



COMMONWEALTH HOME SUPPORT PROGRAM

Welcome to the City of Unley

We are proud to be recognised by the World Health Organisation as an Age Friendly City and Community. Services provided through our Commonwealth Home Support Program helps you to keep active, engaged and connected to your local community.

We aim to assist you with living as safely and independently as possible within your own home and community, while supporting you to maintain your quality of life and enhancing your health and wellbeing.

This booklet contains information about the services and programs we offer through the Commonwealth Government subsidised Commonwealth Home Support Program (CHSP). The program's aim is to help eligible older people live independently in their own homes for as long as possible, enjoying good days and doing the things they love.

What this means for you

It's your story and your journey.

Our commitment is to ensure you are respected, and that we recognise your decisions, experience, culture, religious beliefs and individuality.

You partner with us in provision of services, and our approach of 'doing things with you' rather than 'doing things for you' reflects this partnership.

You control the decisions, including who you choose to support you and the services you would like to receive. You have the right to seek advice and assistance from external agencies and specialist services at any time throughout your journey.

When you partner with us, we respect your right to take risks, as long as it doesn't have the potential to cause harm to you or somebody else. We negotiate your services and Service Plan with you, so you can have more good days doing the things you love.





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How to use this booklet

This booklet explains how our services and support work in practice for you, so you can make informed decisions about what are the most valuable and useful services that support you to live safely in your own home, as independently as possible, for as long as possible.

We use icons throughout this booklet and explain the details in the information alongside, using plain and simple language to assist you to find what you are looking for quickly and easily and to understand what this information means for you.



What it means when you see these icons



Informing you

So you can find the information you need more easily.



Working with you

So you can understand how the CHSP applies to you and the rights and responsibilities for you and us.



Empowering you

It's your journey. You are at the centre of your choices, the decisions you make, who you choose to support you, the services you select and who you can contact if you have any questions and concerns.



The Commonwealth Home Support Program (CHSP) is available for this service.



A CHSP Client

Contribution applies to this service or program. Our Client Contribution Schedule is at the back of this booklet. All Client Contributions are reinvested into our program; to help us to support more people just like you.



Compliance and Regulations

Exercising our duty of care to you, our employees and contractors. There are guidelines we must comply with; particularly under the Workplace Health and Safety Act 2012 that informs the work that can be undertaken and any restrictions that may prevent us from doing the work you request.



Policies and Procedures

Developing robust policies and procedures and making them publicly available to you and the community.



Legislation

Legislation, Law, Contract or Standards apply, and we must adhere to these when we deliver services, receive and spend Commonwealth funding, employ people and engage contractors to supply the services you receive.



Contact information of external agencies

We inform you about:

- The Commonwealth Home Support Program (CHSP)
- How the program works
- The guidelines that we must ensure we meet
- How to know if you are getting quality services
- Your rights and responsibilities as a client of our program.

We work with you by:

- Recognising you as an individual and respecting your life experiences, circumstances, preferences and choices that inform your story
- Actively listening to you, and keeping accurate information based on what you choose to share with us, so you don't have to retell your story when someone new contacts you
- Working in partnership with you, to identify and respond to your needs, goals and aspirations
- Developing Service Plans and delivering services based on your needs, ensuring we help you to achieve your goals, live safely in your own home, remaining as independent as possible for as long as possible
- Ensuring your choices and decisions are respected, such as involving people you want included in planning your services, having choice and control of the duration, day and time of your services and only receiving the services where possible that meet your needs and goals
- Working with you when your circumstances or needs change or you want to set new goals
- Developing options for you by identifying the availability, access and cost of the services you choose to receive through the Commonwealth Home Support Program and keeping you informed of any changes that may affect you before they occur
- Acting only with your consent, respecting your situation and right to confidentiality, being up front about any costs, contributions, and responsibilities that must be adhered to as a condition of receiving these services, and checking in with you regularly to ensure the services and supports are still meeting your needs.

We empower you through:

- Explaining what you can expect from us and who you can contact should you have questions or concerns about the quality of services you receive from us.
- Demonstrating that our services, and the way we deliver your services, meet all the standards required by the Aged Care Safety and Quality Commission. We also provide evidence of how we do this as part of our Aged Care Quality Standards review
- Providing information and contact details for external agencies, so you can access independent advice, support and assistance about the services you receive. There are also Specialist Services contact details who can provide individualised, specialist advice, and support and assistance for specific care needs such as dementia and continence management
- Developing robust policies and procedures and making them publicly available to you and the community. These support you to know what to expect from us, how to be heard if you need support to do so, or require more information and how to raise your concerns if you feel unsafe or dissatisfied with any of our actions or decisions. Our key policies include confidentiality, privacy, compliments and feedback, our open disclosure when dealing with complaints, our Client Contribution Policy and Client Contribution Schedule and our advocacy policy
- Exercising our duty of care to you, our employees and contractors. There are guidelines we must comply with; particularly under the Workplace Health and Safety Act 2012 that informs the work that can be undertaken and any restrictions that may prevent us from doing the work you request
- Having information publicly available about the services and programs we offer, how we deliver our services and demonstrating our governance, transparency, value for money and risk management in the planning, delivery and management of our human resources, services and service delivery, assets, finances and contracts.
- As a City of Unley program we pride ourselves on identifying, demonstrating and reporting on our commitment to good governance, transparency, value for money and accountability to our citizens, for the decisions we make and the actions we take to meet our grant funding contractual requirements and the legislation and standards that protect, inform and keep you at the centre of everything we do, because it's your journey.

The Commonwealth Home Support Program (CHSP)



So, what is the Commonwealth Home Support Program (CHSP)?

The CHSP is an entry-level home support program that helps older people to live independently in their homes and communities. It also provides respite services to give carers a break from caring.

The program aims to:

- Help you live as independently as possible
- Focus on working with you, rather than doing things for you
- Give a small amount of help to you so as many people who need these services can receive them.

Most people in the CHSP need only one or two services to help them remain independent.



How do you apply? – the role of My Aged Care

My Aged Care is the single point of entry for all government-subsidised aged care services. It connects and maps your journey as your needs change. It is free to apply, and the initial questions take about 10 minutes to complete. To make it easier, have your Medicare Number and a pen and paper ready.



For information

1800 200 422 is the **My Aged Care National Contact Centre** number. They connect you to the My Aged Care Call Centre for an initial telephone assessment. You may prefer to go to myagedcare.gov.au where you can complete a series of online questions.



What they ask and why?

Your My Aged Care contact will ask you a series of questions to explore your circumstances and care needs; your answers determine your eligibility and the type of assessment needed. There are two types of assessments- over the phone or face-to-face.

1. Over the Phone assessment: to determine if the level of support you need can be met through a direct referral to a service provider. If you know the provider you want, ask to be referred to them. If you don't, My Aged Care ask you to choose from a list of providers who deliver the services you need in your area. They may send you a Referral Code that you give to the provider you choose.

2. Face-to-Face assessment: in your own home or another suitable place by either Regional Assessment Services (RAS) to assess if you would benefit from some help or short-term assistance through CHSP **OR** the Aged Care Assessment Team (ACAT) if your needs are higher than what the CHSP program can offer. The ACAT assessor carries out a more comprehensive assessment to best determine your needs and the services that can be provided.

What types of referrals are there?

You can be referred directly to services if you have chosen your provider. Please inform the assessment person of your choice, so they can make the referral for you directly to your preferred provider.

If you don't know or would like to do more research before you decide, you are provided with a Referral Code. All providers, including City of Unley, ask you for this when you call, so please keep it handy.





What happens when you are referred to the City of Unley, or you choose us to deliver your CHSP services?

1. We make contact with you over the phone or come to you – it's your choice.

2. We provide you with our Information Pack which explains our services and what you can expect. If you choose to have a phone assessment, we post this to you, along with any documentation you need to read and sign.

3. We undertake a Welcome and Wellness Check to:

- Build on the information you provided in your initial assessment to My Aged Care and your assessor from the Regional Assessment Services
- Understand and determine where you are at now and where you would like to be
- Determine how CHSP services can help you get there, whilst keeping you living safely at home as independently as possible for as long as possible.

4. We work with you, and whoever you choose, to identify your goals and aspirations and identify the CHSP services that can help you to reach these.

5. We develop a written Service Plan and a service agreement with you and those you choose to be involved.

A Service Plan is similar to a traditional care plan; however, it places a focus on individualised services that are tailored to each person's unique circumstances, ensuring the focus is to promote each person's independence. The Service Agreement outlines your rights, our responsibilities and is your acknowledgement and consent to receiving your services through the City of Unley before they start.

Your Service Plan identifies:

- The type of service you want
- Details of how you want the service to be provided
- How it is to be provided and by whom
- Day and time of the service
- Cost of the service, and
- The length of time the service is to be provided
- When a service review is scheduled to occur.

This Service Plan forms part of your Service Agreement

6. We provide you with a range of information, which includes:

- Your agreed Service Plan in writing
- A copy of the Charter of Aged Care Rights signed by us
- Your personal information that is gathered throughout our intake process
- Your Service Agreement: this includes your consent and agreement to receive our services which, once signed by you and received by us, allows us to commence your agreed services
- Your Client Information Pack; which includes our Client Contribution Schedule, Privacy and Confidentiality, Complaints and Advocacy Fact Sheets.

We must receive your signed Service Agreement before we can commence delivering any services to you.

7. We maintain contact with you and monitor your service delivery regularly. This is either through regular reviews of your services, posted surveys and mailouts or may be via the phone, and you can contact us at any time, including if you are unhappy with any services or anything affecting your services.

