

Client Update - May 2021

CHANGES AT HUNTER OFFICE

It has been a busy transition period for us at the office with staff movements and we thank all of you for your patience during this time.

There is a new management team

- Sue Ellen Blomfield: CEO Healthe Community and Toronto Private Hospital
- Elise Roulstone: Commercial Manager Healthe Community and Toronto Private Hospital
- Andy Fullerton: Business Analyst & IT
- Jodeane Anderson: Care Services Manager
- Maria Gorton: Governance, Risk and Performance Manager

We also held a client update with our team at Hunter with great feedback - more to come.

We also welcome a new referrals coordinator Yvonne, this allows our roster team to roster in a more timely manner to try and keep continuity to our service delivery.

At the Hunter office, we have had a change in our Care Coordinators, we said farewell to Kerri Anne Ponsonby and Kellie Charlesworth. On that note, we are pleased to introduce our coordinators

- Georgia Sullivan who has a background in Disability Services
- Caitlin Isles who has a background in CHSP services
- Barb Cooley remains with us continuing with her expertise
- Ash Morrison from our Sydney Metro team also assists the team



Our Accreditation Partners



Australian Government
Aged Care Quality and Safety Commission





CHANGES AT MAYO OFFICE

This has been a busy period for us at the office and we thank all of you for your patience during this time. The Port Macquarie office is no longer operational, the staff have chosen to work remotely and continue to use the Taree office as their base.

There have been no jobs affected in this change in service provision.

In saying this the week that the office at Port Macquarie closed coincided with the flood events. This created a whole other set of issues to deal with that were not originally accounted for.

“The Mayo team have been fantastic in their continued efforts to maintain care and service to all our clients under such trying circumstances.”

On Saturday March 20th, the office was one of many businesses affected in Taree.

Since the office was not habitable, our Partner, Mayo Private have kindly allowed us the use of a room while our restoration occurs. We are working with the insurers and our landlord to come back with a newly modeled office in the immediate future.

Many, many thanks go to Michelle Garvey in leading the way and to the Mayo team for their continued efforts in maintaining the service to our clients under a huge strain.

Care Coordinator Update

While we say farewell and thank you to Maree Murray (Mayo), Marnie Carter (Port Macquarie) and SallyAnne Trotter (Team Leader - Port Macquarie), we welcome new staff also. Our Team is now :

Kelly Tisdell- Care Coordinator remains with us continuing with her expertise

Roy Coley - Care Coordinator has many years experience in coordination with other agencies

Alicia Ward - Care Coordinator comes to us with a coordination background also.

ACCREDITATION UPDATE

Recently in March and April, had 2 accreditation bodies attend our service to assess us.

Accreditation is an evaluation process that involves assessment by qualified external peer reviewers to assess a our service compliance with safety and quality standards. There is also a focus on continuous quality improvement strategies that promote safe and high quality healthcare.

Thankyou to those clients who recently assisted us with our accreditation process we are happy to say we had no 'not met' criteria on both occasions