



The Names of God

Abba Father

Adonai

CREATOR

Jehovah

Saviour

Shepherd

HOLY
BIBLE

I AM

God the Father

Messiah

Prince of Peace

GOD THE SON

NIV | NEW INTERNATIONAL
VERSION

Everlasting Father

Immanuel

Master

Elohim

King of Kings

GOD THE HOLY SPIRIT

WONDERFUL COUNSELOR

El Shaddai

CHRISTIAN HOME CARE

NEWSLETTER

FEBRUARY 2024

WHO TO CALL FOR SUPPORT

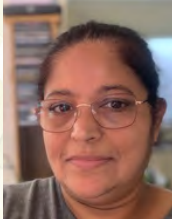
ANCA STAMATESCU



Anca oversees the Care Coordination Team. She is the main point of contact for new enquiries as well as feedback and suggestions.

Phone: (03) 9069 6202

STIFFANY TOUSSAINT



Call Stiffany for scheduling new services with a caregiver, changing or cancelling scheduled services, and general admin matters.

Phone: (03) 9069 6200, option 1

DINU STAMATESCU



Call Dinu for any Accounting and Compliance matters that could not be resolved with other members of the team.

Phone: (03) 9069 6201

MICHELLE KOK



Michelle is part of our Care Coordination Team. She will be in touch with you for assessments, care plans and service reviews.

Phone: (03) 9069 6200, option 2

JESSICA MAGNO



Jessica is also assisting with Care Coordination: service referrals, purchases, booking events and general admin matters.

Phone: (03) 9069 6200, option 2

NISHANTHI DHARMAKEERTHI



Nishanthi is our Accountant Assistant. Call Nishanthi for any queries regarding invoices and statements.

Phone: (03) 9069 6200, option 3

WHAT ELDERS SAY ABOUT US:

Good afternoon Dinu, Anca, Michelle, Jessica and staff.

Diane and I are so grateful and blessed to be a part of such a caring organization.

Everyone we have had any contact with at Christian Home Care, has been courteous and helpful, and acted with total professionalism.

[...]

Regards and Blessings,
Malcolm and Diane

CELEBRATING OUR COMMUNITY

We would love to highlight the testimonies, stories, special anniversaries or events of the Elders in our community.

If you have anything to share, please email us at anca@christianhomecare.com.au and we would love to feature you!

HAPPY BIRTHDAY TO OUR COMMUNITY MEMBERS



Elders:

**Alexandra C. Michael E. Claudia G. Alexandru I.
Jean J. Valerie K. Milton K. Patricia L. .
Christine R. Alfonce R. Joy S. Sothy S.**

Staff:

Sue W.

This Month

CHRISTIAN HOME CARE NEWS

The Christian Home Care Monthly Newsletter



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WORD OF THE MONTH: NAMES OF GOD

It is no wonder that the name of God that I think first is Abba, Father. It is such an oasis of safety and love in a world in turmoil, a place to come for shelter and peace and never be left out.

The scriptures give us many other names of God, and this is an opportunity to know our Creator in his multiple dimensions: God with us (Immanuel), God the Holy Spirit (dwelling in us), God "I am", our unique and eternal source of strength.

How incredible was that God's Son was born for us more than 2,000 years ago, being with us, in the world, also in all the splendor of his heavenly Father:

"For to us, a child is born, to us, a son is given; and the government shall be upon his shoulder, and his name shall be called Wonderful Counselor, Mighty God, Everlasting Father, Prince of Peace." Isaiah 9:6

As we shall journey for a while through God's names meaning in this newsletter, I invite you to choose the one that gives you strength and support when you encounter difficulties or adversity: is it God the Holy One? Is it Messiah? Is it Everlasting Father?

Thanks be to God that we can call Him on His name that brings us closer to Him!

Dinu Stamatescu

ADVANCE CARE DIRECTIVE

What is it and do I need one?

When joining CHC, at our first assessment and on each subsequent reassessment you are asked if you have an Advance Care Directive so that we can care best for your needs based on your decisions.