If you go away or need to put your services on hold for any length of time, please let us know so we can suspend your services and recommence them when you return. Any services put on hold for three (3) months or longer, requires a face to face services review. We do this so we can confirm your circumstances remain the same and so we can be certain we are still meeting your needs and helping you to reach your goals.

If you need to cancel a service on a particular day, please do so no less than 24 hours before the scheduled service, otherwise a cancellation fee may apply.

8. We review your services when:

- You request it, because your circumstances have changed, or your needs have increased
- We become aware, or are advised of, a change in your circumstances or needs
- It has been at least a year since you have commenced services with us, or it has been a year since your last review has occurred.
- Reviews may be carried out over the phone or in person.

9. A service review may result in:

- No change being recommended
- A change in the amount and level of services you are eligible to receive
- A referral to new and/or additional services
- A referral back to My Aged Care where a comprehensive assessment by the Aged Care Regional Assessment Team can be arranged to determine if more intensive services may better meet your care needs and personal safety requirements.

Client contributions



How do they apply to you?

Whilst the Australian Government provides most of the funding for CHSP services, it expects that people using the services contribute to their cost, to help the CHSP be financially sustainable. This is called a client contribution and we explain this in more detail in our **Client Contribution Fact Sheet and our Client Contribution Schedule which can be found at the back of this booklet.**

We take your individual circumstances into account when you first register with us. We explain how the Client Contribution Schedule works and ensure you only pay for the services you receive.

We believe that we provide a level of surety to all our clients by:

- Ensuring all the information you share with us relating to your financial situation is kept private and confidential.
- Only discussing you and your personal details with the people you have told us you want us to provide this information to.
- Making certain there are no surprises for you, by developing your Service Agreement and Plan with you, clearly identifying the services you have agreed to, when they are to be provided and how much your contribution is from the outset. We reaffirm this as part of the intake process and then confirm everything with you in writing before you receive any services.
- Ensuring you can change your mind at any time throughout this process after receiving your services by notifying your Program Coordinator. There is no charge for cancelling any services if you provide more than 24 hours' notice to us.

- Making it clear that capacity to pay is not seen as a reason to refuse any services. If you are unable to pay the full contribution asked for your services, we will work with you to better understand your financial situation, and a reduced amount may be negotiated that makes your services more affordable. We call this developing a Negotiated Contribution Agreement.
- Encouraging all of our clients to talk to us as soon as possible to request a contribution review if your circumstances change, or you are finding it harder to pay your Client Contribution. We will work with you to address your situation, and a Negotiated Contribution Agreement can be completed to help evaluate the reduced amount you pay, or in special circumstances a waiver may be approved.
- Advocating widely that services will not be affected if you request a contribution review, if you make an appeal or are ever unable to pay for your services.

Generally, contributions are paid on the day you receive the services and you will be given a receipt. If you prefer, we can arrange a weekly, fortnightly or monthly payment. In some circumstances it is also possible to arrange for a monthly invoice to be sent to you or your nominated representative.

As we use contractors to deliver some of our services, we require 24 hours' notice for the cancellation of the planned service, or a cancellation fee may apply. This is because the worker will still need to be paid for their time.

If you go away for any length of time, and you let us know, we can suspend your services until you return. You do not pay any contributions while you're not receiving your services.

If you receive regular, multiple services from us, we cap the amount you pay. This is comparable with the income tested care fee for a Level 1 Commonwealth Home Care Package; regardless of how many services you receive. You can request a review of this capped contribution towards your services at any time if you feel it's not affordable.

Each provider sets their own Client Contributions Schedule and the National Guide to CHSP Contributions Framework informs all of our decisions and practices.

All Client Contributions we receive are reinvested into our programs. They are not used for any other community or council services.

We review our Client Contribution Schedule every year and provide you three (3) months' notice of any impending increase. We also publish our Client Contribution Schedule on our website at unley.sa.gov.au

There are some self-funded retirees who may be eligible for a Commonwealth Seniors Health Card, which will reduce your contribution towards your services.



For information

Telephone Centrelink on **13 23 00**
Visit your nearest Centrelink Customer Service Centre or view information at humanservices.gov.au

What's changing in CHSP services



Health and wellness

All aged care services, including CHSP are undergoing a transformation. Leading international and national evidence-based research on ageing has identified that the more you can do for yourself to retain your independence, the better your quality of life will be. Based on these findings, the Commonwealth Government has implemented a new national Wellness, Reablement and Recovery Framework for the delivery of CHSP services.

What does this mean for you?

It means our skilled staff have your choices and needs in focus when determining and providing the services to help you retain your independence, through physical and emotional wellbeing, social participation and access to the community. This is the key to the new Wellness framework.

How does wellness apply to you? - Wellness Design

If you are generally able to manage but just need some help with daily tasks to continue living at home, CHSP services may be the right fit for you. This is the Wellness Design approach which focuses on what you can do. The change you will see from traditional care and support services is that we work with you – not for you. It is important for us to understand what you can do and work with you to maintain your independence and improve your wellbeing.

What happens if you have a setback? – Reablement Design

These services might also be suitable if you have had a setback and need support for just a short period of time to help you get back on your feet. This is called Reablement and is specifically designed support delivered for a set time and includes reviews to measure your progress and successful return to functionality and independence. An example of this is recovering at home after a fall.

What happens if I become ill? – Recovery Design

You may have an illness or injury that requires a stay in hospital or some assistance to regain any lost function, such as after a fall, and this is called Recovery. This is designed and generally managed by the My Aged Care Regional Assessment Team who will work with you, keep us informed and coordinate your services during this set time.

In circumstances where the program can no longer provide a suitable level of support, we will refer you, with your consent, back to My Aged Care for a reassessment.

We encourage you to read through this booklet thoroughly and ask for further explanation about any aspect that remains unclear to you.

Your City of Unley Program Coordinator will be happy to answer any questions or provide any additional information.

We also encourage you to share this booklet with friends or family who contribute to your care. We recognise everyone who is important in your life and the role they play in your health and wellbeing. It is important that they understand how these programs benefit you - and what support they can offer them also.

Quality Assurance and Standards

How do you know you are getting quality services to meet your individual needs, that will support you to live as safely as you can in your home, for as long as possible, doing the things you choose, including connecting with your community?

The Charter of Aged Care Rights

Booklet informs you of your rights as a client (referred to in the published booklet as an aged care consumer) and how you can exercise your rights and meet your responsibilities.



The Charter, and your rights are protected under the Aged Care Act, 1997.



The Aged Care Quality and Safety Commission Charter of Aged Care Rights Booklet is included in this pack.

Below is the Charter of Aged Care Rights as it is normally presented.

Charter of Aged Care Rights

I have the right to:

1. Safe and high-quality care and services
2. Be treated with dignity and respect
3. Have my identity, culture and diversity valued and supported
4. Live without abuse and neglect
5. Be informed about my care and services in a way I understand
6. Access all information about myself, including information about my rights, care and services
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. My independence
10. Be listened to and understood
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. Personal privacy and to have my personal information protected
14. Exercise my rights without it adversely affecting the way I am treated.

Everyone receiving Australian Government funded aged care services has the right to be properly looked after, treated well and given high quality care and services. The rights of all clients are protected by the Charter of Aged Care Rights, which means that everybody involved in the delivery of your care must respect your rights.

We are legally required to help you to understand your rights under the Charter and:

- We must give you a copy of the Charter before or when you start receiving CHSP services
- We are required to have signed the Charter we give you
- Give you the option of signing it- this is in addition to signing your Service Agreement.

By signing the Charter, you acknowledge you have received it, been assisted to understand it and understand your rights. You don't have to sign the Charter; you can begin or continue to receive care and services even if you do not sign it.

We are required to give you either an original or a copy of the Charter that has been signed and we should both keep a copy. It is a good idea to share this information with your family, friends or others involved in your care.

As a client, you also have responsibilities:

All people involved in aged care – clients, their families, carers, visitors and the aged care workforce – must respect and be considerate of each other. You should be mindful of the effect of your behaviour on others, always keeping their rights in mind.

At times, your rights may compete with the rights of other clients, family members or staff. This is also an important element when making your own choices and decisions. You have the right to take risks, and we respect this, but we also need to balance your rights against possible harm to others, including yourself.

When this occurs, we need to communicate openly and honestly about these competing rights and work together to come to a solution that reduces the risk to an acceptable level. Good communication between you, your family, friends, carers and City of Unley staff can help us to provide you with the services that best meet your needs.

As a client, you should provide us the information we need to properly deliver our services. You must understand and comply with the conditions of your Service Agreement and pay any costs and contributions as outlined in the agreement. You should respect the rights of all workers providing services to you, to work in a safe environment. Any kind of violence, harassment or abuse towards staff or others is not acceptable. Quality aged care outcomes are best achieved in an environment of mutual respect.

What do your responsibilities mean?

Your responsibilities	What this means
Respect Treat others with respect	All people involved in our services, including clients, families, carers and visitors are expected to be respectful and considerate. They should make sure that their behaviour does not adversely affect others. Any kind of violence, harassment or abuse towards staff or others is not acceptable.
Safe environment Respect the rights of staff to work in a safe environment	You are expected to maintain a safe environment for staff members and others. For example, if we are delivering services in your home, keep pets away from staff members and do not smoke near staff.
Information Assist your provider by giving relevant information	It is important that you share information about yourself that will help us deliver safe and quality care. This may include: <ul style="list-style-type: none"> • up-to-date information, and • any problems you have with our services.
Contributions Pay the agreed contribution for services on time	You are expected to pay any agreed contribution towards your services on time. If you are unable to pay your contribution, talk to us to find a solution.

