

CITY OF UNLEY - ACTIVE AGEING

Conditions of Service Commonwealth Home Support Program

Welcome to the City of Unley – Active Ageing Commonwealth Home Support Programs. You are now able to access the service(s) My Aged Care has approved you for.

Background

Active Ageing – Commonwealth Home Support Programs provided through the City of Unley (CoU) is funded by the Australian Government under The Commonwealth Home Support Program (CHSP) for eligible residents over 65 years.

CHSP offers a range of services to support you to remain independent and to stay in your own home to keep you connected to your community. Some of the support services available include assistance in the home, community transport and social support. If you are a Carer then you may also be eligible for respite through the Carer Support Service.

Further information about the range of Active Ageing services can be found in *The City of Unley – Active Ageing Programs* booklet.

Assessment and Eligibility through My Aged Care (MAC)

My Aged Care (MAC) has been set up by the Australian Government to make it easier for older people, their families, and carers to access aged care information, have their needs assessed, and be supported to access aged care services.

You can only access City of Unley CHSP services if you have been registered with MAC and only if MAC has assessed you as eligible for services and have forwarded a referral to us.

If your circumstances or care needs change and/or you want to consider different or additional services, you will need to contact MAC for further assessment and eligibility.

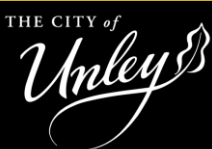
You can contact My Aged Care on 1800 200 422 or via their website www.myagedcare.gov.au. If you wish to provide feedback regarding your experience with MAC you can either contact the City of Unley Active Ageing Team or contact My Aged Care directly. If you require assistance with the MAC process contact City of Unley Active Ageing Team.

Service Delivery

Home Assist

Most Home Assist and Carer Support Services are subject to funding availability and therefore are provided on a short term or annual basis. Services include domestic tasks such as cleaning, laundry assistance, shopping and basic home maintenance (eg. changing light bulbs and tap washers) gutter cleaning and garden maintenance. Extensions of service or range of services can sometimes be granted depending on need. However, if your need is ongoing or there have been changes in your circumstances we may ask you to contact My Aged Care to be re-assessed and refer to a service provider who is able to meet your ongoing need.

For more information please phone Active Ageing Home Assist on 8372 5198.



The program is funded by the Australian Government, the State Government and the City of Unley for people who are aged and frail or have a disability, and their carers. HACC is funded by the Australian Government Department of Social Services.

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The delivery of most Home Assist and Carer Support services are contracted to other aged care and community service providers. The City of Unley undertakes a comprehensive tender process to ensure the agencies who are successful in securing a contract have met all the necessary requirements to deliver services to aged care clients. Some of these standards include ensuring all workers have a current police clearance, provide appropriate training to staff and meet work, health and safety obligations.

Once you have been contacted by a Home Assist Team Member and a service has been agreed, a coordinator from the agency will contact you to negotiate the commencement of services and to advise of the support worker attending.

Home Assist will send you a confirmation letter and service agreement form to be signed and returned outlining the details of the service agreed and the client contribution.

At your first visit the agency will be required to complete a risk assessment of the areas they will be working in. The assessment should only take a few minutes to complete and will assist in identifying any potential hazards.

Social Support – Community Transport and Community Connect Programs

Once your MAC referral has been accepted, you will be contacted by the relevant coordinator to discuss your needs and arrange a home visit. The home visit provides an opportunity to further discuss the program guidelines and relevant documentation that is required for your participation in the program. Please note social support is provided by council volunteers and is subject to volunteer availability.

Fees and Charges

Home Assist

There is a client contribution for most services and these will be discussed with you at the time of negotiating a service.

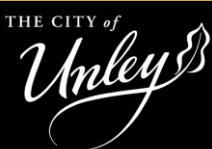
Where clients are deemed to be on a limited income and have limited capacity to pay, fees and charges can be negotiated by requesting a fee review. The fee review process involves applying and completing a Request for Fee Review. All charges will be invoiced to you monthly and are payable to The City of Unley.

