



Title: Today And Into Tomorrow

Category: Health & Wellbeing

Club Name: Mounties

Entrant: Omega Oktavia, Community Engagement Executive

1. **Provide an outline of the program, project or cause that addresses each of the following aspects:**
 - a. **The program/project/cause objectives**
 - b. **The support the club provided, i.e. was it financial, in-kind, staff volunteers or use of club facilities?**
 - c. **A timeline of activities/events**
 - d. **Any developments made since implementation (for example: if the support spans multiple years, how has the program grown? Will the club provide support again? Will the program be enhanced in the future?)**

In the week following COVID-19 closure, Mounties Group launched Mounties Care - a new service and club industry first that is there to support its members today and into tomorrow. Partnered with leading integrated care specialists Vitalis, Mounties Care is committed to support the health, wellbeing, independence and quality of life of our members.

The initial service that Mounties Care provided was free coronavirus hotline & welfare calls to support the most vulnerable members of our community during the COVID-19 pandemic – particularly our elderly and those with pre-existing medical conditions, those without access to reliable health care, and those in poverty or living on the edge.

Mounties Group then became aware that our aging community members would benefit even greater from ongoing support service that assist them with general health support services. Hence Mounties Care quickly evolved and becoming focus on providing our members with greater care and health provision.

Services offered by Mounties Care includes the following:

- Wellbeing Presentation – educating and guiding our members behaviours, habits and lifestyle so they can better manage their health, increase wealth and reduce chronic disease. Examples of the programs that we offer includes falls prevention, home safety, active aging, managing grief, etc.
- Mounties Care Healthline – providing members with telephone access to a team of dedicated, highly practiced nurses who specialise in telehealth including triage, assessment, advisory and management of patient anxiety.



- Care Navigation - providing our members anything and everything they need to support good health and easy living for as long as possible. Example of supports that are available includes assistance in understanding the Aged Care System, coordinate home support services, guidance through complex diagnoses, etc.
- Home Care Services - enables and empowers our members to continue living independently at home, even as they age or need to manage chronic health conditions as it is proven that people's quality of life remains higher at home than in nursing home. Example of services provided are respite care, meal preparation, personal hygiene assistance, palliative & dementia care, etc.
- Hospital in the Home - a clinical care that reduces the length of stay in hospital or in some instances can avoid an admission altogether. Treatments available includes IV antibiotics & therapies, wound dressing & management, blood collections for pathology, etc.
- Chemo in the Home – providing some cancer treatment to be delivered in the comfort of members own home by our team of highly experienced chemotherapy-credentialed registered nurse and staff doctors.
- Allied Health - assisting our members to manage and treat acute and chronic diseases. Example of services provided includes Exercise physiology, physiotherapy, podiatry, dietitian, occupational therapy, etc.
- Welfare Calls - available for our older members. A simple call to check and see if we can offer any assistance. COVID-19 has brought many challenges, this is our way of giving back and to ensure our more vulnerable members are well cared for.

Mounties Care also offer a dedicated Members Concierge service that provides free telephone access to a team of highly practiced nurses, specialising in telehealth including triage, assessment, advisory and management of patient anxiety.

2. Provide a brief insight into why this program, project or cause was supported by the club.

In your answer, summarise:

- a. How the project, program or cause was first presented to the club. For example, did a member present it to the Board or Executive team, was it part of a ClubGRANTS submission, did it come from a local business or the community based on a need, was a survey conducted to identify areas of community need, etc.**
- b. Why it was important to the club to support this community need.**

The Mounties ethos was built upon the hard work of men and women who believed that social connection was important, and helping others made the community stronger. Today, Mounties Group remains steadfast in its mission to have a positive impact on the lives of its members for years to come, and thus we created Mounties Care.



It is important for this service to continue to gain support as it provides many benefits. Mounties as a group is extremely supportive in activities that promote the good-health and well-being of its aging members.

"As the club has aged, so too has the average age of our members and most likely, their healthcare needs. Mounties Care will be there to support our members today and into tomorrow. It's as simple as that," Mounties Group CEO, Mr Hunt said.

Future investments in the health and medical fields will provide even more benefit to our members as we aim to make a positive difference. We are taking our purpose of improving the lives of our members more serious than ever before.

3. Provide an outline of the positive impact the club's contribution had on the community.

The local aging communities have responded wholeheartedly for the services offered by Mounties Care. By the end June 2020 we had already had hundreds of members benefit from the service, whether it was a simple phone call for advice on COVID-19, through to help getting an aged care assessment for care in their home, or for a telehealth service for things such as exercise physiology or physiotherapy.

We also received feedback from our aging members stating that Mounties Care is an excellent initiative and how they greatly value the importance of being cared in their own home.

4. Add any credits here (optional).

Partner – Vitalis

Service providers – Rebound Health & Ignite Health & Fitness

5. Supporting material:

- *To request copies of the supporting documents, please email events@clubsnsw.com.au*