



**Yarriambiack**  
SHIRE COUNCIL

# Positive Ageing Services

**Commonwealth Home Support Program**



Australian Government



myagedcare



## **What is Commonwealth Home Support Program (CHSP)?**

CHSP supports people aged 65 years and over (50 and over for Aboriginal people), especially those who are frail aged, by offering a range of different services to help people stay independent in their own home, close to their loved ones and connected to their communities.

## **Who funds these services?**

Services are funded by the Commonwealth Government. Cost for services is based on Client's income (see Fees/Accounts).

## **Interpreters**

Please let us know if you need an interpreter. Printed information is available in many languages from the Department of Human Services website ([www.health.vic.gov.au/hacc](http://www.health.vic.gov.au/hacc)). If you require copies please let us know and we will arrange this for you.

## **Active Service Approach**

Our service supports an active service approach. This means that we work with you to help you remain as independent as possible.

We will work with you to achieve your goals to retain your skills and, in some cases, learn new skills.

Our aim is to assist you to maintain or improve your ability to be physically active as well as help you to remain part of your local community.

If you have a particular goal you would like to reach or there is a task or hobby you enjoyed but are currently unable to manage, please discuss this with our Assessment Officer. Together we may be able to work on a plan to enable you to achieve the things that are important to you. Care workers will support you to achieve your goals.

## **Fees/Accounts**

Fees are set by Council each year. The fees will be discussed with you by the service provider officer and again when your services are reviewed. You will receive an account each month. If you have any questions about your account, please contact us on the telephone number on the back of this booklet.

## Reviews

Reviews of your situation are undertaken on an annual basis and will be arranged to see how you are progressing. If at any time your circumstances change you are welcome to contact your service provider so we can discuss your changed situation.

## Contact Details

Please let us know immediately of any changes to your address or telephone numbers or that of your friends or family that we have as contact people.

It is important that you let us know if you are going away when services are arranged or you are admitted to hospital. If you forget to let us know you may be charged for the service.

## Public Holidays

Only personal care services are provided on designated public holidays.

## Information

Provide accurate information about your health, income, and housing details. Let us know if your needs, address, or arrangements change.

## Floors

Please remove or fix torn carpets, loose rugs and mats that may be a tripping hazard. Home modification is available to assist with some improvements.

## Furniture

Be aware that heavy furniture may only be moved if on castors. Occupational health and safety require workers to assess if it is safe to move furniture.

## Access

Please ensure that:

- All gates, paths, front steps and verandas are safe and clear of obstructions. There should be clear access to where the care workers may need to go.
- We have access to hand wash facilities.

- You leave a welcome light on if you are expecting an evening visit from a worker.

## Appliances/Equipment

Please make sure that:

- All appliances, cords, leads and switches are in good condition.
- Approved cleaning products and equipment are provided (see separate fact sheet).
- All equipment such as mops, and buckets are in good order. **Staff are** not permitted to wring mops by hand.

## Animals

Please restrain or confine your animal while the care worker is in your home. This will ensure neither upsets the other. Staff are not permitted to clean up after animals.



## Breakages

Although staff are expected to take every care with your property; accidents can happen. We strongly recommend that you protect valuable or precious objects from risk of damage by putting them in a safe place. Council does not have insurance cover to enable reimbursement of the value of minor items broken by care workers. Any breakages will need to be claimed through the homeowners/tenants own household insurance.

## Gifts

It is Council Policy that employees are not permitted to accept gifts - other than those of minor value such as garden flowers or produce and hand-made items from clients of a nominal value.

## **Smoke free environment**

We are required by law to provide our staff with a smoke free working environment. Carers are not allowed to work in rooms where someone is smoking.

## **Elder Abuse**

Elder abuse is any act which causes harm and is carried out by someone you know & trust such as family or friends, including Emotional, Financial, Social, Physical or Sexual Abuse, or Neglect.

If you or someone you know is experiencing elder abuse, contact the free confidential Helpline: 1300 368 821 (Mon - Fri, 10am - 5pm).



