christmas fast approaching, we are here to help you get ready for the festive season. We can provide transport services so you can go shopping, get the garden ready for an outdoor gathering, help write Christmas cards, gift wrapping, or prepare Christmas dinner.



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



1300 797 522



Calvary is a charitable Catholic non-for-profit organisation with more than 12,000 staff and volunteers, 14 public and private hospitals, 17 retirement and aged care facilities, and a national network of community care centres. We operate across six states and territories within Australia.

Established in Sydney in 1885, by the arrival of the Sisters of the Little Company of Mary in Australia, our mission is to provide health care to the most vulnerable, including those reaching the end of their life.



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](mailto:ccc@calvarycare.org.au)  
[www.calvarycare.org.au](http://www.calvarycare.org.au)



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