Please Note: As per the Work Health and Safety Act 2012 and City of Unley's Work Health and Safety Policy, providing safe and reasonable access means smoking is not permitted in the vicinity of care workers, volunteers, or other clients of the City of Unley's CHSP services.

We also expect you to:

- Refrain from racial, sexual, physical and emotional abuse
- Notify staff if you have any unsafe areas of your home
- Participate in a safety assessment of your home, if required
- Tell our staff if you have been diagnosed with an infectious illness
- Provide safe cleaning products and equipment (in the case of domestic assistance)
- Ensure your personal mobility equipment (if applicable) is well-maintained and available.



Support for Carers

Carer Services and the Carer Charter

The Carer Recognition Act 2010 specifically recognises carers and the valuable contribution they make to society. We also recognise the vital role of carers and offer respite services to give them a break from their caring responsibilities. When negotiating flexible responsive services, we apply the following principles from the Carer Charter as partners in the provision of care:

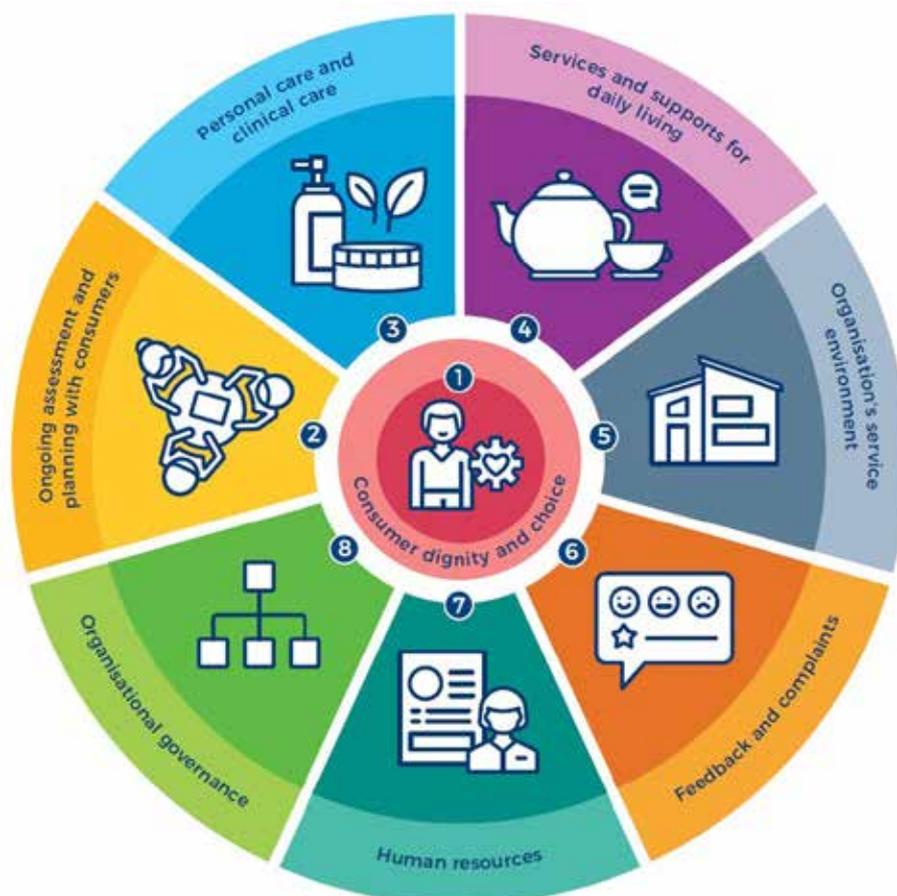
1. Caring is a social and public responsibility shared by individuals, families, businesses and community organisations, public institutions and all levels of Government.
2. Carers will be acknowledged as individuals with their own needs within and beyond the caring role.
3. The relationship between carers and the people they care for, will be recognised and respected.
4. Carers are partners with us in the provision of care and we need to acknowledge their unique knowledge and experience. We will recognise the important role of carers by including carers in the assessment, planning, delivery and review of services that impact on them in their role as carers.
5. Carers will be treated with dignity and respect.



Responsibilities

CHSP providers also have other responsibilities:

As an Australian Government funded aged care provider of CHSP services, we also have other legal responsibilities. These include responsibilities around any costs and contributions we ask you to pay and ensuring the care and services we deliver meet the **Aged Care Quality Standards** as shown below.



The Aged Care Quality Standards took effect from 1 July 2019. They focus on outcomes for all clients and describe what quality care looks like. The eight Standards, each relating to an aspect of aged care or services, are:

- | | | | |
|---|---|---|---|
|  | Standard 1
Consumer dignity and choice |  | Standard 5
Organisation's service environment |
|  | Standard 2
Ongoing assessment and planning with consumers |  | Standard 6
Feedback and complaints |
|  | Standard 3
Personal care and clinical care |  | Standard 7
Human resources |
|  | Standard 4
Services and supports for daily living |  | Standard 8
Organisational governance |



City of Unley Planning and Service Management

Our Mission: we provide a range of services to improve quality of life and empower people to remain in their own homes and engaged in their community.

We do this by:

- Engaging with you regularly and acting on your feedback
- Recruiting and retaining a great team of volunteers to assist you
- Sharing our information across Council and with other service providers, and
- Continually developing and implementing programs and services which support our community to connect and maintain its wellbeing.

We aim to provide a quality service with fair access, based on individual need and our ability to meet that need. You have a right to be fully informed and make decisions about the services you use. You have a right to expect that your dignity, privacy and confidentiality are respected and upheld. You also have the right to refuse a service and appeal any decision about service provision that you are not happy with. If you wish, you can involve an advocate of your choice to act on your behalf.



Meeting your needs through planned delivery of services

A skilled and qualified workforce is essential to the safety, quality and timeliness of planned services for every client. As a service provider, we do not have the capacity and workforce to deliver all the services for the full range of CHSP programs we provide. Therefore, we engage a range of contractors who undergo a rigorous application, assessment and screening process before they are approved to deliver any of our services.

We work in partnership with our contractors to ensure services are delivered the way you prefer. Please contact us if you are not satisfied with the services you are receiving.

We have an open, honest and transparent relationship with all our contractors and will work with them to resolve any matters you bring to our attention. We meet with our contractors regularly to address issues or trends which help us identify efficiencies and improvements we can implement that benefit us all.

We also send you surveys asking for your feedback about the services you receive and appreciate and review your comments. Where possible we will make changes or improvements for you individually, to our services and for our workers, the program and any other organisations involved.



How we deliver planned, safe services by a skilled, qualified and caring workforce, that meets your diversity and cultural needs.

The City of Unley Procurement Policy informs the requirements that must be followed for all potential contractors to our programs and we ensure that the tender process captures the criteria, specifications and evidence that respondents must provide.

As part of our tender process, each contractor must ensure and provide evidence that demonstrates that:

- Their workforce has the required skills and qualifications and they undergo the required annual training
- Each worker has a valid and current National Police Check
- The organisation has the right insurances, business licenses and registrations in place
- Risk management is incorporated into all aspects of their services
- They have a demonstrated history of service performance in the area they are applying
- There are policies, procedures and frameworks in place to ensure adherence to the above.

We also undertake business reference checks to validate the information provided.



What services can we provide to you?



CHSP Services that we provide include:

- In-Home Support and Home Maintenance
- Carer Support and Respite
- Community Transport
- Wellbeing Programs — a range of social activities either 1:1 or in a group setting

In-Home Support Program



Contact us

In-Home Support Team: **8372 5198**

Email: chsp@unley.sa.gov.au

Home maintenance and safety

These services are in high demand and priority is determined by priority of access and the availability of other services and supports, including any family support, so these services can reach the most vulnerable people in our community.

Tasks and repairs not provided below can be discussed with the In-Home Support Coordinator, however, there are some things we cannot do because of the safety risk to our contractors or workers and our compliance with the Workplace Health and Safety Act 2011.

We aim to assist you to maintain your independence, safety, accessibility, health and wellbeing in a safe and habitable condition.

Conditions may apply with these services because your home is unique to you, we need to know you and our workers are always safe. A risk assessment is carried out before any work commences.

We do this through the following services:

Minor home maintenance repairs and tasks

- Changing light globes or smoke alarm batteries
- Installation of smoke alarms (non-electrical)
- Replacement of tap and cistern washers
- Minor safety and security assistance
- Fitting of security locks
- Hard rubbish removal.

Gutter cleaning

Clear gutters and flush downpipes, contractors are able to get on the roof to clear valleys and box gutters but are unable to remove gutter guard.

Gutter Cleaning is for the main home only, no separate structures.

Home modifications

You and your home may require an assessment by an Occupational Therapist before grab rails can be installed or other modifications are undertaken. This specialist advice ensures any modifications or changes are safe for you to use and help you maintain your independence.

Garden maintenance

Maximum of 4 hours every 3 months (subject to funding)

Basic pruning and general gardening services such as light weeding/slashing, sweeping, raking and general garden tidying to improve safety and accessibility in the garden. Height limitations apply to all pruning work and service does not include lawn mowing.

Garden green waste

Limits apply to these services, which may require an assessment before work can commence.

Domestic assistance

We provide this in your home and services include:

- General house cleaning including making beds
- Unaccompanied and accompanied shopping, and
- Laundry and ironing assistance.

Interior specialised cleaning

Assists you with heavier cleaning and may include cleaning tops of cupboards, cupboard doors, light fittings and windowsills, high dusting, ceiling and exhaust fans, removal of cobwebs, oven cleaning, removing curtains for washing, wiping bathroom tiles and shower alcoves.

Window cleaning

Includes your interior and exterior windows and sills and may also involve taking down window screens where possible.