Fees and charges are reviewed annually and are in line with Council's recommendation from its annual review of fees and charges and are necessary to assist with managing the demand on services.

Social Support – Community Transport and Community Connect Programs

At this time no fees and charges apply to Community Transport and Community Connect programs, however, a gold coin donation is appreciated for relevant services. This will be discussed further at the home visit.

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Changes and Cessation of Service

If you are unable to keep an appointment, where reasonably possible, we request you contact either the contracted agency or City of Unley direct with a minimum of 24 hours notice to cancel or amend a service. The City of Unley is charged by the agency if a cancellation is received with less than 24 hours' notice. You may still be charged a client contribution for a missed visit and make up visits will not be approved if less than 24 hours notice is given.

The City of Unley CHSP may refuse a service on the following basis:

- Changing service user/carer needs or circumstances;
- Funding availability;
- Service required by the service user/carer out of scope of the City of Unley;
- Occupational, Health, Safety and Welfare grounds.

Any change in service provision will be in consultation with the service user/carer.

Privacy & Confidentiality

In order for City of Unley to receive a referral from My Aged Care, you would have given consent to My Aged Care to create a personalized record and to forward a request for services to us.

CoU is also required to seek your consent to create a personal record and to give permission to pass on your personal details to other service providers to deliver your agreed service.

A Client Consent form has been sent outlining the details of the request for consent and how your information is used. We request you read this form and sign and return to City of Unley to ensure services can be provided.

You can also refer to the ***Privacy and Confidentiality Fact Sheet*** for further information.

Rights and Responsibilities

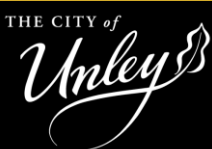
Please refer to the Rights and Responsibilities Fact Sheet for a detailed explanation of your Rights and Responsibilities when accessing Home Assist and Carer Support Services.

Advocacy

It is a consumer's right to have an advocate represent their interests and assist with planning and service delivery. An advocate may be a carer, family member, friend or anyone who can represent a consumer's interests.

There are many agencies that provide an advocacy service to assist people seeking support with complaints, prevent abuse or to obtain a service for themselves or the person they care for.

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Advocacy agencies include:

Aged Rights Advocacy Service (ARAS)	1800 700 600
Disability Advocacy & Complaints Service of SA Inc (DACSSA)	8297 3500
Assistance with Care & Housing for the Aged (ACHA)	8165 3076
Disability Rights Advocacy Service Inc	8351 9500
Office of the Public Advocate	8342 8200
Carers SA	1800 242 636
Exceptional Needs Unit	8448 4610

Legal Services Commission has developed a guide ***Knowing your Rights – a guide to the Rights of Older South Australians*** in partnership with Office for the Ageing. This guide is an initiative of the South Australian Government to help raise community awareness of the rights of older people. A copy of the guide is available from Legal Services Commission www.lsc.sa.gov.au Office for the Ageing (8204 2420) and South Australian safeguarding rights website www.sahealth.sa.gov.au/safeguardrights

Feedback

We welcome and appreciate your comments, suggestions and complaints as this enables us to continually improve our service to you.

If you have a comment, suggestion or complaint regarding Commonwealth Home Support Services provided by the City of Unley, we encourage you to complete a **Feedback Form** or go to the Council Website.

The City of Unley assures you that raising your concern, appealing a decision or making a complaint will not disadvantage the service provided in any way.

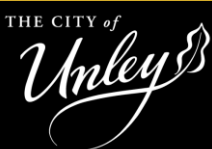
Other Information

Information is available in other languages. Please contact City of Unley Active Ageing for further information.

If you need assistance with interpreting or translation you can contact the Telephone Interpreting Service (TIS) on free call 131450 24 hours a day, 7 days a week.

Alternatively, Ethnic Link is a state wide service which aims to ensure that people from diverse language and cultural backgrounds have access to supports that will help them to remain living in their own homes. Telephone 8241 0201 or 1800 648 598.

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