# RIGHTS AND RESPONSIBILITIES

## You have the right to:

- To be treated and accepted as an individual, and to have his or her individual preferences respected.
- To be treated with dignity, with his or her privacy respected
- To receive care that is respectful of him or her, and his or her family and home.
- To receive care without being obliged to feel grateful to those providing the care.
- To full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care.
- To have access to advocates and other avenues of redress
- To be treated without exploitation, abuse, discrimination, harassment, or neglect
- To privacy, confidentiality, and access to all your personal information

## Your responsibilities:

- To respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment.
- To treat care workers without exploitation, abuse, discrimination, or harassment
- To abide by the terms of the written home care agreement
- To acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change.
- To accept responsibility for his/her own actions and choices even though some actions and choices may involve an element of risk.
- To tell the approved provider and their staff about any problems with care and services
- To allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement.
- Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

## GENERAL OVERVIEW

### Domestic Assistance

Domestic assistance aids with everyday household tasks to maintain service users' independence or to support the carer, such as:

- Cleaning Floors (mopping, sweeping, vacuuming)
- Cleaning showers, baths, toilets
- Changing bed linen and making beds
- Laundry: washing and hanging out, bringing in
- Limited ironing (20 minutes)

### Personal Care

Assistance to support independence in personal care activities such as:

- Showering, toileting, shaving, grooming
- Dressing/undressing
- Monitoring of self-medication
- Assistance with meals – preparation, feeding.

### Social Support Individual

Social support includes social activities and assistance with day-to-day tasks such as shopping, banking, paying bills and letter writing.

### In-Home Respite Care

In-home support is for ill, frail aged, person with dementia, and adults with disabilities who cannot be left alone. Carers/family have an opportunity to pursue other activities, interests, or personal business.

The Council Respite service is not available to provide care while the usual carer undertakes paid employment. Respite is available during the day or evening. In consultation with the client/carers, a customized care plan will be developed, and an OH&S risk assessment performed.

### Home Modification Service

The aim of this service is to provide minor modifications and safety aids to ensure a safe, healthy, and accessible home. Priority will be given to jobs that reflect this. This service is available to elderly and disabled residents who do not have access to other means of assistance.

## **Home Modification INCLUDES:**

- Installation of safety rails, ramps and handheld showers. Occupational Therapist Assessment is required for these items to be installed.
- Installation of smoke alarms

## **Home Modification DOES NOT INCLUDE:**

- Lawn Mowing
- Cleaning spouting and down pipes
- Repairs to hot water services
- Replacement of spouting
- Re-stumping of houses
- Installation of carpet or lino
- Painting
- Electrical or plumbing work which require tradesman's skills.

If the task is beyond the scope of service, the Council will assist you to obtain alternative affordable advice or assistance.



## **Senior Citizens**

Senior Citizens Centers are located throughout the Shire. Meals and activities are provided at these centers for social interaction for people 65 years and over. If you would like further information, please contact the Positive Ageing Team on (03) 5398 0107.

Each year, Council co-ordinate Senior Festival Week. Annually held in Warracknabeal approximately around early October. Activities include a free concert in the Town hall (Scott Street) and luncheon at the Warracknabeal Leisure Complex (Anderson Street).



## Meals on Wheels Program

Home delivery of a hot, nutritionally balanced three course meal. The meals consist of soup, main course, dessert, and a fruit juice drink. A monthly account will be sent to you for the cost of the meals. If you have special health, religious or culturally based dietary requirements, please discuss this with the coordinator.

Meals are delivered by volunteers from community groups and are delivered each weekday between 11.30am and 1.00pm (except public holidays and weekends).

***Cancelling your meal:*** If you need to cancel or restart your Meals that morning you **MUST** inform the Warracknabeal Office by 9.30am. Due to OH&S meals cannot be left outside the house even if an esky is provided.

## Centre Based Meals Program

Centre Based Meals are provided to people over the age of 65 to enjoy a weekly two course meal in the company of others. Meals are generally served around 12 noon. No meals provided on Public Holidays.

If you need to cancel or restart your Centre Based Meals you **MUST** inform the person who is in-charge of coordinating the meal by 9.30am.

- Woomelang                      Tuesday
- Hopetoun                        Wednesdays
- Rupanyup                        Thursday
- Murtoa                            Thursday

## Meal Voucher Program

This program is an additional meal service that will complement our current Delivered meals program. The vouchers are for you to use when you wish to go out for a meal. Each meal voucher is for the value of \$5.00. All the participating businesses will accept the voucher and reduce \$5.00 off the cost of your meal, so that you only must pay the difference. New booklets can be reordered by contacting the Positive Ageing Team when you have used all your current vouchers.

## CANCELLING SERVICES

## Can Yarriambiack Cancel My Service?

Whilst every effort is made to provide service users with their required level of support, cancellation can occur for the following reasons:

- If you move away from our service area
- You move into a hostel or nursing home.
- Another agency provides you with the support.
- Your needs increase and we are unable to provide the necessary support.
- You no longer require support.
- Your behavior is not appropriate towards staff or other service users. Examples: Intimidation, threats, physical & verbal abuse, sexual harassment, Intoxication with drugs and alcohol
- You are away for an extended period (ex. hospital stays)
- You have someone who does not reside at the address visiting at the time of the support.
- You have an environment that is an OH&S risk to the Community Support Worker

## Can I Cancel or refuse my service?

Service users have the right to refuse or cancel their support at any time. If you do refuse support, you can reapply for it at a later date. You will be assessed again, and support provided will be subject to availability.