General cleaning

We aim to provide older people with assistance with basic general cleaning services that maintain your capacity to manage and support your ability to do everyday activities in a safe and secure home environment.

Services are provided on a short-term basis to assist people who have been discharged from hospital or have recently experienced a significant change in circumstances. These services are time limited and individually targeted to support people who are likely to return to independence once they have recovered.

Services may also be offered ongoing, for people who are needing a little more support due to long-term functional decline, however, our focus is doing things with you – not for you, so we will ask you what tasks you are still able to do for yourself.

For example you may still be able to wipe over the bench tops, and this information is entered onto your Service Plan and sent to the contractor.

This information is then passed on to your worker who will encourage you, where you can and feel well enough to do so, to help with the tasks you have listed as being able to do. This helps you to maintain your independence for as long as possible.

No matter the length of your service, we monitor your progress toward achieving your goals, promote your independence where possible and review your services whenever your needs and circumstances change at a least every twelve months.



Social and Wellbeing Program

Contact us

Wellbeing Team: **8372 5191**

Email:

WellbeingProgram@unley.sa.gov.au

Our Social and Wellbeing Program provides social support to older people living locally or in the eastern region area, who may be feeling lonely or socially isolated. We offer opportunities to enjoy social activities meaningful to you while reconnecting with your local community including the following range of options.

Please note that bookings are required.

Better Balance

Come along to a group exercise class specifically designed to help improve your balance.

The class is run by an accredited exercises scientist, who will guide you through a range of exercises aimed at preventing people from falls. The class will improve your confidence and build strength and endurance, all in a fun, social environment.

Held at Fullarton Community Centre.

Blokes Day Out

Join us for a day trip to somewhere of interest and enjoy a tasty lunch at a local hotel or cafe. Held monthly, the bus departs from Fullarton Park Community Centre.

Buddies at Breakfast

Are you a man aged 65+ looking for a social experience with a difference? Join us for great food, good coffee and excellent conversation at our weekly men's breakfast on Friday mornings at the Unley Park Sports Club.

Friendly Visitors Program

Our friendly volunteer visits your home for a cuppa and conversation, to play a board game, or to get you 'out and about' somewhere close by.

In-home Technology Support

Do you want to use technology more safely and effectively, including computers, tablets, phones, kitchen and home appliances? We can arrange a friendly volunteer to visit you in your home and help you safely connect and use technology to find the services you need, do your shopping, pay bills online, do your banking and keep you connected with your family and friends.

Meet Me Monday

Need an opportunity to connect and relax with people who share a caring role like you? Meet Me Monday is a great way to develop friendships and support networks within your local community. Become part of a friendly group of people who also care for their loved ones.

Walking Groups

Easy paced - Join us for a walk around the Unley area at your own pace. After the walk enjoy a social chat and coffee at a local Cafe.

Mobility devices are welcome.

Long Walks - Visit some of SA's best walking trails. Improve your wellbeing, enjoy the scenery and form new friendships.

Other Services

We also offer a variety of group activities such as movies, games, information sessions and bus trips that regularly visit interesting locations around Adelaide and surrounding regions.

You can help choose where you go and what you do. We welcome and value all of your ideas and suggestions about things to do and places to see.



Carer Support and Respite Programs

Contact us

Wellbeing Team: **8372 5198**

Email:
WellbeingProgram@unley.sa.gov.au

We recognise your role as a carer and aim to support and maintain this relationship between you and the person you care for. We do this by providing you with flexible respite options, so you benefit from a regular break without having to worry. We provide supervision and assistance to the person you are caring for, you can choose to be there or not when we deliver this service. Flexible respite care includes:

In-Home Day Respite

We provide daytime support services for you, as a carer, in the home.

Out-of-Home Day Respite

We provide daytime support services so you, as a carer of a client needing assistance and support, can do the things you like at home alone, while the person you care for can be out and into their local community.

Community Transport Programs

Contact us

Car Transport Team: **8372 5198**

Email:
SocialTransport@unley.sa.gov.au

A one-on-one transport service is available to help eligible clients remain connected with their community.

Volunteers drive eligible older residents to medical or allied health appointments, to Community Centres, libraries or to social activities. They use their own vehicle, or one provided by the Bendigo Bank (Goodwood Branch) for this service.

Transport is one way and medical transport takes priority over social transport.

Contact us

Community Bus Program: **8372 5131**

Email:
CommunityBus@unley.sa.gov.au

The City of Unley offers a door-to-door community bus service offering all eligible residents the opportunity to do their weekly shopping, banking and bill paying with the ability to attend the local libraries and other facilities within the area.

Accredited volunteer drivers and helpers provide the services. They will help with loading shopping on and off the bus, however, clients must be able to get in and out of the bus safely and without assistance.



Additional important information



Legislation, Regulations and Compliance

Services that we provide under the Commonwealth Home Support Program are governed by Commonwealth and State legislation, regulations that are specific to the funded programs and by Unley Council's own policies, management protocols and procedures, including:

- *The Carer Recognition Act 2010* specifically recognises carers and the valuable contribution they make to society with the SA Carers Charter providing the principles that must guide services for Carers.
- *The Disability Services Act 1993* covers the funding and provision of appropriate disability services in South Australia. The National Disability Insurance Scheme Act 2013 provides services for people with a disability and the National Standards for Disability Services (NSDS) (2014) requires independent assessment of the quality and safety of services delivered by service providers.
- *The Privacy Act 1988*, most recently amended in 2016 for Data Breach Notifications, regulates the collection, storage, use and disclosure of information about individuals; the *State Records Act 1997* regulates the preservation and management of official records; while the *Freedom of Information Act 1991* regulates public access to official records, as well as the correction of any errors.
- Other federal and state legislation ensures there is no discrimination against clients, or prospective clients, or their carers, due to age, sex, chosen gender or sexuality, cultural background, religion or disability.

- The Commonwealth's Aged Care Quality Standards 2019 guide effective management of service delivery, including appropriate access and client rights and responsibilities.
- The Commonwealth Home Support Programme (CHSP) Manual 2020 – 2022 outlines the requirements for the delivery and management of CHSP services.
- The Australian Government, Department of Health, Practical Guide to Embedding Wellness and Reablement into Service Delivery, guides best practice in service provision.

The City of Unley's Active Ageing Strategy informs Council's approach in being an Age Friendly City by ensuring that we meet the changing needs of our population throughout their lives.

Other City of Unley policies regulate work, health and safety, risk management, complaint handling, and codes of conduct for employees and volunteers.

In addition, the City of Unley has developed many policy and procedure documents to specifically guide the operation of its Commonwealth Home Support Program services. These are made publicly available on our website or hard copies can be provided on request.

These laws, policies, regulations, standards and documented policies and procedures all work to protect you and ensure the Commonwealth Home Support Program delivers a high-quality service to meet your needs.

Welcome and Wellness Check

We complete a Welcome and Wellness Check process with every client referred to us by My Aged Care. This helps to identify what is important to you and translates your goals into smaller steps whilst ensuring we provide services to meet your identified needs.

This process has a 6-week and 12-week check-in, develops planning for monitoring and review and ensures you understand your rights and responsibilities.

Access and equity

You will be not excluded from access to the CHSP based on your ability to pay, gender, ethnicity, language, marital status, religion, sexual preference or type of disability.

Priority of access to services

Priority of referral for older people accessing services is determined by My Aged Care through a Regional Assessment Service (RAS) using a definitive approach and nationalised screening tool to ensure any assessed priority needs are fair and appropriate and based on individual circumstances. We take the priority rating into account, along with our capacity to respond with existing resources, before accepting you as a CHSP client.



Inclusive services for clients with priority needs

We acknowledge that accessing services and support can be more challenging for some people and with the diversity of clients in our communities, some people have differences that may present a barrier to accessing or using services. We are committed to respecting every person and providing flexible, responsive services that recognise their uniqueness and individuality. The Aged Care Diversity Framework informs us of options and pathways that best celebrate and embrace every person's journey and lifestyle choices.

What determines priority?

People who identify with one or more of the nine criteria below are given additional consideration and priority when identified in the My Aged Care referral because they:

- Have dementia or are caring for someone with dementia
- Speak a language other than English
- Identify as Aboriginal or Torres Strait Islander
- Are experiencing financial difficulty, social isolation or are at risk of homelessness
- Identify as gay, lesbian, bisexual, transgender or intersex
- Are a parent who was separated from their child/children by forced or coerced adoption
- Are a Veteran
- Lived within government-run children's facilities – 'Forgotten Australians'
- Live in a rural or remote area.

Our skilled and experienced Program Coordinators also determine whether specific support (such as a translator or an interpreter) is required to facilitate the evaluation process. The Program Coordinators also consider your specific requirements to ensure service delivery is socially and culturally appropriate and free from discrimination, while being flexible to meet your specific needs, ensuring you, and all of our clients, have equal and equitable access to services.



Policies and procedures

As a service provider, we have policies and procedures in place to ensure our program complies with legislation, laws, guidelines and our CHSP contract, for the safety and wellbeing of our clients, carers, employees, contractors and vendors. You can ask to view these documents at any time or contact the Program Coordinator with any questions or concerns you have. We review these documents every two years to capture and respond to changes in legislation, program policy or required practice.

Whilst every policy is important, the key policies most relevant to the services you receive are summarised below. Please contact the Program Coordinator at any time if you require a policy that is not included here or have any questions or concerns.



Advocacy

You, and your carer, have the right to have an advocate represent your interests and assist you, when desired, to understand and manage situations associated with your service needs.

An advocate may be a relative, friend, neighbour or a person from an advocacy service but they must be authorised by you in writing.

