

AUTUMN EDITION 2023

LA BELLA BULLETIN



Welcome to our Autumn Newsletter.

Who can believe Christmas has come and gone, and we're now preparing for our Easter luncheons – time flies when you're having fun at La Bella Life.

We are so very excited to announce we've created our La Bella Life Client Community. This community will ensure you all know exactly what services your package is funding, for example, home care, meals etc. And, you will also be able to view exactly what days and times your carers will attend your home. And if that's not enough excitement for one day, you will also receive notifications to your phone, letting you know if we've changed the time our carer will attend.

You may have noticed some of our carers wearing our new La Bella Life shirts. It's taken a while for us to get these organised, and our carer's are slowly ordering their shirts. We think they look fabulous and hope you do too.

We're chuffed to welcome our new staff, a great bunch of care managers and support staff. Take a look inside for more detail on these fabulous new team members, and the roles they'll be attending to, to support you.

My Aged Care has recently announced some changes to what can, and can't be funded by your home care package. We are working closely with individual clients who are affected by these changes.



And, lastly, The Big La Bella Bus is back up and running. Every Thursday we're taking you out and about, sightseeing, lunch and fun. We'd love for you to join us on the bus. Talk to your care manager to book your seat.

On behalf of everyone here at La Bella Life, we wish you a fabulous Easter.

Tricia & Meredith



La Bella Life
HOME CARE PACKAGE MANAGEMENT
your life - a beautiful life - your way

hello@labellalife.com.au

03 4505 2220

www.labellalife.com.au

WARRNAMBOOL
AND SOUTHWEST
VICTORIA

OUR TEAM

Reception

- Ro Benington
- Jill Gore

Reception 9am - 5pm Monday - Friday

Home Care Package Team

9am - 5pm Monday to Thursday

Meridith McKinnon - Director
Debra White - Care Team Manager
Tara Lynch - Care Team Manager
Jane Furey - Intake
Care Managers:

- Katrina Turner
- Angela Sedgley
- Roslyn Doman
- Lucy Arnott
- Grace Kelly
- Alison Zehir
- Maddie Cook
- Wendy Domburg
- Amity Pope

In-Home Care Services Team

Tricia O'Keefe - Director
Di Collins - Shift Scheduling
Cherillee Harry - Shift Scheduling

Personal, Respite & Home Care

To **cancel** a carer shift, please:

- Phone 03 4505 2220
- If outside business hours of 9am-5pm, Mon - Fri, please leave a message.

*Shifts cancelled with less than 14 days notice will be charged in full, as we run a 14 day roster.



La Bella Life Services Key Information

What do I do if...

I need to cancel a carer shift?

- Phone 03 4505 2220

I don't get along with my carer?

- Tell your Care Manager, and we will send a different carer

My home cleaner doesn't clean the way I like it done?

- Tell your Care Manager, and we will address it

The day/time my carer attends doesn't suit me anymore?

- Tell your Care Manager, and we will address it

My home care or respite/shopping shift is cancelled due to a public holiday?

- If you will experience hardship, please tell your Care Manager. We will organise a different day/time that week

Public Holidays

Personal Care Shifts go ahead, but may be at a different time. Respite, shopping & home care are cancelled.

Shift Schedule Structure

7am-11:00am: 1 hr personal care shifts
 11am-5.30pm: 2 hr respite, shopping and home care shifts
 5.30-8.30pm: 1 hr tea and bedtime shifts

Shifts in town consist of

1 hr shifts: 45mins care + 15 min carer travel
 2 hr shifts: 1hr & 45min care + 15min carer travel

Shifts in rural areas

All travel is included in the total shift length, plus cost of travel kms to and from client home.

News from the shift scheduling desk- Launch of the La Bella Life Client Community

We've finally achieved the launch of the La Bella Life Client Community!

You can access this online community via:

- an app called '**La Bella Life**', downloaded onto your phone or tablet (both Apple & Android devices)
- by visiting our website: **www.labellalife.com.au** and click on the 'Client Portal' tab.

Using the La Bella Life Client Community, you can:

- View your La Bella Life services shifts for the current fortnight and see what day and time your carers will attend your home. eg Wed 22 Feb, 11am home care with Sally.
- View all the services currently being funded by your Home Care Package. eg home care, personal care, podiatry, meals.
- View our client events that are coming up including client luncheons.
- View The Big La Bella Bus schedule.
- Stay up to date with the latest news from us.
- Read about how our Care Managers work for you.
- Read about how our Services team work and request alterations to your home care shifts if needed.

And best of all, if we need to alter the time or day of a shift, you will receive 'notifications' to your phone. eg if we need to change your shower by 30min, you'll receive a notification letting you know. This one little feature will help so many of you know exactly when your carers are scheduled to arrive – fantastic!

How do I get access to the La Bella Life Client Community?

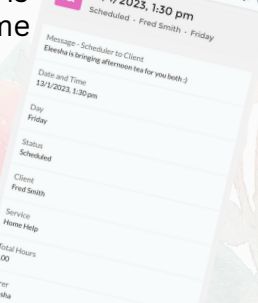
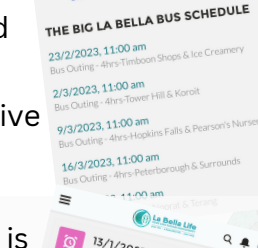
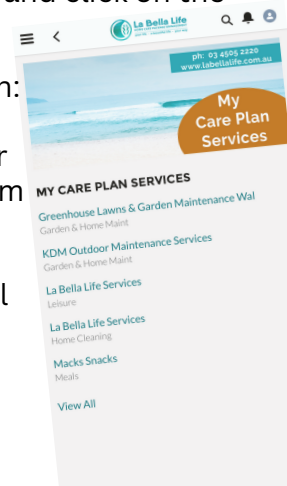
You can request access by either;

- Calling us on 03 4505 2220 and ask to speak to your Care Manager
- Emailing us at hello@labellalife.com.au and let us know you'd like access
- Visiting our website at www.labellalife.com.au and click on the menu item 'Client Portal'

Then, within approximately one week, you will receive an email from us, with the info you need to get started and logged in – so easy!

