

WINTER NEWSLETTER

COMMONWEALTH
HOME SUPPORT
PROGRAM



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INTRODUCING OUR CHSP COORDINATORS, LINDA AND SUZIE



Linda joins us from our Busselton team, where she previously worked in Scheduling. Suzie is based in our Bunbury office and has held a number of roles with Belong, including Support Worker and Lifestyle Support.

The CHSP Coordinator role involves welcoming new clients to our services, supporting existing clients when their needs change, and conducting regular phone reviews. It is a busy role, with Linda and Suzie each supporting hundreds of clients with lower level support needs.

If you need to get in touch with Linda or Suzie, we recommend contacting them by phone and arranging a time to discuss what you need or you can visit them in the Bunbury or Busselton office with an appointment.

As Linda and Suzie support a large number of clients, they may not always be available immediately. If you leave a message, they will return your call as soon as possible, usually within three working days.

WINTER COLD, FLU & INFECTION PREVENTION

During the colder months, it's important to take extra care to prevent seasonal illness such as colds, influenza, and other respiratory infections.

To support wellbeing and reduce the spread of illness, please remember:

- Stay home if unwell: Staff and visitors should avoid attending if they have cold or flu-like symptoms.
- Hand hygiene matters: Regular handwashing or use of alcohol-based hand sanitiser.
- Cough etiquette: Cover coughs and sneezes with a tissue or elbow, dispose of tissues immediately and wash hands.



- Extra cleaning focus: High-touch surfaces should be cleaned and disinfected frequently.
- Vaccination protection: Flu and COVID vaccinations are strongly encouraged for staff, clients, and visitors where appropriate.

Our clients are at the heart of everything we do and keeping you well helps ensure you continue to feel safe, supported, and at home throughout winter. Please reach out to your Care Partner if you are having cold and flu symptoms.

SUPPORT WORKER HOTLINE KEEPING YOUR CARE CONNECTED

Our Support Worker Hotline is a dedicated point of contact for our staff to report updates, concerns, incidents, feedback, or changes in clients wellbeing. By using one central channel, important information can be captured, managed, and followed up quickly, helping ensure safe, coordinated, and consistent care for our clients.

STORM READY THIS WINTER



Winter storms can arrive quickly, so it is important to be prepared. Keep emergency contact numbers handy, ensure your mobile phone is charged, and have a torch, medications, food, and water available in case of power outages or severe weather.

A little preparation can help you stay safe, comfortable, and connected during winter.

**BUSINESS HOURS**

**DONNYBROOK OFFICE
HOURS UPDATE:**
**MONDAY - FRIDAY
8.30AM - 12.30PM**

From Monday 20 July, our Donnybrook office hours will change. Clients can continue to call the usual office number, with calls redirected to our Bunbury team when needed.



BIGGEST MORNING TEA

Thank you to everyone who supported our Biggest Morning Tea fundraiser. Thanks to the generosity of our staff, clients, volunteers and community members, we were proud to have raised \$600 for Cancer Council.

The event brought people together over a cuppa and some delicious treats, while supporting the important work Cancer Council does in funding cancer research, prevention programs, and support services for those affected by cancer.

Every contribution made a difference, and we are grateful to everyone who participated and donated to this worthy cause.



NATIONAL EMERGENCY ALERT TEST



From 27 July 2026, Australians may receive a test of the new AusAlert emergency warning system on their mobile phones. In a real emergency, these alerts will provide important safety information about events such as bushfires, floods and other serious hazards. If you receive a test alert, there is no need to take action.



Service Spotlight: Respite Care

Taking a Break While Staying Supported

Caring for a loved one is rewarding, but everyone needs time to rest and recharge. Respite care provides temporary support when a regular carer, often a partner, family member or adult child, is unavailable.

Whether your carer needs to attend an appointment, take a short break, or spend time away, respite care can help ensure you continue to receive the support you need in a safe and familiar environment.

Respite services can be provided in your own home, or at one of our activity centres in Bunbury and Collie for social events.

What Does Respite Care Look Like?

Respite care is tailored to your individual needs and interests. Our support workers can assist with a range of everyday activities, including:

- Preparing or heating meals
- Sharing a conversation and companionship
- Playing cards or other games
- Supporting outings and social activities



How Can I Access Respite Care?

If you think respite care could benefit you or your carer, the best place to start is by speaking with your CHSP Coordinator. They can confirm your eligibility, explain the options available, and help arrange the right level of support for your needs.

Respite care offers peace of mind for both you and your carer, helping you stay connected, supported and independent while your regular carer takes the time they need.

Planning ahead helps us support you!

To make sure we can provide the best possible Transport and Social Support services, we kindly ask that you give our team as much notice as possible when booking appointments.

While we always do our best to assist, we are not an emergency service and last minute requests may not be able to be accommodated.

Providing advance notice helps us plan ahead and ensure you receive the support you need, when you need it.

Thank you for your understanding and for helping us support you and our community.