Your nominated advocate will:

- Provide support and encouragement when you are making decisions
- Act on your instructions
- Speak on your behalf to promote your rights, ideas and intentions, and
- Work solely in your best interests.

Nominating an advocate

We advise you of your right to have an advocate on initial contact with us and during any evaluation or review process.

If you choose to nominate an advocate, their contact details will be recorded on your Welcome and Wellness Check and Review forms.

During reviews, you will again have the opportunity to nominate an advocate, remove an advocate or update advocacy information already recorded.

You can also do this at any time by contacting your Program Coordinator.



Carers and advocacy

Sometimes, if there is a difference of opinion about care and support needs or preferences between a carer and the person they care for, their needs will be given separate consideration and they may require separate advocacy support.

If staff become aware of a situation such as this, the matter will be referred to the relevant Program Coordinator, who will help with access to one or more external advocates or a mediator if required.

More information about advocacy is available from your Program Coordinator or you could contact any of the Advocacy Service Providers or Agencies listed in this booklet.

If you would like help to contact any of these service providers or to understand which one might be most appropriate for you, please ask your Program Coordinator.

Advocacy Service Providers and Agencies

Older Persons Advocacy Network (OPAN)

Contact us

1800 700 600

Email: enquiries@opan.com.au

Website: opan.org.au

OPAN is funded by the Australian Government's National Aged Care Advocacy Program (NACAP) and aims to provide a national voice for aged care advocacy and promote excellence and national consistency in the delivery of advocacy services under the Program.

If you have a concern about the care you or someone else is receiving, it is important that you talk about it. There are services available to help you.

Advocacy services

Advocacy is the process of standing beside someone and supporting them. An advocate can:

- Support you in making decisions that affect your quality of life
- Provide you with information about your rights and responsibilities, and discuss your options for taking action
- Support you when you raise an issue with us or the service provider
- Support you at any stage of the complaints process.

Advocates can stand beside you or work on your behalf, at your direction, in a way that represents your expressed wishes. An advocate will always seek your permission before taking action.

OPAN also has a range of resources, including a video explaining the Charter of Aged Care Rights, which is available in a range of languages.

Aged Rights Advocacy Service (ARAS)

Contact us

(08) 8232 5377

175 Fullarton Road, Dulwich SA 5065

Email: aras@agedrights.asn.au

Website: sa.agedrights.asn.au

ARAS is a free, confidential service and provides advocacy assistance to support older people uphold their rights and responsibilities. The ARAS website provides more information about advocacy.

Cares Gateway and Carers SA

Contact us

1800 422 737

338 Tapleys Hill Rd, Seaton SA 5023

Online chat from 9am – 5pm weekdays (or leave a call back message)

Email: info@carerssa.com.au or complete our contact form online/on the website

Website: carersgateway.gov.au for Carers Gateway

Website: carerssa.com.au for Carers SA

Carers Gateway is the national carer support model funded by the Commonwealth Government. Carers SA partners with other organisations including Dementia Australia, Skylight, Life Without Barriers and NPY Women's Council. Their website provides links to several advocacy services, including for those with, or caring for people with specific issues or illnesses.

Office of the Public Advocate

Contact us

(08) 8342 8200 / 1800 066 969

211 Victoria Square, Adelaide SA 5000

Email: opa@agd.sa.gov.au

Website: opa.sa.gov.au

The South Australian Public Advocate is a statutory official appointed by the Governor to focus on the rights and needs of mentally incapacitated persons.

Their portfolio covers Guardianship and Administration Act, Mental Health Act, Consent to Medical Treatment and Palliative Care Act and Advanced Care Directives Act 2013. The Office of the Public Advocate offers individual advocacy.

Disability Rights Advocacy Service Inc

Contact us

(08) 8351 9500

411 Henley Beach Road,
Brooklyn Park SA 5032

Po Box 411, Brooklyn Park SA 5032

Email: dmcginlay@dras.com.au

Website: dras.com.au

Disability Rights Advocacy Service promotes the rights and interests of people with a disability, their families and carers. The advocacy service can support people with physical, intellectual, psychiatric, acquired brain injury, sensory, neurological or learning disabilities. It can help people with disabilities, or their carers, from a non-English-speaking background. It can also assist with Centrelink appeals.

Citizen Advocacy South Australia

Contact us

(08) 8410 6644 / 0408 811 845

20 Myers Street, Adelaide SA 5000

Po Box 6804 Halifax Street,
Adelaide SA 5000

Email:

office.citizenadvocacy@gmail.com

Website: citizenadvocacysa.com.au

The priority of Citizen Advocacy South Australia is the promotion, protection and defence of the personal welfare and interests of people with intellectual disability.

SA Adult Safeguarding Unit (ASU) Elder Abuse Prevention Phone Line

Contact us

1800 372 310

Monday to Friday, 9am to 5pm

SA Office for Ageing Well

Email:

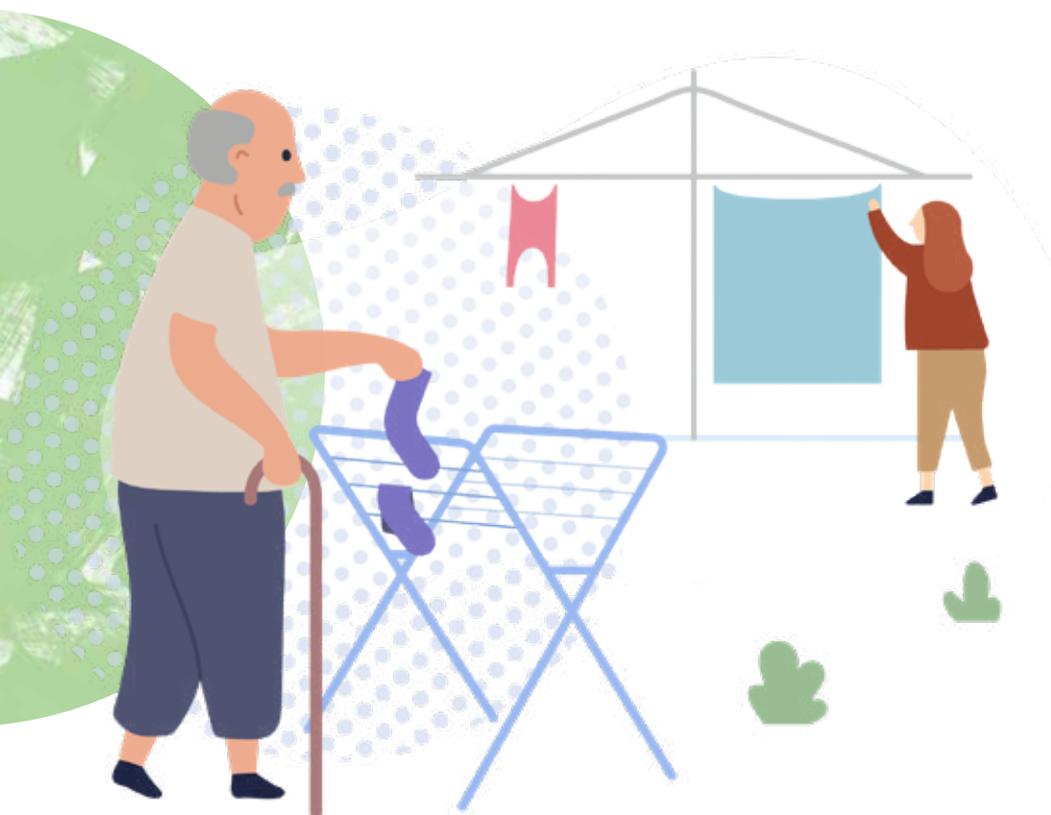
adultsafeguardingunit@sa.gov.au

The Safeguarding Unit is empowered to act upon reports of abuse or neglect of adults who, through their health, life and or other circumstances, may be vulnerable to abuse or neglect.

Members of the community can report suspicions of abuse and the ASU will be able to assess the report and follow up to find out more information and/or take appropriate action, depending on the circumstances.

The Unit also complements the role of other government bodies and the South Australia Police by providing a service to all South Australians and raising community awareness about prevention of and elder abuse.

The ASU is guided in its work by human rights principles and a new Charter of the Rights and Freedoms of Vulnerable Adults. The Charter prioritises a person's rights to autonomy and self-determination while providing a pathway to ensure they are safeguarded from serious harm. Support will be tailored to a persons' needs, wishes and circumstances.





If a client does not respond to a scheduled visit

When we develop your Service Plan and Service Agreement with you, we consult with you to determine your choices and decisions in the development of your Non-Response Plan. We also identify strategies for contact and access to your premises including installing a key safe.

In accordance with the client's directions, when a client does not respond to a scheduled visit, the worker / contractor / volunteer:

- Follows the Service Plan information provided by the Program Coordinator and telephones the client (using the number that has been supplied).
- Complies with the client's wishes regarding the scheduled service if the client or their carer answers the telephone.
- Contacts the relevant Program Coordinator if the client (or their carer) does not answer the telephone, to identify whether the client or carer has advised the office that they will not be at home.
- If there has been no communication from the client, the relevant Program Coordinator implements the planned individualised response as outlined in the client's Service Plan and on the Welcome and Wellness Intake form.
- If the client is visible but not responsive to either door-knocking or telephoning, the worker / contractor / volunteer has a duty of care to telephone emergency services and then the respective Program Coordinator.

Following the appropriate response as above, the respective Program Coordinator contacts the emergency contact person or next of kin nominated on the Welcome and Wellness Intake form

Sometimes a client chooses not to provide information about what they would like us to do in a situation where there is no response to a scheduled visit, and we have no emergency contact details for a next of kin. In this situation the Program Coordinator follows our Duty of Care responsibilities. If the client is still not contactable after 24 hours, we request that the police provide a welfare check.