Having an Advance Care Directive is not mandatory. It is your choice if you want to have one or not. However, if you have an Advance Care Directive, we recommend that you provide CHC with a copy and that you also have a copy readily available in an emergency. If you update and change your Advance Care Directive, it is your responsibility to provide CHC with an updated copy of the document.

When you join CHC, we provide you with information about Advance Care Directives and we also include a printed booklet with such information in your CHC Orange Folder that we bring to you. You can always ring us and request extra copies if you need to.

What is an Advance Care Directive?

An Advance Care Directive is sometimes called a living will and can contain all your needs, values and preferences for your future care and details of a substitute decision-maker. It outlines your preferences for your future care along with your beliefs, values and goals. Having an advance care directive means you can also formally appoint a substitute decision-maker for when you can no longer make decisions yourself. Advance care directives differ between states and territories. You can learn more about directives on the [Advance Care Planning Australia website](#).

Why is an Advance Care Directive important?

Making an Advance Care Directive is an important part of advance care planning. It is impossible to know what will happen in the future concerning your health. And you might have firm ideas about how you want to live the rest of your life. In a crisis your loved ones may find it difficult to decide what treatment is best for you. An Advance Care Directive will help everyone know what you would want if you can't tell them.

How to make an Advance Care Directive

You can only make a valid Advance Care Directive if you are over 18 and have decision making capacity. Health professionals and family members must follow a valid directive. They cannot override it. Your doctor should provide you with information and advice regarding your current health situation. They should also discuss what may happen in the future. It is a good idea to discuss your Advance Care Directive with your doctor. You don't require a lawyer to complete a valid directive.

An Advance Care Directive can include one or more of the following:

- the person you would like to be your substitute decision-maker
- details of what is important to you, such as your values, life goals and preferred outcomes
- the treatments and care you would like or would refuse if you have a life-threatening illness or injury

There are [forms available](#) to help you write your directive.

Once you have written your Advance Care Directive, you should sign and date it. Your substitute decision-maker and your doctor can also sign it.

You should then give copies of your directive to your family, your substitute decision-maker, your hospital and doctor, the ambulance service, CHC and anyone else who you feel is appropriate.

ONE SINGLE NUMBER TO USE FOR ALL NEEDS

CHRISTIAN HOME CARE

(03) 9069 6200

This is a reminder that, for your convenience, we set up **one general phone number that encompasses all your needs: (03) 9069 6200.**

When you call **(03) 9069 6200**, you will hear a greeting message and an invitation to make a choice:

Select 1 for all your **Rostering needs (cleaning, personal care, respite etc. provided by CHC staff):**

The call will be answered by our Rostering team to deal with changing shift times, cancelling a shift, adding a once-off shift, discussing new shifts.

Select 2 for all your **Care Coordination needs (gardening, Physio, Podiatry, gutters / windows cleaning, etc):**

The call will be answered by our Care Coordination Admin Team and your requests will be either resolved then and there or, for complex requests, the team will involve a Care Coordinator for clinical aspects and the financial team for funding matters.

Select 3 for **Accounts (reimbursements, statements or invoice queries):**

Our Assistant Accountant will advise on invoice or statement-related queries.

Select 4 for **Christian Home Church services and general CHC social events:**

Our Events Team will record your attendance, prayer requests, pastoral care requests, etc.

Business hours are Monday to Friday 9 am to 5 pm.

If you ring before or after hours or on public holidays you will have 2 options:

Select 1 for **urgent matters:** we shall answer the call and action it.

Select 2 for **non-urgent matters:** you will be directed to leave a message for our Rostering or Admin team that will be actioned on the next business day.



Christian Home Church

Christian Home Church Meetings:

Our next Church services and afternoon tea meetings are planned for:

Wednesday 14 February 2024 (also beginning of Lent), 28 February, 13 March and so on fortnightly as usual, starting at 2.00 pm.

For our usual church services we meet on the premises of :

St Paul's Anglican Church at
40 Warrandyte Rd, Ringwood and there is ample parking.

As we meet on St Paul's Anglican Church premises, we have been advised by the host that there is no further need to check vaccination status.

