

COMMUNITY MANAGEMENT TO SUPPORT THE SENIORS OF BELL AND DALBY DRISTRICTS

Update & News from our Founder & President, Lesley Bryce:

At last, at last, winter has decided to visit. As well as having a fire, at our place winter is inevitably greeted by mice! I don't know about you, but I've been getting one or two every night now for several weeks!

We're giving a place of honour this newsletter to some of the Rules of Engagement in this community project of ours. As our numbers grow and we expand geographically, the level of responsibility and expectations expands exponentially. I would encourage you to please read the piece inside about 'Ongoing Care of Care Coordinated Consumers'.

In a nutshell, our role is to care coordinate your Home Care Package – sounds simple, doesn't it! However, there are so very many facets to Bell Cares Inc providing a holistic level of care to our clients that the boundaries are constantly blurring. The issue that arises most often is when our clients choose not to notify us of Serious Incidents. I know, everybody will have a different idea of what a Serious Incident entails. But certainly ANY fall, injury or hospital admission needs to be reported to us, with us being responsible to notify Trilogy Care. However, there are other very important aspects of your safe level of care at home. Our workers, YOUR workers, are often the very first person to see changes to your behaviour, or your well being or to the way you are managing at home. It's critical that our workers let us know, if only so that we can give you a call or pop in, to make sure all is well in the home. It's also really important for us to know if you are not managing well at home and we need to think about a reassessment to be able to provide more services. This can only be done if we can set a background narrative about why you need more assistance. We must work as a team and as a team we all have our own jobs to do. Our Consumer (and their family) have their responsibilities, just the same as we do and Trilogy Care does.

One of the best ways for us to stay in touch with you is for you to come to our morning teas – we can chat in a social setting, we can set up a time to visit and address any concerns privately if need be and you stay connected with our community. Often the question you may have is the same question several others have - so it's enlightening for all of us.

Please read the piece inside, please note your responsibilities and by all means be in touch with us if you would like to pass on any feedback.

Lesley x



We Recognise The Challenges of Country Living and are Committed to Helping Local Seniors Get Better Value Care.

Contact Us:

35 Dennis Street, Bell Qld 4408

Phone: 46631333

Email: info@bellcares.com.au

www.bellcares.com.au



Find us on 

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Ongoing Care of Care Coordinated Consumers

Consumer/Family - Responsibilities

- **Care Plan/Budget:** Participates in conversation with Care Coordinator and Trilogy Care provider to complete.
- **Manage Roster Employees:** Provides preference and roster feedback to Bell Cares.
- **Incident/Leave Management:** Informs Bell Cares of any incidents or changes to health & advise of any admissions to hospital or respite. Advise Bell Cares once discharged.
- **Feedback and Complaints:** Provide to Bell Cares and Trilogy Care.
- **Inclusions/Exclusions:** Requests to Service Provider.
- **Financial (Manage Bills/reimbursements):** Submit bills for reimbursements & payment to Bell Cares for processing. Pay Income Tested Fee (If necessary)
- **Package Upgrade Requests:** Requests to Bell Cares to action.
- **Meals Requests:** Requests to Bell Cares to action.
- **Client Taxi/Cab Charges:** Requests to Bell Cares to action.
- **OT assessment:** Requests to Bell Cares to action.
- **Respite/Permanent Care:** Completion of application & advise Bell Cares of admission & discharge date.

Care Coordinator - Responsibilities

- **Onboarding with Trilogy Care:** Assist consumer to complete all Trilogy Care onboarding requirements.
- **Care Plan/Budget:** Completes Access Form and Care Plan preparation document with consumer. Action budget updates as needed and requested by consumer. Provide copies of documentation for records.
- **Worker Onboarding Documents:** Assist in gathering documents required.
- **Find/Recruit Workers :** Source workers, source service referrals: OT, Physio, Allied Health.
- **Manage Roster Employees:** Provides preference and roster feedback.
- **Incident/Leave Management:** Informs & submission of documentation to Trilogy Care.
- **Welfare Checks:** Contact consumer for regular welfare checks & update Trilogy Care.
- **Feedback and Complaints:** Provides to Trilogy Care.
- **Inclusions/Exclusions:** Requests to Trilogy Care for advice & approval.
- **Financial (Manage Bills/reimbursements):** Submit bills & reimbursements to Trilogy Care for payment & follow up. Reconciliation of monthly statements & follow up of rectification of errors.
- **Package Upgrade Requests:** Requests to Trilogy Care to action.
- **Meals Requests:** Requests to Trilogy Care to action.
- **Client Taxi/Cab Charges:** Requests to Service Provider to action.
- **OT assessment:** Coordinates assessment & submission to Trilogy Care for approval of recommendations. Sourcing of quotes & coordination of contractors to complete modifications & ordering of goods & equipment.
- **Respite/Permanent Care:** Inform Trilogy Care of admission & discharge date.

