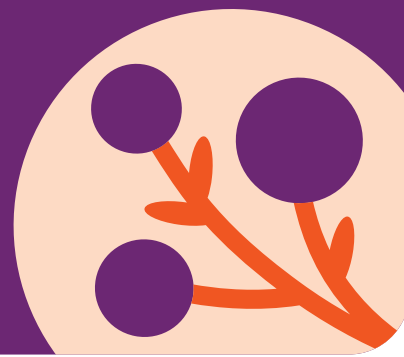


Juniper Home and Community Care

Newsletter | March 2024



Dear Juniper Home and Community Care Customers,

We are thrilled to reach out to you today to share the results of our recent Customer Experience Survey, conducted by CoreData WA on behalf of Juniper.

Your feedback is invaluable to us, and we want to express our sincere appreciation for taking the time to share your home care thoughts and experiences. Between August and October 2023, over seven weeks, we received a total of 401 responses from Juniper Home and Community Care customers and their families. This feedback has given us a deeper understanding of your needs and aspirations, and we're committed to using this information to enhance our

services to deliver an even better experience for you.

We are excited to share that our staff's outstanding performance has been recognised with an overwhelming amount of positive feedback. Customers say we are performing well on the top three things – having friendly and caring staff, treating customers and their families with respect, and helping older Australians live safe and full lives.



Our other performance highlights included:

- 80% of customers are satisfied with Juniper, and 82% of home care relatives share the same sentiment.
- An overwhelming 83% of our Home Care Customers express that we have met their expectations.
- Almost nine out of every ten people feel that Juniper understands their individual needs and situations well.
- Eight out of ten customers feel valued, finding Juniper easy to deal with.
- A remarkable eight in ten people believe that Juniper does what we say we will do.
- Most importantly, there is resounding agreement that Juniper supports you to get the best out of each day.

\$100 gift voucher

when you refer a friend

Simply get a friend to mention who referred them when they sign up their Home Care Package with Juniper and we'll reward you.

*Terms and conditions apply. Offer ends 30 June 2024.



- 2024 and beyond!
- Meet some of our home care team
- GenWest Careers - meet Juniper Physiotherapist Liam White

Continued from cover

The survey results indicated a growing interest among people who want to learn more about aged care services. It is also evident that many individuals become aware of such services only when they require support. We are committed to supporting you throughout this process and our experienced staff are always available to provide guidance and assistance.

I am also delighted to share that your feedback has already ignited positive changes at Juniper. We have embarked on a comprehensive restructuring of our Home Care services to improve staff continuity, turnover, and any variability in service quality.

As part of our dedication to transparency and engagement, we have introduced a Home Care newsletter, a Home Care focus group, and Juniper's Consumer Advisory Body. These initiatives aim to enhance communication and collaboration with you, ensuring that your needs and preferences remain at the forefront of our service delivery.

Thank you for being an integral part of the Juniper community. Your trust, feedback, and shared experiences are vital to our ongoing commitment to providing exceptional care.

Kind regards,

Leanne Plowright

Operations Manager

Home and Community Care



We hear you!

Based on your feedback, we have already implemented several steps to improve our home care services.

- We have arranged forums to directly communicate with our customers and their families to understand and address any concerns they may have.
- We sent an invitation to all home care customers to join Juniper's Consumer Advisory Body. This allows us to gather ongoing valuable feedback and insights directly from customers. If you would like to join, please contact homecare@juniper.org.au.
- We have been continuously working to improve client statements. We have already implemented one crucial fix, which is removing the repetition of "expense" in each line item.
- We conducted workshops with multiple departments, including Rostering, Admin, Finance, and Marketing, to simplify reading statements for our customers.
- Our teams across various departments and levels have undergone extensive training to better serve you. Customer Care Leads have enhanced their knowledge around Home Care Package funds' drawdown sequence and statement interpretation. Our Admin team has been trained on the importance of correct data entry and its impact on client statements.

Would you like to go digital?



As part of our ongoing efforts to improve our customer experience, we're updating the way we communicate with our customers. We're pleased to offer you the option to receive all our future communications via email. If you're interested in this option, please let us know at homecare@juniper.org.au.



2024 and beyond!

In 2024, our goal is to ensure that everyone has access to the best home care services. We are constantly exploring new ways to invest in our home care services.

We are looking to expand our services to other regions to help more people stay at home. As of now, we offer Home Care Services in various regions, including Perth, the Peel region, parts of the Wheatbelt, and the Kimberley. We also operate Day Centres in Kununurra and Wyndham to provide a safe and comfortable environment for our customers.

We understand that transparency is crucial in the provision of care services. Therefore, we are implementing a new app that will allow you and your family to have better visibility of your care. We have also updated our software to ensure better outcomes for billing and rostering.

