

# Juniper Home and Community Care

Newsletter | September 2023



## Welcome to Juniper's Home and Community Care Newsletter!

Firstly, I'd like to thank you for being one of our valued Home Care customers.

I want to take this opportunity to provide some updates happening across our Home and Community Care services.

Juniper is committed to providing high-quality, professional support to our customers, and it's something we pride ourselves on. But, like many organisations, we are experiencing a steady rise in costs such as attracting and retaining quality staff, training and travel.

To ensure that you continue receiving quality care, we regularly review our prices and fees to make sure what we charge is fair for our customers, but also allows us to be sustainable.

Juniper's pricing reviews will concur with pension indexation which occurs in March and September each year. In September, we will be undertaking a price review in line with CPI (Consumer Price Index) increase.



We will communicate any required rate increases and provide you with notice if there are going to be any changes to our current fees and prices.

You can read more updates and some great stories from across our Home Care community in this newsletter – happy reading!

**Leanne Plowright**  
State Operations Manager  
Juniper Home and Community Care

## Share your thoughts in our Focus Groups!

We value your feedback. Your input is crucial to help us improve our services. We are currently organising sessions to hear your thoughts on our services and talk about the changes to Home Care. We'd love you and/or your loved ones to come along. If you are interested, please email [communityadmin@juniper.org.au](mailto:communityadmin@juniper.org.au) or speak with your Client Care Advisor.



**What's inside:** New-look billing statements • Customer Experience Survey • Home Care campaign • De-mystify aged care • Life-changing Occupational Therapy • Horsing around • Meet our staff

## New-look billing statements coming soon!

We've taken onboard your feedback about our billing statements and are currently working on a more user-friendly design for easy reading. We will be bringing the new-look statements to you very soon, so stay tuned!

Also, just a **friendly reminder** to all our customers that when you are paying your invoices at your bank branch, please be sure to include your **URN** and **invoice number** (located on the top right hand corner of the invoice).

## Love a heart-warming tale?

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

Follow us on Facebook  
**@JuniperAgedCare**



## Juniper Customer Experience Survey

Have you received your Juniper Customer Experience Survey in the mail? We'd love to hear from you! Make sure you send it back to us by Friday, September 29, and you'll go into the running to **win one of five \$100 vouchers.**



## Our team can help you de-mystify aged care!

**Do you belong to a community group that may benefit from some assistance to negotiate the aged care system?**

**We are happy to help – free of charge!**

We have a passionate team of Client Care Advisors who are ready to chat with groups to de-mystify the aged care system, understand how to start the entry process or work your way through the My Aged Care system. We've had some great feedback from groups we have met with so far and would love to share and support this journey with you.

**Feel free to get in touch on 6363 6324 to arrange a presentation to your group.**





## Our Juniper Occupational Therapists can be life-changing

A decade ago, many customers saw their occupational therapists (OT) as the “rail person”. Someone that came to their house to pop a rail on the wall and a ramp at their front door.

The role of the OT to promote health, wellbeing, independence, and safety at home remains the same, but now more and more customers are aware of just how life changing an OT can be to one’s everyday life, including:

- ✓ Enabling customers to live in their homes for longer by helping them be independent and stay safe;
- ✓ Completing cognitive screenings;
- ✓ Assisting with falls preventions strategies and falls risk mitigation;
- ✓ Providing advice on pressure care management;
- ✓ Prescribing equipment such as daily aids and wheelchairs;
- ✓ Home modifications (minor or major) to maintain safety and allow clients to carry out a variety of tasks independently.



## Our new Home Care campaign is now LIVE!

Have you seen Juniper’s new Home Care campaign at your local shopping centre, on a billboard or on your socials feed? We recently launched a new-look Campaign which champions older people in the community and highlights the incredible role our Juniper Home Care team can play in people’s lives.

**Juniper Home Care**

A life well lived

**You bet I can lift.**

*With Juniper, I’ve surprised myself.*

Clinical Support | Home Support | Social Support

Juniper.org.au | 1300 313 000  
homecare@juniper.org.au

**Juniper Home Care**

A life well lived

**You bet I can dance.**

*With Juniper, I’m steady on my feet.*

Clinical Support | Home Support | Social Support

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homecare@juniper.org.au



**Horsing around in the Kimberley:** Recently, some of our Kimberley clients from our Juniper Kununurra Community Care Centre were lucky enough to be invited to a stockman workshop run by Steve Burke from Horsepower Training. They had a great time reminiscing and sharing stories of their own experiences with horses!

## Meet our Team

### Natasha Southgate

Meet Juniper Client Care Advisor Natasha Southgate, who works in our Northam team and this year celebrates her 10th year at Juniper!



“As a child, I always loved sitting on the floor in front of my great grandparents listening to their life stories and adventures, so I believe that is where my passion for aged care started,” recalls Natasha.

Having moved to Northam from Perth in 2013, Natasha joined Juniper’s Home and Community Care team based out of Northam in November that year as a Community Support Worker.

“Since joining Juniper as a Community Support Worker, I haven’t looked back,” she said.

Building many connections with older people in the Northam community, Natasha has found the most rewarding aspect being able to support clients to live independently in their own home.

“It made my heart full knowing I have helped support them in their own homes,” she said.

“And the stories about history and love tales that people shared with me was just magical.”

### David Gregory

Since joining Juniper in October 2022 as a Community Support Worker, David Gregory has unearthed a long-held passion for working with older people in the community.



With his mother currently a resident at Juniper Rosemount Retirement Living Village, David stepped in as her carer and realised how much he had loved supporting her to be more independent at home.

The idea of being paid to help care for others was one that stuck with David, who decided to do his Certificate III in Aged Care to become a support worker.

For the past 10 months David has supported Juniper Home and Community Care clients in their own homes, stretching from East Perth to Ellenbrook.

“It’s really empowering to be able to support clients to stay at home for longer,” David said.

“I also get to build relationships with the people I support, which has been really rewarding.”