Service Provider - Responsibilities

- **Care Plan/ Budget:** Contact the Care Coordinator to arrange meeting to complete Care Plan/ Budget. Provide a printed copy to the consumer to have in their home.
- **Worker Onboarding Documents:** Mandatory documents, Covid Vaccination, Police checks, Insurances gather by Care Coordinator
- **Incident Management:** Log incidents, Clinical/ Incident management, Adjust Risks as required
- **Feedback and Complaints:** Log feedback, feedback management, continuous improvement
- **Inclusions/ Exclusions:** Approve/reject inclusions. Notify Care Coordinator of the outcome
- **Financial (Manage Bills/ Reimbursements):** Manage expenditure in line with budget, approve/reject bills, publish monthly statement, collect Income Tested Fees
- **Package Upgrade Requests:** Log package upgrade, update care plan
- **Meals Requests:** Submit meal request
- **Client Taxi/ Cab Charges:** Submit Cab Charge request, Follow up on delivery

Introducing Our New Care Coordinator



Bettina Galagher

Bettina has recently joined the Bell Cares team as our new Care Coordinator. Moving to Bell in June 2023, after being in Kingaroy for 14 years, Bettina lives with her daughter Olivia and enjoys exploring the region and spending time with family and friends. Bettina has a love for small towns, having grown up in Tambo and travels home every opportunity she can to see her family there. With experience in residential aged care, Bettina has a love for helping people and having a good chat and a laugh. Bettina is very excited to be part of the Bell Cares team and looks forward to becoming more involved in the community.



BELL CARES
INC

Christmas In July

23rd July 2024

12 PM

PIPS'N'CHERRIES

15 ENSOR STREET, BELL QLD

LUNCH, DESSERT & PUNCH

\$30 PER PERSON

*\$15 FOR BELL CARES CLIENTS
WITH A HOME CARE PACKAGE

**RSVP & PAYMENT TO BELL
CARES BY 15 JULY 2024**

**DRESS IN YOUR FAVOURITE
FESTIVE FASHION
PRIZES TO BE WON!**

FOR MORE INFORMATION AND
BOOKINGS CONTACT THE BELL
CARES OFFICE ON 07 4663 1333.

See you there!

BELL CARES DATE CLAIMERS

MAY 2024

Thurs 2 May - 10:00am

Social Morning Tea

at Pips'N'Cherries
15 Ensor Street, Bell

Tues 14 May - 10:00am

Morning Tea

at Dalby Senior Citizens Hall
Cnr Condamine & Roche Sts, Dalby

Thurs 16 May - 10:00am

Morning Tea & Guest Speaker

Are You Bugged Mate?

at Bell Bunya Community Centre
71 Maxwell Street, Bell

Sat 18 May - 6:00pm

Bell Cares

Annual Fundraising Event

37 Dennis Street, Bell

JUNE 2024

Thurs 6 June - 10:00am

Social Morning Tea

at Pips'N'Cherries
15 Ensor Street, Bell

Thurs 20 June - 10:00am

Morning Tea

at Bell Bunya Community Centre
71 Maxwell Street, Bell

JULY 2024

Thurs 4 July - 10:00am

Social Morning Tea

at Pips'N'Cherries
15 Ensor Street, Bell

Thurs 18 July - 10:00am

Morning Tea

at Bell Bunya Community Centre
71 Maxwell Street, Bell

**Remember, you don't
need to have a Home
Care Package to come
along to our events, the
more the merrier!**

How we're tracking

103 **People in our Care Project**

85 **People using their Home Care Packages and receiving in home services**

35 **Local people employed through the project**



OUR DALBY OFFICE

Our Dalby office is located at Hub Cowork in Stuart St, and is open on Tuesdays, by appointment only. Please call the Bell Cares office on 07 4663 1333 to make an appointment.



SUPPORT WORKER PROFILE

Maree Parviainen

Maree is one of the amazing Bell Care's Support Worker team based in Dalby. Maree has been a care worker for 7 years and has a love for people and working with a diversity of people, helping them as well as learning from them and their lives. Maree says, "I can't believe that I am lucky enough to call support work my job!" Away from work, Maree loves spending time with her family, walking, swimming and the beach!

COMMUNITY INFORMATION

2024

HEALTH SERVICES AVAILABLE

ALL BY APPOINTMENT ONLY

MYOTHERAPY Monday & Thursdays
Kadi Lillis 0493 576 595
<https://www.theruralmyo.com.au>

REFLEXOLOGY & REIKI Tuesdays
Amanda McCarthy 0447 126 666
<https://www.alphavitality.com.au>

ACUPUNCTURE Tuesdays
John-Paul Davies (JP) 07-4663 1087
<https://newleafclinic.com.au>

PODIATRY Fridays
Melissa Cummins 0419 968 998
mel@northsouthpodiatry.com.au

all available at the



Opera at Jimbour
10-12 May 2024



Qld Music Trails returns with Opera at Jimbour, transforming the estate into a haven for music lovers. Immerse yourself in a unique operatic experience amidst the captivating charm of Jimbour House.



INFORMATION FOR CUSTOMERS

Australian Government Mobile Service Centre



Serving Regional Australia

Visit the Mobile Service Centre to find out about Australian Government payments and services for rural families, older Australians, students, job seekers, people with disability, carers, farmers and self-employed people.

Information about Department of Veterans' Affairs programs and support services for veterans and their families will also be available.

Staff can provide you with information and support. They can also help you create a myGov account. myGov is a simple and secure way to access government services online.

Wednesday, 15 May 2024

9 am to 4 pm

Opposite the Bellview Hotel, Dennis Street

BELL

For more information, go to servicesaustralia.gov.au/mobileoffice