Juniper's Transition Care Program has also commenced, which provides short-term care for up to 12 weeks to those who require additional support after being discharged from the hospital. Our goal-oriented program aims to enhance your health and mobility, enabling you to live independently at home. Whether you choose to receive this care in a residential home, your own home, or a combination of both, we are committed to working with you to achieve your wellbeing goals.



Important Payment Reminder

When making a payment, it is important to ensure that it is directed to our National Australia Bank (NAB) account as the Westpac account is no longer active. This will help us process your payment quickly and accurately. Additionally, please provide us with your Unique Reference Number (URN) or your full name when making the payment. The URN can be found on all statements. This information is necessary for us to identify your payment and allocate it to your account. Failing to provide this information can result in delays and difficulties in processing your payment.

As below, please find details of Juniper's home care bank account:

Account Name: Juniper

Financial Institution: National Australia Bank Limited (NAB)

Account Number: 93-616-2912

BSB: 086-082

Love a heart-warming tale?

Get your daily dose of feel-good stories, news and handy tips.

Follow us on Facebook
@JuniperAgedCare



How OT changed Lorna's life for the better

As someone who has been active for most of her life, Lorna de Souza was at a loss when she began experiencing hip pain, which was holding her back from doing her usual day-to-day activities.

At 87, Lorna has spent the past 23 years living at her family home in Greenwood and loves keeping active and staying connected in her local community.

A keen gardener who often likes to potter around her yard, Lorna was finding it more difficult to do the things she enjoyed because of ongoing pain.

Seeing how much pain Lorna was in, daughter-in-law Alison de Souza stepped in to help and encouraged her to see her local GP, who referred her to an Occupational Therapist (OT).

Alison and Lorna chose Juniper as the Home Care provider, and it wasn't long before Alison and Lorna heard from Rebecca Moore, an OT within Juniper's in-house Allied Health

team, who came out to Lorna's home to assess how she could help.

"Rebecca understood what we needed in the short time frame we saw her," Alison said.

Following a thorough assessment, Rebecca put the source of Lorna's hip pain down to her daily struggles to get in and out of bed.

"She told us that the bed was too high, and that was what was causing her hip pain," Alison said.

After recommending that she replace her bed, Lorna was amazed at how soon her hip pain had subsided after she invested in an adjustable remote-controlled bed that could help her in get in and out of bed with ease.

Rebecca also suggested other assistive aids for Lorna including a handy hook, an anti-fall watch which alerts family members of Lorna has had a fall and a handy bar to help her get in and out of her car more easily.

Both Alison and Lorna are immensely grateful for Rebecca's support.

"Rebecca went above and beyond in assisting us with the equipment that we could be provided with and keeping us informed all the way through and updated us every step of the way," Alison said.

"Rebecca was so professional patient understanding kind and treated my mother-in-law with great respect for her needs."





Meet some of our home care team!

Meet Gail Pears Operations Team Lead

Gail Pears is a dedicated and knowledgeable Operations Team Leader.

Her role involves leading and supporting a team of Care Leads to ensure that home care customers receive high-quality support and care.

Gail holds a Bachelor of Business with a major in Marketing and Management. After completing her studies, she initially pursued a career in various marketing roles. However, she soon shifted her focus to motherhood, where she raised her children until they reached school age. Since 2013, Gail has been an integral part of the Aged Care Sector, finding fulfillment in a career that allows her to make a positive impact on people's lives.

Gail finds joy and satisfaction in assisting and uplifting others. The fulfillment she gets from making a positive impact on people's lives is unmatched.



Meet Sarah Whittaker Operations Team Lead

Sarah Whittaker joined Juniper in December 2023 as Operations Team Leader.

In her role, she provides support to the Care Leads who manage Community Home Support Program (CHSP) and Home Care Package (HCP) clients, ensuring they can continue living in the comfort of their own homes.

Having been in the aged care industry for over 20 years, Sarah brings a wealth of knowledge and experience to her current position. She has worked in both the United Kingdom and Australia, gaining valuable insights and expertise along the way.

What Sarah loves most about her job is the opportunity to guide and support her team, empowering them to provide exceptional care. She believes in the importance of offering care that is not only valuable and customer-focused, but also sustainable in the long run. Sarah finds tremendous fulfillment in knowing that she is making a positive difference in the lives of vulnerable individuals and their families within society.



Meet Kesha Logan Clinical Team Leader

Kesha Logan is a highly skilled and experienced Clinical Team Leader and brings her expertise in Occupational Therapy (OT) to support Home Care customers.

