



*Merry  
Christmas*

**CHRISTIAN  
HOME CARE  
NEWSLETTER**

**DECEMBER 2023**

## 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.*

*D and I are so grateful and blessed to be a part of such a caring organizing.*

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

*Regards and Blessings  
M and D*

## 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](mailto:anca@christianhomecare.com.au) and we would love to feature you!

### HAPPY BIRTHDAY TO OUR COMMUNITY MEMBERS



**December 2023:** Peter B. Bert D. Edna T. Noelle F.

Josias G. John S. Robert L. Lorraine VP. Alan C.  
Hong W. Mary J. Isabel B. Vasso T.

**January 2024:** Polonia A. Michael S. Elizabeth T.

Beverley A. Clifford H. Robyn H. Araxi T. Ann G.  
Jennifer O. Maria R. Erika K. Nola G.  
Robin D. Rae H. Colin W.

# CHRISTIAN HOME CARE NEWS

The Christian Home Care Monthly Newsletter



## *This Month*

### **Word of the Month: Christmas**

Page 03

### **Governance**

### **Enhancements**

Page 04 and 05

### **Pastoral Message from Ps. Phil Haar**

Page 06

### **Christian Home Church**

Page 07

### **Christmas Luncheon Invitation**

Page 08

### **CHC Christmas Play Will you be in it?**

Page 09

### **Shield Yourself from Shingles**

Page 10

### **Preparedness for Power and Communication Services Failure**

Page 11

### **Word Search**

Page 12

## **WORD OF THE MONTH: CHRISTMAS**

This Christmas I am very resolute about not getting sucked in the busyness of the season, but concentrate on the reason for Christmas:

***"For to us a child is born,  
to us a son is given,  
and the government will be on his shoulders.***

***And he will be called***

***Wonderful Counselor, Mighty God,  
Everlasting Father, Prince of Peace."***

Isaiah 9:6

What gift can be more wonderful than the gift of a Saviour, no less than the Son of God, to save us from our sins and lead us into eternal life? Through the Christmas decorations, colourful lights, carols, visits and lunches and dinners, I am trying to stay focused on the prize, the Prince of Peace, the Redeemer of us all.

I wish you all that the celebration of Christmas and its true message will give you the Joy of the Lord and that peace of mind that comes only from the salvation brought into the world by this child, Jesus Christ:

***Joy to the world, the Lord is come.***

***Let Earth receive her King!***

***Let every heart prepare Him room***

***And Heaven and nature sing,***

***And Heaven and nature sing,***

***And Heaven, and Heaven, and nature sing!***

**Wishing you all a very Merry Christmas!**

Dinu Stamatescu

# STRENGTHENING PROVIDER GOVERNANCE

The Aged Care Act has been amended to introduce specific responsibilities for approved providers like Christian Home Care in relation to their governance arrangements.

These changes aim to strengthen the leadership and culture of organisations delivering aged care and to support the best interests of consumers.

Provider responsibilities relating to governance complement other regulations including the integrated expectations of the Aged Care Quality Standards and requirements for incident prevention and management, complaints management, human resources and record keeping. Governing bodies, as a core element of governance arrangements, play a critical role in aged care – they set the direction for, and culture of, the organisation, directly influencing the safety and quality of care provided to Elders.

Sound provider governance arrangements are critical to the provision of high-quality care for consumers of aged care services. Governance relates to how an organisation is managed, how it complies with its responsibilities and is held accountable for achieving outcomes for consumers.

The Governance changes apply, for existing Home Care Packages Service providers like Christian Home Care, from the 1st of December 2023.

## Governing Body

The Aged Care act changes require us to appoint extra Directors with diverse skills, experience and expertise. It also requires a majority of independent non-executive members. It must also contain at least one member with clinical care experience.



Anca Stamatescu is the Executive Director and Chairperson of the Board. Anca has been a Director since the establishment of Christian Home Care in 2018.