City of Unley Commonwealth Home Support Program Client Contribution Policy

References

- Commonwealth Home Support Programme – Program Manual 2020- 2022
- National Guide to the CHSP Client Contribution Framework
- Aged Care Quality Standards

Policy Statement

We are committed to promoting equity and sustainability through a nationally consistent fees framework (called contributions) in the provision of Commonwealth Home Support Services. We adhere to a principles-based approach to the charging, collecting and reporting of client contributions, ensuring those who can afford to contribute to the cost of their care do so, whilst protecting those who are the most vulnerable.

Policy Objective

Our procedure for determining and requesting a contribution is consistent, cost sensitive and fair.

Client Contribution principles

1. Consistency: All clients who can afford to contribute to the cost of their care should do so. Client contributions will not exceed the actual cost of service provision.

2. Transparency: Client contribution policies should include information in an accessible format and be publicly available, given to, and explained to, all new and existing clients.

3. Hardship: the policy will include arrangements for those who are unable to pay the requested contribution.

4. Reporting: we report on the dollar amount collected from client contributions to the Commonwealth Government.

5. Fairness: The Policy will consider the client's capacity to pay and should not exceed the actual cost to deliver the services. In administering this, we consider partnered clients, clients in receipt of compensation payments and bundling of services.

6. Sustainability: Revenue from client contributions is used to assist with ongoing service delivery and support as many people as possible to receive the services we are currently funded to deliver.



Procedure – Client Contribution arrangements

- All clients are informed of and given a copy of our CHSP Client Contribution Policy in discussions about their Service Plan and prior to all service delivery. Information can be provided in an accessible format on request.
- Clients have the responsibility to pay their contributions promptly as specified in the Service Agreement.
- Our preferred method of payment of contributions is by payment to the worker on the day of the service, direct debit or invoicing after receipt of services.
- Client Contribution rates are reviewed annually. Clients are given at least three months' notice of any changes to the Client Contribution Schedule.
- Persons requesting a service are asked whether the contribution will pose a difficulty for them.
- No client is refused services because of an inability to pay. In this situation, a reduced fee will be negotiated and documented using a Negotiated Contribution Review form.
- People receiving services are encouraged to contact staff at any time if they experience difficulties with meeting the costs of services.
- People receiving services, and/or their advocates, have the right to utilise our complaints process to appeal against the findings of a Negotiated Contribution Review if they are not satisfied with the outcome of the process. We are committed to working with our clients to keep services affordable for everyone.
- Clients are required to provide 24 hours' notice for service cancellation, otherwise a cancellation fee may be charged.

Non-payment

- If a client is identified as being in arrears of at least 30 days of the due date for payment for their services without prior arrangement, we will contact them and/or their advocate to explore the reasons for non-payment.
- Depending on the circumstances, other payment options may be considered.
- All reasonable attempts are made to negotiate in order to arrive at a mutually agreed arrangement for payment.
- If ability to pay is not an issue, and payment is still not made, services may be put on hold until payment is made or in some circumstances ceased at our discretion.
- The client is informed in writing of the decision and has their right of appeal explained to them.





Privacy, confidentiality and access to personal information

You have the right to privacy, dignity and confidentiality regarding the collection, storage, use and disclosure of your personal information and the right to access your recorded personal information and to correct or update details if required. We also notify you if any data breaches occur that involve your personal information.

The City of Unley ensures information attached to programs is managed according to Australian Privacy Principles (APP).

To guide this process, a procedure document (Privacy, Confidentiality and Access to Personal Information) has been developed. The key points are summarised here, but please ask your Program Coordinator if you would like to see the full document or you would like further information on any aspect.

Collection, recording and storage of information

Personal or sensitive information is collected only for determining your needs and review processes to develop your individualised Service Plans. Non-attributed information (information without your name attached) is also collected for statistical or auditing purposes and to improve the quality of our programs.

Once recorded, your personal information is:

- Kept in a locked area if paper based
- Password protected if an electronic record
- Not shared without your permission (or the permission of another person for whom you have specifically given consent to do so)
- Only used for the purpose for which it is collected, and
- Destroyed or de-identified when it is no longer needed for your care.

Access to information

When you sign the Agreement to Services Form you identify who you have authorised to access your personal information. You, or the person nominated on this form, can ask to see your recorded information by using a Request for Information Form, which is available from staff and on our website. You can also amend any information found to be incomplete, incorrect, misleading or outdated at the same time.

Relevant information could be released without your specific permission if there was a serious threat to life, health or safety, but you would be told about this as soon as possible. An example of this might be a Department of Health direction for COVID-19 contact tracing details.

The City of Unley also has a legal responsibility to comply with the Freedom of Information Act 1991. If a person does not have your permission to access your information, they need to submit a Request for Information Form to the Manager Community Connections, who assesses its appropriateness under the Act and complies accordingly.

Consent

Your written consent about who can access your personal information is obtained during the Welcome and Wellness Intake, during Service Plan reviews or when adding new information.

You have the right to withdraw this consent or change the people nominated on your Agreement to Services Form at any time.

In an emergency, relevant information may be released to your nominated carer, advocate, legal guardian or medical professional(s) as recorded on your Agreement to Services Form.

Concerns

If you have any concerns about the way your information is being collected or managed, please speak to your Program Coordinator in the first instance.

If you feel an issue regarding privacy or management of information, or access to information is not satisfactorily resolved within 30 days, you can contact the Office of the Australian Information Commissioner.

This office prefers complaints to be made in writing, but you can contact the Enquiries Line on 1300 363 992. More information is available on their website oaic.gov.au

Office of the Australian Information Commissioner



Contact us

1300 363 992

Mon–Thurs 10am–4pm AEST/AEDT

GPO Box 5218, Sydney NSW 2001

Email: enquiries@oaic.gov.au

Website: oaic.gov.au

The Office of the Australian Information Commissioner (OAIC) has three key functional areas: Privacy, Information and Freedom of Information (FOI). The OAIC provides information and advice, reviews decisions made under the FOI, handles complaints made about privacy or access to information and can also initiate an investigation if required.

Please Note: OAIC requires you to first contact us before contacting them. However, their website has advice and tools on how to help you when you contact us, including letter templates to use, key questions to ask and the records you need to keep if you wish to take the matter up with them.



Compliments, complaints and appeals

We encourage you to provide both positive and negative feedback on any aspect of your service and you also have the right to appeal any decision regarding your service. You are not disadvantaged in any way by lodging a complaint or appeal.

Information may be given in person, over the telephone, by email, in writing or via Council's website feedback system. A complaint can also be accepted anonymously, but this type of complaint is only acted upon if the matter is relatively serious and there is enough information to enable an investigation.

To guide this process, a procedure document (Compliments, Complaints and Appeals) has been developed. The key points are summarised here – but please ask your Program Coordinator if you would like to see the full document.

If you need help to make a complaint or submit an appeal, staff can provide information or assistance to access an advocate.

Complaint Management

We use an Open Disclosure process if, during the delivery of a service, harm could have or did occur. It involves an open and honest discussion and sharing of information between you, staff and others involved, including senior management.

We apply the Open Disclosure Framework through acknowledging, participating in frank and honest discussions, and apologising for our mistakes. We also apply the learnings from the situation/event to improve and prevent recurrences in the future. An acknowledgement and apology are not to be taken as an admission of guilt but as a commitment to learn and protect others going forward.

Any complaints and appeals submitted are:

- Handled in a private and confidential manner
- Dealt with fairly, promptly and without retribution
- Acknowledged and investigated, with feedback provided on the progress and outcome and
- Resolved wherever, and as soon as, possible.

Some complaints can be resolved at first point of contact, with all parties agreeing to the outcome, while others may require further investigation.

If a complaint proceeds to an investigation, the Program Coordinator or Team Leader:

- Acknowledges your complaint in writing within three (3) business days
- Endeavours to resolve the issue within 21 business days.

During this time, you are kept informed of progress, actions taken, and any outcomes achieved.

If the issue cannot be resolved, you have the right to refer the matter to an advocacy or mediation service and are provided with information and support to do that if you prefer.

Appeals management

If a complaint remains unresolved, you can lodge an appeal to Council's Chief Executive Officer and the issue is managed through the City of Unley Complaint Handling Policy. Your decision to access your right of appeal does not disadvantage you in any way and you can still choose to be represented by an advocate if you prefer.

Aged Care Complaints Commissioner

If you don't feel comfortable talking with us about your concerns, or your complaint remains unresolved, you can contact the Aged Care Complaints Commissioner (ACCC).

The Commissioner's office provide support for you to attempt to resolve the issue directly, explain the complaints process, and support you to make an effective complaint.

Your choice

You have the right to choose who you wish to support and/or represent you throughout the complaint's resolution process. Details for the ACCC and other options for you to consider are provided at the end of this section.

Compliment management

The staff member who is informed of the compliment, records it on Council's database and refers it to the appropriate Program Coordinator. The Program Coordinator ensures the compliment reaches the right people.

Service improvement

Compliments and complaints both contribute to service improvement in City of Unley Commonwealth Home Support Program services.

Program Coordinators use the compliments, complaints and appeals process to review existing procedures and refer recommendations for change to the Team Leader.

Feedback is also passed on to contracted providers or brokering agencies. Any identified trends in complaints are monitored and analysed so that this information can be used to identify and manage risks and improve the quality and safety of services and program management.

More information about making a complaint or submitting an appeal is available from Program Coordinators or you could contact any of the agencies on the following pages.