The cost of having access to the Client Community is \$290 (exGST) per year. This is paid for by your Home Care Package, so no cost from your own pocket – that's great!

Tricia O'Keeffe
Director - In Home Care Services



News from the Home Care Management Team

In the year 2021-2022 the Australian Government spent \$8.3 billion on home care and support services in aged care. As people age, they may need care and support to maintain health, social connectedness, wellbeing and independence to remain in their homes and communities.

While many older people access support from family, friends and neighbours, not everyone's needs can be met through this informal support (ABS 2019).

Around 80 per cent of older people will access some form of government funded aged care service as they age (AIHW 2018). Home Care Packages are a significant proportion of this support being delivered.

La Bella Life is experiencing the rapid delivery of new Home Care Packages first hand, as our Government attempts to keep up with it's promise. This rapid growth has kept us on our toes! To manage growth, we have increased support staff in all areas of our business, not the least in Care Management (CM), which has resulted in regular reviews of our CM team. This can impact who they manage and the geographical areas they cover. But we can assure all our clients, no matter how rapidly we move, we always consider our clients first and foremost.

Any decisions to change a Care Manager, alter a shift time or change a carer, is done with the utmost consideration for the client. It's a team effort and together we strive for the best outcomes every time.

Along with the continued rapid delivery of Home Care Packages, the Australian Government have also made adjustments to the inclusions and exclusions list for Home Care Packages. This has generated conversations between clients and their Care Managers as we also attempt to understand the exclusions ourselves!

The Australian Government recently published an updated Home Care Package Manual. We encourage you to visit the My Aged Care website where you will find a copy of the updated manual at: www.myagedcare.gov.au/sites/default/files/2023-01/operational-manual-for-home-care-package-consumers.pdf

If you find you are effected by an exclusion, your Care manager will work with you to fund what can be included – it's a team effort!

Meanwhile, if you have any questions or comments, reach out to your Care Manager and don't forget to download the new La Bella Life client community app and get cracking on viewing what's available there!

Meridith McKinnon
Director- Home Care Package Management



Upcoming Events- Client Luncheons



Easter Luncheons

Warrnambool:

Lunch A: Tuesday 21 March, 12noon

Lunch B: Wednesday 29 March, 12noon

Portland:

Lunch: Tuesday 4 April, 12noon

Bookings: 03 4505 2220



the



BIG

La Bella bus

BOARDING NOW!

JOIN US ON THE BUS!

Our new Lifestyle Co-ordinator Joan, has organised a great schedule of fun excursions for you to enjoy.

From coast to craters, nurseries to cafes...there's something for everyone on the Big La Bella Bus.

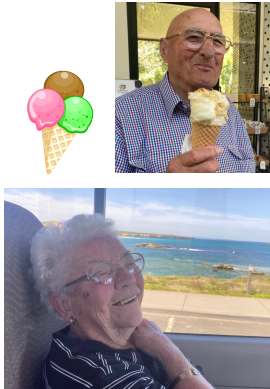
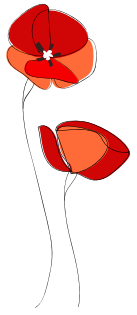
See enclosed flyer for upcoming trips and details and keep your **Thursdays** free and book your seat by calling
03 4505 2220



Upcoming public holidays

A reminder of upcoming Public Holidays quickly approaching in 2023;

- Labour Day **Monday March 13**
- Easter **Friday 7 April - Monday 10 April**
- ANZAC Day **Tuesday 25 April**
- May Race Day **Thursday 4 May**



On a very sunny and warm Thursday, Joan accompanied a small group of clients to Timboon and surrounds.

Lot's of laughter, great views and a delicious lunch was enjoyed by all.

And, what's a trip to Timboon without treating yourself to tasty icecream from the Timboon Icecreamery.



Staying in touch with you is very important to us

- Have you been in hospital?
- Are you going on holiday?
- Are you planning some residential respite?
- Has something significant in your life changed?
- Please let us know!

CALL: 03 4505 2220

Email: hello@labellalife.com.au



Welcome to our new staff

As we continue to grow our client base and the hours of care we are providing, so too does our staff base.

New Care Managers;

- Lucy Arnott
- Grace Kelly
- Wendy Domburg
- Amity Pope

New Support Staff;

- Lauren White - Marketing & Events
- Joan Hose - Lifestyle Co-ordinator
- Allison Beveridge- Finance
- Melissa Miles - Reception & Welfare check-ins

We caught up with Joan Hose to learn more about her role at La Bella Life

Joan has worked in aged care, as both a personal carer and lifestyle co-ordinator for over 20 years.



Joan comes to La Bella Life after supporting residents at both Lyndoch Living and Belfast House in Port Fairy.

Joan is excited about getting onboard The Big La Bella Bus with all of you, together with creating more exciting activities for you to enjoy throughout 2023.

Joan has an infectious smile and a lot of laughs. She can't wait to chat and laugh with all of you too.