Anca holds a Bachelor Degree in Pharmacy and has been a Consultant Pharmacist for 10 years, prior to her current role

Kathy Day is non-Executive Director and Clinical Care specialist. Kathy holds a Master of Nursing, Master of Business Leadership and she is a Registered Nurse. Kathy has been in the Aged Care industry for many years, holding position in top managements and Boards of Governance for Aged Care and Health organisations



Ray Marchiori is a non-Executive Director and represents the views and preferences of our Elders. Semi-retired but never idle, Ray brings to the Board a wealth of knowledge in Management, Governance, with a particular insight into the building industry where he activated for many years.

## **Clinical Care Sub-Committee**

The Christian Home Care Clinical Care Sub-committee reports to the Board and meets every second month to analyse the latest developments and data relevant to the Clinical Care framework. The membership is made of Michelle Kok, RN, Clinical Care Coordinator, Anca Stamatescu, Pharmacist, Director, and Dinu Stamatescu, Manager.

## **Quality Care Advisory Body**

The Christian Home Care Quality Advisory body has been set up to gather grass-roots knowledge of any quality of service shortcomings and excellence so that continuous quality improvement becomes possible.

This body is made of one Caregiver (Via Ryani), the Rosterer (Stiffany Toussaint) and the Director (Anca Stamatescu).

## **Consumer Advisory Body**

Christian Home Care is currently inviting expressions of interest from our Elders for this important advisory body, that provides valuable feedback to our Board and helps build a person-centred culture committed to quality aged care. Appointments are on a voluntary basis and would be for 12 months (for the entire calendar year), with meetings in our office in Ringwood, every 3 months. If interested, please email Anca [anca@christianhomecare.com.au](mailto:anca@christianhomecare.com.au) or call her on 03 9069 6202.

## **Suitability of Key Personnel**

Key personnel are the foundation of quality care and services. That's why it's essential to assess the ongoing suitability of our key personnel: the Directors, the Manager, the Care Coordinator. The suitability is checked every 12 months.

## **Notifying the Commission**

CHC will inform the Government about changes in key personnel or any other matters impacting our service within 14 days after the change occurs.

## **Staff qualifications, skills, and experience**

As the Royal Commission acknowledged, investing in workplace development improves staff performance, commitment and retention. This also benefits people receiving aged care.

Our governing body ensures staff members have the necessary skills, qualifications and experience to perform their duties.

Staff are receiving development opportunities that enhance capability and support professional growth.

# PASTORAL MESSAGE: CHRISTMAS JOY IS ALWAYS IN MY HEART

Read of the Birth of Jesus in Luke Chapter 2 verses 1-20.

***'I bring you good news that will cause great joy for all the people. Today in the town of David a Savior has been born to you; he is the Messiah, the Lord.'* ( vs 10 -11)"**

When you think of a favourite pastime like gardening, or visiting a treasured place or special friend I'm sure you experience feelings of joy. Even though at this moment you may not be in the garden, or in that place or with that friend, they give you joy.

Seeing flowers opening and fruit setting on my tomato plants gives me joy long before they swell and ripen on the vine. The smell of freshly dug earth is enough to evoke happy memories. There's joy in my heart as I smell salt laden air even before I get my first glimpse of blue and the sandy sweep of my favourite beach. Joy builds as I near the street where my grandchildren live and I anticipate warm hugs, laughter and lifting them up while I still can. Yet even if I can't be with them they give me joy. The joy of Christmas is like that for me long before the first of December. Even before the scripture readings for Advent and the successive lighting of the candles, HOPE ( Prophecy Candle), PEACE ( Bethlehem Candle), JOY (The Shepherd's Candle) LOVE ( Angel's Candle) fill my ears and eyes I experience Christmas Joy.

I love the children's nativity play, the songs of angels and excited wonderment of shepherds, but even if I don't participate wearing my angel wings this year I already have great joy.



Christmas joy is part of my home life. Not the intrusive advertising and sales pitch that commercialize Christmas, but things like putting up the Christmas tree. The decorations and addition of lights in our front garden to share our joy with people passing by.

