

19 June 2020

Dear Home Care clients, carers and families,

I thank you for your support as we all watch and weather the impact of COVID-19 on our community. We remain more committed than ever to maintaining quality Home Care services, supporting you to live a full and active life during these unusual times.

I am pleased to report that due to the comparatively low rates of COVID-19 cases in our community we are able lift some of the Home Care service restrictions.

Longer Home Care service times – new

From 1 July Crowley will commencing lifting the one-hour service restrictions in the home, meaning longer service times will be provided with priority rescheduling for clients who have high-care needs. This can include our support services for personal care, domestic and shopping assistance, in-home respite care and socialisation.

Thank you for your patience as we reorganise these longer home care services. Please contact the Crowley team on 1300 139 099 to discuss your revised rescheduling needs and service times.

Transport services recommencing – new

From 15 July Transport services will recommence for our Home Care package and private clients. So that we all stay safe, clients will be required to maintain social distancing and travel in the back left seat of Crowley cars.

Ongoing safety measures – reminder

As we transition back to normal services it is imperative we keep up our safety measures by maintaining social distancing, regularly washing hands and seeking medical advice should you feel unwell. Prior to every Home Care service your Home Care team member will continue to call ahead to confirm you are well enough for a visit.

Wellness calls – reminder

Wellness calls are proving popular amongst our Home Care clients. It's comforting when you have someone regularly call you to check in on how you are travelling. If you would like to receive wellness calls please mention it to a team member.

Our DVA Community Nursing support now offers our DVA Community Nursing clients the benefits of wellness calls during the pandemic period. To receive a wellness call please mention it to a team member.

Keeping you connected – reminder

If you need support with technology at home to connect with your loved ones or for tele-health appointments our Home Care team are delighted to help. We support clients with Face Time, Skype and Zoom so that you remain connected with loved ones and friends.

Flu vaccination – reminder

There is still time to be vaccinated against influenza this year, should your health permit you to do so. Please consult with your Doctor about the benefits of a flu vaccination.

Crowley Meal Service - reminder

Many more of our Homes Care clients have opted to use our Mobile Meal Service. We now have a broader menu for you to choose from. You can trial the service by calling Crowley on 1300 139 099.

Thank you for your understanding, support and flexibility as we map our way through this unusual time.

Warm regards

A handwritten signature in black ink, appearing to read "Michael Penhey".

Michael Penhey
CHIEF EXECUTIVE OFFICER