Complaints, service providers and agencies

Aged Care Quality and Safety Commission

Contact us

1800 951 822

GPO Box 9819 Adelaide SA 5000

Email: info@agedcarequality.gov.au

Website: agedcarequality.gov.au

The Aged Care Quality and Safety Commission provides a free service to people receiving aged care services funded by the Australian Government, if they want to raise concerns about the quality of care or services they are receiving. The office encourages clients and/or carers, if comfortable, to resolve concerns directly with the provider, but provides support to resolve concerns when direct interaction has not been effective. The website provides useful information about how to make a complaint and the different ways you can make a complaint.

The Commission also oversees the Aged Care Quality Standards reviews on all CHSP providers, including City of Unley's services.

Health and Community Services Complaints Commissioner (HCSCC)

Contact us

(08) 8226 8666 / 1800 232 007

TTY No: 133677

Interpreter Service Available

PO Box 199 Rundle Mall,
Adelaide SA 5000

Email: info@hcscc.sa.gov.au

Website: hcscc.sa.gov.au

The HCSCC assists service users, carers and service providers to resolve complaints about health and community services in South Australia. The office encourages and assists people to resolve complaints directly with the service provider but can assist with dispute resolution when direct interaction has not been effective.

Aged Rights Advocacy Service (ARAS)

Contact us

(08) 8232 5377

175 Fullarton Road,
Dulwich SA 5065

Email: aras@agedrights.asn.au

Website: sa.agedrights.asn.au

ARAS is a free, confidential service and provides advocacy assistance to support older people to uphold their rights and responsibilities. The ARAS website provides more information about how ARAS can advocate on your behalf if you have an unresolved complaint.

Disability Advocacy and Complaints Service of South Australia (DACSSA)

Contact us

(08) 7122 6030

Level 7/70 Pirie Street,
Adelaide SA 5000

Email: admin@dacssa.org.au

Website: dacssa.org.au

DACSSA provides support, information and advocacy for all people with disability, their families, friends and carers.

South Australian Ombudsman

Contact us

(08) 8226 8699 / 1800 182 150

Level 8/95 Grenfell St,
Adelaide SA 5000

Postal Address: PO Box 3651,
Rundle Mall SA 5000

Email: ombudsman@ombudsman.sa.gov.au

Website: ombudsman.sa.gov.au

The Ombudsman is independent and investigates complaints about South Australian Government and Local Government Agencies. The Ombudsman does expect you to have attempted to resolve the issue directly but can aid with conciliation or investigate if required.



Client feedback on Services

We recognise the valuable role you, and indeed all clients, have in ensuring delivery of high-quality services that meet your needs and are responsive to changing and emerging requirements.

We, and the Council, actively seek client feedback to better understand client views, identify gaps in desired services and ensure the continued appropriateness and effectiveness of offered services.

All clients have access to a range of opportunities to actively engage and participate in the Council's decisions about service delivery.

We do this through:

- Informing – ensuring you have information about services, changes to services and how services are managed. We offer documents such as this booklet, Fact Sheets on specific topics, through letters, brochures, leaflets, newsletters and our website.
- Consulting – inviting feedback from you on the services you use. We offer Feedback Forms for all services and programs and a broader survey (usually every two years).
- Involving – asking for your suggestions about new services, or new ways to deliver existing services, or where you see gaps in services. We offer this through feedback forms and surveys, but also periodically through forums.
- Collaborating – inviting you to participate in forums where we discuss more complex ideas or try to develop solutions to any emerging issues.

Results from the feedback process provides valuable information to decision-making processes, so we ask you to participate where you can and feel comfortable to do so. If at any time you don't feel comfortable handing a feedback form to a Program Coordinator, ask for a Reply-Paid envelope to post the information to us.

We also happily receive ideas and suggestions from you at any time. If you have ideas you wish to put forward, you can do this by contacting the appropriate Program Coordinator listed in this booklet—either by phone or email'



Helping you connect

Translation and Interpreting Service (TIS National)

Contact us

131 450

ATIS phone interpreting
1800 131 450

24 hours a day,
every day of the year

TIS National is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

TIS provides:

- Immediate phone interpreting
- ATIS automated voice-prompted immediate phone interpreting
- Pre-booked phone interpreting, and
- On-site interpreting.

The TIS National immediate phone interpreting service is available 24 hours a day, every day of the year for the cost of a local call for any person or organisation in Australia who needs an interpreter.

Interpreting and Translating Centre (ITC)

Contact us

1800 280 203

Monday to Friday, 10am to 2pm

Email: itc@sa.gov.au

Website: translate.sa.gov.au

The ITC is a Government agency that provides confidential and professional interpreting and translation services.

National Relay Service

Contact us

Voice Relay: **1300 555 727**

Teletypewriter (TTY): **133 677**

SMS Relay: **0423 677 767**

(08) 8372 5198 for information in other languages

Ethnic Link Services

Contact us

(08) 8448 6260

Email: els@unitingsa.com.au

Website: unitingsa.com.au

Ethnic Link is not an interpreting service, but its aim is to ensure equity of access to health and community services for people from culturally and linguistically diverse backgrounds. To do this, Ethnic Link provides language assistance to advocate and link clients to services. Registration and referral via My Aged Care is essential.

Aboriginal and Torres Strait Islander People Nunkuwarrin Yunti

Contact us

(08) 8406 1600

182-190 Wakefield Street, Adelaide SA 5000

PO Box 7202 Hutt Street, Adelaide SA 5000

Email: reception@nunku.org.au

Website: nunku.org.au

This organisation provides culturally appropriate health care and community support services to Aboriginal and Torres Strait Islander people.

My Aged Care

Contact us

1800 200 422

Website: myagedcare.gov.au

If you need to re-contact My Aged Care and have misplaced contact details

The telephone is attended between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays. The My Aged Care telephone service does not operate on Sundays and public holidays.

Our Commonwealth Home Support Program staff can help you to contact My Aged Care by telephone or online.

As your preferred provider, we can work directly with you to ensure the support and services delivered through the City of Unley Commonwealth Home Support Program are flexible and match your needs.

We can also help you to initiate conversations if you want to explore other aspects of My Aged Care.

Carer and Community Support

Contact us

(08) 8433 9555

Shop B26, 213 Greenhill Road, Eastwood SA 5063

Email: supportadmin@carersupport.org.au

Website: carersupport.org.au

Carer Support is funded by the Australian and South Australian Governments to support family carers to access respite services, allowing them to have a break from their caring role.

National Dementia Helpline

Contact us

Free call: **1800 100 500**

If you require the assistance of an interpreter, please call the Translating and Interpreting Service on **131 450**

If you are deaf or have a hearing or speech impairment, please call the National Relay Service on **133 677**

Operating hours are Monday to Friday, 8am - 8pm (except public holidays).

Webchat: dementia.org.au/helpline/webchat

Email: helpline@dementia.org.au

Website: dementia.org.au

The National Dementia Helpline is a free telephone service that provides information and advice to:

- people living with dementia
- people concerned about changes to memory and thinking
- people living with Mild Cognitive Impairment (MCI)
- family, friends and carers of people living with dementia
- people who work in health and aged care.

In addition to sharing information and advice, the team can also:

- provide emotional support and guidance
- connect you to Dementia Australia and community support services and programs
- discuss government support, including My Aged Care, National Disability Insurance Scheme (NDIS), Carer Gateway and Dementia Behaviour Management Advisory Service (DBMAS).

COTA (Council of the Ageing)

Contact us

(08) 8232 0422 / 1800 182 324

Level 1/85 Hutt Street,
Adelaide SA 5000

Email: cotasa@cotasa.org.au

Website: cotasa.org.au

COTA SA is the peak body promoting the rights and interests of older South Australians and influences policy and programs. COTA has extensive membership at the individual and organisational level and can offer several programs to promote health and wellbeing and increase the participation of older people in the community.

Catalyst Foundation

Contact us

(08) 8168 8776 / 1800 636 368

1/47 Tynte St,
North Adelaide SA 5006

PO Box 220 North Adelaide 5006

Email: information@catalystfoundation.com.au

Website: catalystfoundation.com.au

The Catalyst Foundation (formerly the Seniors Information Service) is a volunteer support based organisation that helps people understand and navigate complex social support systems. It does this by building individual capacity through information and direct support.

Dementia SA

Contact us

1800 100 500

National Dementia Helpline

(08) 8372 2100 Dementia SA

27 Conyngham Street,
Glenside SA 5065

Email: sa.admin@dementia.org.au

Website: dementia.org.au

Dementia Australia SA provides policy, advocacy, information and support services for people living with dementia and families and carers of people with dementia.

Brain Injury SA

Contact us

(08) 8217 7600

70 Light Square, Adelaide SA 5000

Email: info@braininjurysa.org.au

Website: braininjurysa.org.au

Brain Injury SA provides support, information and advocacy to people with an Acquired Brain Injury (ABI) in South Australia.

National Continence Program (NCP)

Contact us

1800 330 066

The National Continence Helpline is staffed by a team of continence nurse advisers and is available to anyone in Australia. It operates from 8am to 8pm (AEST) Monday to Friday.

The NCP aims to improve awareness, prevention and treatment of incontinence. This helps you and your loved ones to live and participate in your community with confidence and dignity. The NCP is a 'whole of life' program for people of every age group.

Royal Society for the Blind

Contact us

1300 944 306

Knapman House

230 Pirie Street, Adelaide SA 5000

8:30am – 5pm Monday – Friday

The Royal Society for the Blind (RSB) is a not-for-profit organisation providing services to Australians who have a severe vision impairment. These services are delivered by a professional, committed and highly qualified team supported by volunteers, drawn from all age groups and walks of life.