I love the smell of Christmas delights being baked, the sound of presents being wrapped, a family gathering being planned. That may sound like it's only about us but we also make efforts to bless strangers through food bank donations and giving other gifts of grace. Ultimately the lasting true joy of Christmas is found in God my Saviour. The birth of Jesus as the angels announced is great news for all the peoples 'a Saviour is born'. My Saviour who gives me joy every day whether there are family to gather at my table or not.

In Jesus I have received the greatest gift, an everlasting gift that lasts through every month of every year. A joy I see in you and the staff of Christian Home Care; a joy too good not to share.

Christmas is not just a brief happy holiday season, but a lifelong joyous celebration of Christ.

God bless you with the everlasting joy of the Lord !

Pastor Phil Haar





# Christian Home Church

## Christian Home Church Meetings:

**Our next Church services and afternoon tea meetings will resume in-person on**

**Wednesday 31 January 2024**, then fortnightly as usual, starting at 2.00 pm.

There will not be a service on 13 December 2023 as this is being replaced with our Christmas celebration luncheon on 15 December 2023 from 12.30pm at Kilsyth Club.

**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](mailto: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 96 Verses 1-2, 11-13**

- 1 Sing to the Lord a new song; sing to the Lord, all the earth.
- 2 Sing to the Lord, praise his name; proclaim his salvation day after day.
- 3 Declare his glory among the nations, his marvelous deeds among all peoples.
- 11 Let the heavens rejoice, let the earth be glad; let the sea resound, and all that is in it.
- 12 Let the fields be jubilant, and everything in them; let all the trees of the forest sing for joy.
- 13 Let all creation rejoice before the Lord, for he comes, he comes to judge the earth. He will judge the world in righteousness and the peoples in his faithfulness.

# Christmas Celebration

We warmly invite you to celebrate with us a very merry and joyous Christmas!

**Friday 15th of December starting at 12:30 pm for praising the Lord, enjoying lunch and celebrating until around 3:30 pm**

**Club Kilsyth, Corner Canterbury & Colchester Roads  
1-15 Canterbury Rd, Bayswater North**

**Please RSVP to our office by the 9th of December at [coordination@christianhomecare.com.au](mailto:coordination@christianhomecare.com.au) or (03) 9069 6200 (choose option 4)**

**Please also advise us of any carer / transport needs and don't forget to self screen for Covid according to our document on Fri 15/12 before coming.**



*Merry Christmas and a very blessed New Year from all of us at  
Christian Home Care!*

**During our Christian Home Care and Christian Home Church services and events we take photos and videos which we may use in our publications such as newsletters, invitations, presentations, websites, streamed church services, etc. By participating to our services and events you give us permission to use such photos and recordings.**



### **Rostering and Shifts reminder**

As always, rostering shifts will follow the default preference for Public Holidays that you provided.

If you opted "no" for Public Holidays, any shifts that fall on a Public Holiday would be automatically cancelled.

If you opted "yes" for Public Holidays, any shifts that fall on a Public Holiday would be automatically kept ongoing.

However, if you are going away or have various rostering changes for December / January that you know in advance, please let our team know as soon as you can by ringing (03) 9069 6200 and select option 1.

Christian Home Care is preparing a short play to be presented during our Christmas luncheon on 15th of December and we would like to warmly invite Elders, families, staff and volunteers to be the actors in this play.

The play is entitled simply "The Christmas Photo - Will You Be in It?" and it involves the preparation of a group Christmas photo.

Please contact Anca on (03) 9069 6202 or [anca@christianhomecare.com.au](mailto:anca@christianhomecare.com.au) if you would like to be part of the fun either by being a character or by lending us costume items.



**The Christmas Photo!**

**Will you be in it?**





# SHIELD YOURSELF FROM SHINGLES

Are you 65 or older?

