



NEWSLETTER

SOUTHERN HIGHLANDS HOME CARE



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SHHC NEWS

Easter Approaches!



It's hard to believe we're already in March with Easter fast approaching. As usual, it's been a busy start to the year at SHHC with a number of new staff joining our team. We'd especially like to thank all of our consumers for the warm welcome and patience they have provided our new staff members as they transition into their role!

We're especially excited to share that we now have additional capacity to take on services, so if you feel that you or a family member may benefit from an increase in services please don't hesitate to reach out and see how we can help. Or, if you have a friend who is considering home care, tell them to give SHHC a call!

As the Easter holidays approach you may be spending some time away with family or friends, if this is the case and you won't be requiring services over this period please advise the office as soon as possible so we can make necessary adjustments to the roster.

OFFICE HOURS OVER THE EASTER PERIOD

Good Friday - 29/03 - CLOSED

Easter Monday - 1/04 - CLOSED

ANZAC Day 25/04 - CLOSED

The SHHC office remains closed on weekends as normal.

For any urgent matters during this period, phone Juan on 0421 271 626.



STAFF SPOTLIGHT

Get to know the SHHC team!



Grace Hopkins

I have been a member of the Southern Highlands Home Care team since 2022, however I have been working in nursing for the last nine years. The thing I love most about my job is being able to help people in any way they need and being there for them so that they can stay in their home for as long as they can.



I am lucky to have the most amazing and caring partner - his name is Jay. He is a truck driver but before this he was a milkman. We've been together for nine years and we have the most wonderful little 3.5 year old girl, her name is Elody and she lights up our life. We also have the coolest little dog, he is a Jug and his name is Bear.



My partner and I have never left Australia, however we would love to visit America and Japan. While I do love all food, Asian is most definitely my favourite!



I love watching movies, especially thrillers but when it comes to reading, the Harry Potter series is my favourite. I also love to crochet and I'm a big fan of everything the 70's!



MAKING A COMPLAINT OR PROVIDING FEEDBACK

Your Options

SHHC have always welcomed feedback on the care and services we provide. You will find us regularly providing feedback forms and surveys so that we can continue to develop our services to meet your needs and wishes and we thank you for the time that you take to complete these forms and return them to us. However, you don't have to wait for one of these forms to raise a concern, make a complaint or provide feedback. This can be done at any time by email, sending a letter, calling the office or on our website.

We endeavour to resolve all complaints however as we operate transparently and in partnership with the department of health, if your complaint is not resolved or you are not happy with the outcome there are other options available to you. The Aged Care Quality and Safety Commission is a free to call service to ask questions or lodge a complaint.

For our NDIS clients, the NDIS Quality and Safeguards Commission is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.



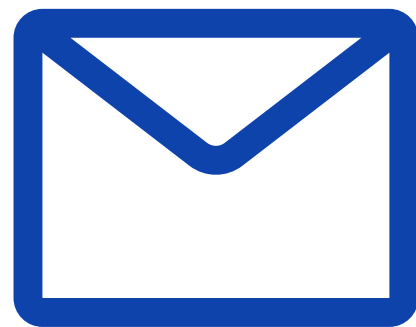
Australian Government



NDIS Quality and Safeguards Commission

www.ndiscommission.gov.au

DON'T BE AFRAID TO
Speak Up



www.southernhighlandshomecare.au