However, we still highly recommend that you get the vaccinations as your GP advises, keep social distancing and wear a mask if concerned about COVID.

You also need to self-screen for COVID before attending the services according to CHC procedures already notified to you.

**Please RSVP to
coordination@christianhomecare.com.au or
(03) 9069 6200, select option 4**

Please note that we cannot take responsibility for your COVID safety when attending; if you deem attendance as an unacceptable risk to your health, we understand!

**HAVE YOU VISITED OUR CHRISTIAN HOME CHURCH WEBSITE AT
[HTTPS://CHRISTIANHOME.CHURCH](https://christianhome.church) ?**

PLEASE DO SO FOR UPCOMING SERVICE DATES, SERVICES RECORDINGS, PRAYER REQUESTS, ETC.

Christian Home Church is an ecumenical non-denominational church where we welcome people from any background and hope that irrespective of having been brought up as Catholics or Baptists or Pentecostal, Methodists, Lutherans, Presbyterians and so on, or maybe having no prior connection with church, we will all meet up in unity to bring glory to our God, praise our Saviour and thank our Holy Spirit.

SCAN ME



Have you got used to scanning QR codes wherever you go? You might like to try a different reason for scanning: just to get to our website, see what is coming up, leave prayer requests. **Try it now!**

PSALM OF THE MONTH

Psalm 135 Verses 1-3, 5, 13

1 Praise the Lord

Praise the name of the Lord;
praise him, you servants of the Lord,
2 you who minister in the house of the Lord,
in the courts of the house of our God.

3 Praise the Lord, for the Lord is good;
sing praise to his name, for that is pleasant.

5 I know that the Lord is great,
that our Lord is greater than all gods

13 Your name, Lord, endures forever,
your renown, Lord, through all generations.



**OUR CHRISTMAS PLAY:
THANK YOU ALL FOR BEING IN THE PICTURE!**



Thank you David for all the costumes!



Thank you Karen for directing our play!



REMINISCING ON OUR CHRISTMAS LUNCHEON



Thank you for attending our Christmas Luncheon! It has been the largest attendance so far with 134 people, stretching the limit of the 2 rooms we book from Kilsyth Club. We started conversations with the club for a larger venue in 2024, God willing!



COME TO OUR SOCIAL GATHERINGS AND MAKE NEW FRIENDS

At CHC we are a vibrant and loving community that meets each fortnight to enjoy afternoon tea, have a laugh, care for each other, share experiences, celebrate birthdays and journey through life.

**YOU are invited! ALL WELCOME! Come and join us!
You will be very warmly received and much loved!**

Our social gatherings are each fortnight on Wednesdays from 3pm to 4.15pm in the sequence of :
Wed 14/02, 28/02, 13/03, 27/03 and so on.

Location: St Paul's Anglican Church, 40 Warrandyte Rd, Ringwood; ample parking available.

If you need a Caregiver to assist you in attending our social events, we can organise this service for you.

Please register for catering purposes by ringing the office and self screen yourselves for Covid on the day of the attendance according to our self screening Covid document.



PHONE CALLS RECORDING

Have you called My Aged Care recently? If you did, have you noticed the recorded advice that the calls would be recorded for quality and training purposes? Recording phone calls for training and coaching purposes is a common practice in many industries, including Aged Care. It allows parties to monitor the quality of their customer service and provide feedback to their employees. By listening to recorded calls, managers can identify areas where their team members excel and areas where they need improvement. This information can then be used to provide targeted training and coaching to help employees develop their skills and provide better service to customers. Additionally, recorded calls can be used to ensure that company policies and procedures are being followed, and to identify any areas where changes may be needed.

Overall, recording phone calls for training and coaching purposes is an effective way to improve the quality of customer service and support the professional development of employees.

From February 2024, when you call CHC main number 03 9069 6200 you will hear, apart from the greeting message, a notification saying “ **Please note that our calls are recorded for training and quality purposes; if you do not wish for the call to be recorded, please advise our team member**”

Also, when we call you we shall advise “**Before we start, please note that our calls are recorded for training and quality purposes; Is that OK?**”

In case you do not want the call to be recorded, just mention this to our staff and they will disable the recording feature. **Thank you for accommodating this change that will allow us to further improve the services we offer to you!**

Have you got a complaint?