**TALK TO YOUR HEALTH PROFESSIONAL ABOUT GETTING THE SHINGLES VACCINE FOR FREE.**

## WHAT IS SHINGLES?

Shingles is a viral infection that can be really nasty; especially as you get older or if your immune system is weak.

Did you know one in three people will get shingles in their lifetime? If you had chickenpox as a child, you can get shingles as an adult.

### It can:

- cause a painful, blistering rash
- bring on sudden and intense pain that can last for months
- be very severe and debilitating
- lead to serious illness in some cases.

## SHIELD YOURSELF FROM SHINGLES

Vaccination is a safe and effective way to protect yourself from shingles.

Shingles vaccination is available for free for:

- people aged 65 or older
- Aboriginal and Torres Strait Islander people aged 50 or older
- immunocompromised people aged 18 years or older with eligible medical conditions.

For more information visit [health.gov.au/shingles-vaccine](http://health.gov.au/shingles-vaccine)

**SHIELD YOURSELF FROM SHINGLES  
TALK TO YOUR HEALTH PROFESSIONAL ABOUT YOUR ELIGIBILITY FOR THE FREE VACCINE TODAY.**



## CONTINUITY OF SERVICES

The recent Optus outage is a strong reminder that the wonderfully connected world we operate in has also some weaknesses: if the Internet is down, this could bring down Home Care Services systems.

Not so for Christian Home Care: while Optus Internet was down (and we have, in the office, Optus Internet service with 4G redundancy, in case the cables along the street are cut), we have used a spare Telstra Internet device that kept the phones going - the only issue was if your phone service was Optus and you could not ring us...

For your peace of mind: we use a totally paperless data storage system, if the office burns down (God forbid!), all data is safe, in the "cloud", totally secure by Microsoft strong systems and policies. Even if Microsoft's servers would be flooded or destroyed in Sydney, within seconds a geographically different server synced system would take over, giving us continuity of service.

We also took into account the issues with power supply weaknesses in our grid - last year there were power outages in Melbourne Eastern suburbs that lasted from 2 days in Ringwood area, where our office is located, to more than a week in the Mt. Dandenong area. We have installed earlier in the year a gas-power backup generator that clicks into action within 15 seconds from grid power going down.

While these are examples of measures we take to strengthen up our systems and continuity of service, nothing is completely failsafe; we just want to reassure you that we keep vigilant on current trends that could affect our services to you and we go above and beyond to address them proactively.

### 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?

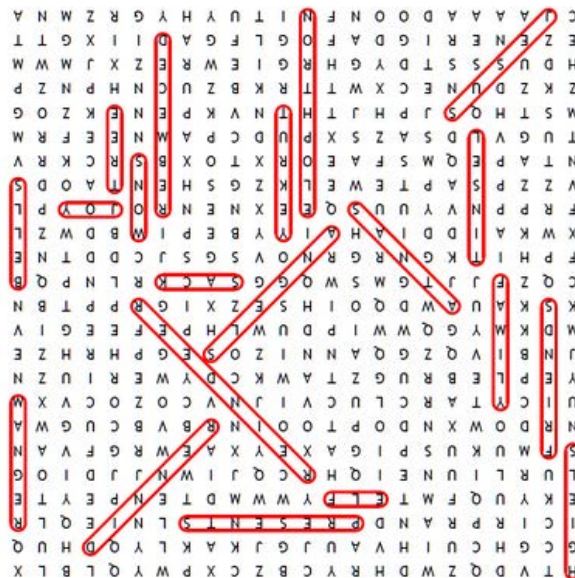
Raising your complaint promptly and directly with us gives you the best chance of a satisfactory resolution - please call us on 03 9069 6201.

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](http://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)



Christmas



# Christmas

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

DECORATIONS

REINDEER

FAMILY

TURKEY

SNOW

NORTHPOLE

FRIENDS

JINGLE

BELLS

TREE

DECEMBER

RUDOLPH

SLEIGH

SANTA

ELF

PRESENTS

DINNER

TINSEL

SACK

HAT