Blindness or vision impairment can have a severe impact on a person's lifestyle. The RSB is here to assist people to overcome their vision impairment and participate independently in the Community.

Resources in other languages

City of Unley Website

Website

unley.sa.gov.au

We provide a button on the right-hand side of our website home page for you to change information to Chinese (traditional), Greek or Hindi. Click on the arrow to select your preferred language from those shown and click on your choice.

English (Australia) ▼

We can also provide all of our CHSP publications in other languages if required.

The Charter of Aged Care Rights

Website

agedcarequality.gov.au/resources/translated-charter-aged-care-rights-template-signing

People receiving Australian Government funded aged care services have the right to be properly looked after, treated well and given high quality care and services. The rights of people are protected by a Charter of Aged Care Rights.

This resource is available in 18 translated languages: Arabic, Chinese (simplified and traditional), Croatian, Dutch, German, Greek, Hindi, Hungarian, Italian, Korean, Macedonian, Maltese, Polish, Russian, Serbian, Spanish, and Vietnamese. Access the translated versions by copying/clicking on the web address above.

Aged Care Quality Standards

Website

agedcarequality.gov.au/resources/translated-standards-consumer-video

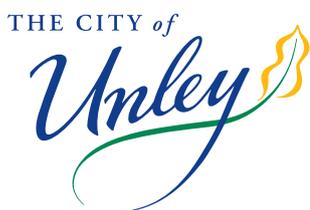
The Aged Care Quality Standards focus on outcomes for all clients and reflect the level of care and services the community can expect from organisations that provide Commonwealth subsidised aged care services.

These are explained in a range of languages including Arabic, Armenian, Croatian, Chinese (simplified and traditional), Dutch, French, German, Greek, Hindi, Hungarian, Italian, Korean, Latvian, Macedonian, Maltese, Polish, Portuguese, Russian, Serbian, Spanish, Tagalog, Turkish, Ukrainian and Vietnamese.

Access the translated versions by copying/clicking on the web address above.

How to get in touch with us

Please telephone us at City of Unley if you have any questions.



Manager Community Connections

 **Contact us**

8372 5111

Email: chsp@unley.sa.gov.au

Team Leader

 **Contact us**

8372 5111

Email: chsp@unley.sa.gov.au

In-Home Support

 **Contact us**

8372 5198

Email: chsp@unley.sa.gov.au

Respite Support

 **Contact us**

8372 5198

Email: WellbeingProgram@unley.sa.gov.au

Wellbeing and Social Programs

 **Contact us**

8372 5198

Email: WellbeingProgram@unley.sa.gov.au

Community Car Transport

 **Contact us**

8372 5198

Email: SocialTransport@unley.sa.gov.au

Community Bus

 **Contact us**

8372 5131

Email: CommunityBus@unley.sa.gov.au

Unley Libraries

 **Contact us**

8372 5100

Unley Community Centre

 **Contact us**

8372 5128

Fullarton Park Community Centre

 **Contact us**

8372 5180

Clarence Park Community Centre

 **Contact us**

8293 8166

Goodwood Community Centre

 **Contact us**

8272 7148

Unley Swimming Centre

 **Contact us**

8372 5456

Commonwealth Home Support Program

Client Contribution Schedule- 1 July 2021 - 30 June 2022

The City of Unley Home Support Program Client Contribution Schedule applies to people receiving Commonwealth Home Support Programme services from the City of Unley. The schedule seeks contributions that are fair and affordable based on a tiered framework:

- **Level 1:** Aged Pensioners, Disability Pensioners or Self-Funded Retirees with a Commonwealth Seniors Health Card
- **Level 2:** Self-Funded Retirees with no Commonwealth Seniors Health Card

No one will be refused a service due to inability to pay because of financial hardship. For a confidential discussion and further information on our client contribution review process please ask to speak to the relevant Program Coordinator.

The service frequency, duration and service availability is dependent on the demand for services and the funding available. Not every request will be able to be approved. A current My Aged Care referral is required to access each service type. Please speak to a member of our team for further information or alternatively you can contact the My Aged Care contact centre on **1800 200 422** to arrange your own referral should you require one

In-Home Support

Type of Service	Level 1	Level 2	Required My Aged Care Referral
Domestic Assistance* (Cleaning / Laundry)	\$18 per hour*	\$23 per hour*	Domestic Assistance – General house cleaning
Carer Respite Services*	\$7 per hour*	\$10 per hour*	Flexible Respite
Accompanied Shopping Support*	\$15 per hour*	\$20 per hour*	Social Support Individual – Accompanied activities e.g. Shopping
Shopping from a list with home delivery*	\$15 per hour*	\$20 per hour*	Domestic Assistance – Unaccompanied Shopping (delivered to home)

Please Note: * Charges are per worker, with a minimum charge of 1 hour and then 15-minute increments thereafter.

Social Support

Type of Service	Level 1	Level 2	Required My Aged Care Referral
Wellbeing Bus Trips	\$8 plus entry fee/meal cost	\$11 plus entry fee/meal costs	Social Support Group
Meet Me Mondays Group	\$5 per session	\$8 per session	Social Support Group
Buddies at Breakfast Group	\$12 per session	\$18 per session	Social Support Group
Other Group Activities	\$7- \$10 per session	\$10- \$15 per session	Social Support Individual
Social Support 1:1 (Friendly Visiting/Dog Walking)	\$7 per hour	\$10 per hour	Social Support Individual
Technology Assistance	\$7 per visit	\$10 per visit	Social Support Individual

Funded by the Australian Government Department of Health

Although funding for this home support program has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

Community Transport

Type of Service	Level 1	Level 2	Required My Aged Care Referral
1:1 Transport – Volunteer Car Transport to medical or health related appointments are given priority, (up to 20 km per trip) or social activities and other transport (up to 10 km per trip)	\$3 one-way trip only	\$5 one-way trip only	Transport- Direct (driver is volunteer or worker)

Home Maintenance

Type of Service	Level 1	Level 2	Required My Aged Care Referral
Basic Handyperson* (including tap washers (not mixer taps), light globes, smoke alarm batteries, air conditioner filter cleans and other basic tasks)	\$18 per hour* (plus parts)	\$23 per hour* (plus parts)	Home maintenance – minor home maintenance and repairs
Essential Gardening* (Maximum of 4 hours every 3 months)	\$23 per hour*	\$28 per hour*	Home maintenance – garden maintenance
Green waste removal* (Maximum of 1 every 6 months)	\$23 per hour labour + contractors' rate for dumping green waste*	\$28 per hour labour + contractors' rate for dumping green waste*	Home maintenance – garden maintenance
Window Cleaning* (one service every 6 months, up to 2 hours)	\$23 per hour*	\$28 per hour*	Home maintenance – minor home maintenance and repairs
Gutter Cleaning* (One service every 6 months, up to 2 hours)	\$33 per hour*	\$38 per hour*	Home maintenance – minor home maintenance and repairs
Spring/Seasonal Clean* (one service every 6 months, up to 2 hours)	\$23 per hour*	\$28 per hour*	Home maintenance- minor home maintenance and repairs
Hoarding/Squalor Clean* (Hours dependent on assessment of job)	\$23 per hour*	\$28 per hour*	Home maintenance- minor home maintenance and repairs

Please Note: * Charges are per worker, per hour or part thereof, with a minimum charge of 1 hour and then at 15-minute increments thereafter.

Commonwealth Home Support Program

Client Contribution Schedule- 1 July 2021 - 30 June 2022

Home Modification or Minor Home Maintenance and Repairs

Type of Service	Level 1	Level 2	Required My Aged Care Referral
Hand rails & minor installations	Up to \$250 * subsidy towards materials and labour	Up to \$100* subsidy towards materials and labour	Home modification
Keysafe box	\$55 per key safe with installation cost subsidised by program	\$65 per hour labour + contractors' rate for dumping green waste*	Home Modification OR Home maintenance- minor home maintenance and repairs
Major modifications	Up to \$350* subsidy towards materials and labour	Up to \$200* subsidy towards materials and labour	Home modification
Ramps	Up to \$450* subsidy towards materials and labour	Up to \$250* subsidy towards materials and labour	Home modification

Please Note: * Inclusive of GST

Community Shopping Bus

Type of Service	Level 1	Level 2
Community Shopping Bus	\$3 return trip	\$3 return trip
Out and About Tours	\$6 refreshments and activity costs at own expense	\$6 refreshments and activity costs at own expense

Please Note: There is no My Aged Care referral required for the Community Bus Program as this a fully funded Council Service.

Commonwealth Seniors Health Card Information for Self-Funded Retirees

The Commonwealth Seniors Health Card (CSHC) helps senior Australians with the cost of prescription medicines and other health services if you are of pension age but do not qualify for the Age Pension.

You can apply for the Commonwealth Seniors Health Card by phoning Centrelink on 13 23 00 or visiting your nearest Centrelink Customer Service Centre or via the Human Services website at:

servicesaustralia.gov.au/individuals/services/centrelink/commonwealth-seniors-health-card/how-claim





Ngadlurlu tampinhi, ngadlu Kurna
yartangka inparrinhi. Ngadlurlu parnuku
tuwila yartangka tampinhi. Ngadlurlu
Kurna Miyurna yaitya yarta-mathanya
Wama Tarntanyaku tampinhi. Parnuku
yailtya, parnuku tapa purruna yalarra puru
purruna.*

We would like to acknowledge this land
that we meet on today is the traditional
lands for the Kurna people and that
we respect their spiritual relationship
with their country. We also acknowledge
the Kurna people as the traditional
custodians of the Adelaide region and that
their cultural and heritage beliefs are still
as important to the living Kurna people
today.

*Kurna Translation provided by Kurna Warra Karrpanthi