Since joining Juniper in August 2023, Kesha has made a significant impact in her role, providing exceptional support to the Community OT and Podiatry Team.

With a background in community work, Kesha is well-versed in delivering comprehensive care to individuals in their own homes. Her dedication to increasing independence and safety in the home environment is evident in her commitment to delivering the best client outcomes. Kesha thrives in her role by working closely with a multidisciplinary team consisting of OTs, Physiotherapists, Podiatrists, and Nurses, where knowledge and experiences are shared to provide the highest level of care.

What Kesha finds most fulfilling about her job is the opportunity to work with a team of exceptional therapists who are equally passionate about making a positive difference in people's lives.

Meet Bernie Wong Clinical Team Leader

Bernie Wong is a dedicated Clinical Team Leader Physio who joined Juniper in May 2023.

With a background in physiotherapy, Bernie plays an integral role in supporting our Home Care customers. As the Clinical Team Leader Physio, Bernie oversees a team of community physiotherapists and therapy assistants, providing them with clinical guidance and expertise on complex matters.

One of Bernie's key responsibilities is to ensure that our physiotherapy services are effective, goal-oriented, and tailored to the specific needs of our clients. By staying updated on the latest research and advancements in the field of physiotherapy, Bernie ensures that our team is equipped with the knowledge and skills necessary to provide the best possible care to our Home Care customers.

What Bernie loves most about their job is the constant challenge that it presents. With no two days being the same, Bernie thrives in an environment that pushes them to think creatively and adapt quickly to new situations. This passion for overcoming challenges translates into a commitment to delivering top-notch care and achieving positive outcomes for our clients.

With Bernie's expertise and leadership, our Home Care customers can trust that they are receiving the highest standard of physiotherapy care. Bernie's dedication to excellence and their ability to provide clinical guidance makes them an invaluable part of our team at Juniper.





GenWest Careers

The West Australian recently interviewed 24-year-old Liam White, Juniper Home and Community Care Physiotherapist as part of their GenWest Careers section. Here's what he said:

I started in October 2023 to support older people who are still living independently at home and in their community.

I completed my Bachelor of Science majoring in sports science and exercise and health at the University of Western Australia before moving to Sydney and completing a doctor of physiotherapy course at Macquarie University. I took on this additional study so I would qualify as a physiotherapist. My first experience in aged care was during a placement at a rehabilitation centre for older people.

When I was looking for a graduate physiotherapy role, I came across the role in Juniper's Home and

Community Care team and it was the supportive environment, flexibility and customer-building relationships that really appealed to me.

I love that I get to build good relationships with the customers I support each week. I think of it like having a weekly catch-up to see how life is going, as well as guiding them through any physiotherapy exercises or requirements to help them reach their individual goal. But the most rewarding part is seeing a customer reach their goal after working with them to achieve something. For example, I went to see a customer and we identified some upper limb and fine motor skills were impacted by

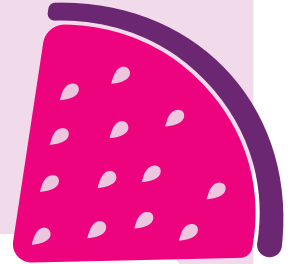
a recent stroke. So, I gave him a finger wall climb exercise to do and the next time I came back to see him he mentioned that he had been doing the exercise and that it had strengthened his fingers so that he could play guitar again. He hadn't played guitar for over a year since having the stroke. That was a really rewarding moment for me.

In the future I'd like to see myself develop into a senior level physiotherapist, participating in research opportunities and mentoring graduate physiotherapists. There is so much that could be done in the aged care sector. There is a lot more research funding into areas such as fall prevention, which is an area of high demand in aged care. I think there are a lot of opportunities in the aged care sector, so I've really enjoyed it so far.

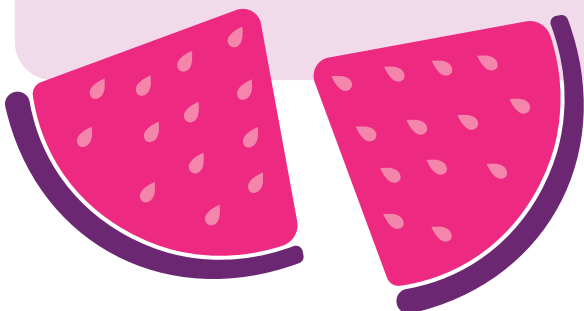


Hello Summer

Word search



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



- | | | | |
|--------|----------|---------|------------|
| ALOHA | HOT | SUMMER | FUN |
| BIKE | SUNHAT | SWIM | LEMONADE |
| CAMP | VACATION | FISHING | WATERMELON |
| PICNIC | POOL | SUN | BEACH |