At Christian Home Care we strive daily to provide excellence in Home Care Package Service Delivery. Have we missed something?

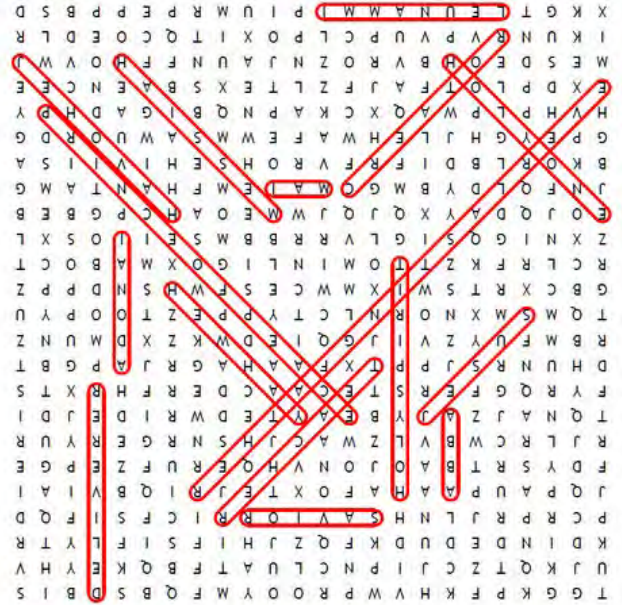
Raising your complaint promptly and directly with us gives you the best chance of a satisfactory resolution - please call us on 03 9069 6201.

If you don't receive a response to your complaint or are not satisfied with the response, you can contact Aged Care Quality and Safety Commission (ACQSC) or an advocate.

For more information on how to raise a complaint, you can find resources on ACQSC website agedcarequality.gov.au. If you want to contact an aged care advocate, call 1800 700 600. You can contact ACQSC on 1800 951 822.

WORD SEARCH ANSWERS

(DO NOT READ BEFORE ATTEMPTING THE WORD SEARCH ON THE NEXT PAGE)



Names of God

Creator
 Holy One
 Everlasting Father
 Prince of Peace
 Abba
 Yahweh

Teacher
 Messiah
 deliverer
 Adonai
 I am

Immanuel
 Savior
 Holy Spirit
 Jehovah
 Jesus

T G G K P F K H V W P R O O Y M F Q B S D B I S
 U J K Q T Z C J I P N C L U A T F B Q K E Y H V
 K D I N D E D U D K F Q Z J H I F S I F L Y T R
 P C R P R J L N H S A V I O R R I C F S I F Q D
 J Q P A U P A A H A F O X T E J R I Q B V I A I
 F D Y S R T B A O J O N V H Q E R U F Z E P G E
 R J L R C W B V L Z W A C J H S N R G E R Y U R
 T Q N A J Z A J Y B E A Y T E D W R I D E J D I
 F Y R Q G F E R S T E C A A C D E R F H R X T S
 D H U N R S J P P T X F A A H A G R J A P G B T
 R B M F U Y Z V I J G Q I E D W K Z X D M U N Z
 T Q M S M X N O R N L C T Y P P E Z T O O P Y U
 G B C X R T S W I X M W C E S F W H S N D P P Z
 R C L R F K Z T T O M I N L I G O X M A B O C T
 Z X N I G Q S I G L V R R B B M S E I I O S X L
 E O J Q D A Y X Q J Q J W M E O A H C P G B E B
 J N F Q L D Y B M G C M A I E M F H A N T A M G
 B K O R L B D I F R F V R O H S E H I V I I S A
 G P E Y G H J L E H W A F E W M S A W U O R D G
 H V H P L P W A Q X C K A P N Q B I G A D H P Y
 E X D P L O T F A J F Z L T E X S B A E N C E E
 M E S D E O H B V R O Z N J A U N F F H O V W J
 I K U N R V P V U P C L P O X I T Q C O E D L R
 X K G T L E U N A M M I P I U M R P E P P B S D