## Hospital Stays

Please arrange for someone to advise us if you have to go to hospital. Your services can be resumed when you return home.

## Holidays

You can put your support on hold for up to 6 weeks if you go on holidays. If longer than 6 weeks, we will need to re-assess you before continuing your support.

## Public Holidays

Only essential personal care we will be provide on public holidays. There will be no services on Christmas Day.

**DELIVERING SUPPORT**

## Community Care Phone System



Yarriambiack Shire Council Community Support Workers use a mobile phone to electronically start and finish their jobs.

IN THE INTERESTS OF THE COMMUNITY SUPPORT WORKERS SAFETY AND YOUR SECURITY, SERVICES CANNOT BE OFFERED UNLESS YOU'RE AT HOME. HAVING A FRIEND OPEN UP THE HOUSE, OR LEAVING A KEY OUT IS NOT PERMITTED.

**ADVOCACY**

You have the right to use an advocate of your choice to negotiate on your behalf with Yarriambiack Community Care. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

### **What is an Advocate?**

An advocate is a person who, with your authority represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Yarriambiack Community Care.

### **Appointing an Advocate**

If you wish to appoint an advocate let us know in writing, the name of the person you wish to be your advocate. You can use the form – Authority to Act as an Advocate.

### **Guidelines for Advocates**

Guidelines for Advocates are included with the Authority to Act as an Advocate for you to pass on to your Advocate.

### **Advocacy and External Complaints Contacts**

Advocacy and external complaints contact available to service users include:

#### **Contacts**

Office of the Public Advocate  
Phone: 1300 309 337

Elderly Rights Advocacy  
Phone: 1800 700 600

Grampians Disability Advocacy Association  
Phone: 1800 552 272

**FEEDBACK**

## How to raise your concerns and provide feedback

- We always appreciate your feedback as it helps us to provide a better service.
- If you are unhappy with the quality or type of service you are receiving, the problem can be addressed.
- Please be assured that raising an issue or lodging a complaint will not have an adverse effect on your service.

### Complaints Procedure

#### Step One



Client/advocate to try and resolve issue direct with care worker.

#### Step Two



If not resolved, you or your advocate, should contact the Positive Ageing Team on 5398 0107.

#### Step Three



If not resolved, the complaint is referred Manager Community Health.

You have the right to appeal elsewhere if you consider the matter has not been satisfactorily resolved. You may wish to contact, for example:

Aged care Advocacy: Free Call 1800 700 600

Aged Care Complaints Commissioner: Free Call 1800 550 552

Office of the Public Advocate: Free Call 1800 136 829

Disability Advocacy & Information Service Inc (DAIS): 1300 886 388

## PRIVACY AND CONFIDENTIALITY



Yarriambiack Shire Council Positive Ageing is committed to protecting your privacy and confidentiality.

*To ensure your privacy*

- Service user files and other information are securely stored.
- We only collect information about service users that is relevant to the provision of support, and we explain to service users why we collect the information and what we use it for
- We seek consent from service users to, in an emergency, disclose personal information to other health service providers as appropriate to provide emergency care or services.
- We seek consent from service users to provide access to service user records to Government Officials (or their delegates) in the conduct of quality reviews or the investigation of complaints. We advise service users that these individuals are required to keep all information accessed through this process confidential.
- Consent to share personal information can be withdrawn at any time by the service user.
- Service users can ask to see the information that we keep about them and are supported to access this information if requested. The service user can nominate a representative to access the service user's records held by Yarriambiack Shire Council Community Care.
- All information relating to service users is confidential and is not disclosed to any other person or organization without the service user's permission.
- We only share information when it is necessary to ensure appropriate support is delivered and only with the service user's permission/consent beforehand.
- The provision of information to people outside the service is authorised by the coordinator.
- We do not discuss service users or their support with people not directly involved in supporting them.

- Assessments and reviews are always conducted in private with the service user and the Assessment Officer unless the service user consents to their carer, advocate or other person being present.
- During service user assessments the Assessment Officer asks the service user about any privacy requirements they have such as their preference for a male or female support worker. These are noted on their assessment form and on the support plan.
- Any discussions between staff about service users are held in a closed office.
- Any references to individual service users in meeting minutes refer to the service user by initials only or another unique identifier, such as their service user number.



## **Positive Ageing Team**

Alannah Lehmann

Monday to Friday 7.00am to 4.00pm

(03) 5398 0107

0428 234 161

[alehmann@yarriambiack.vic.gov.au](mailto:alehmann@yarriambiack.vic.gov.au)

## **Yarriambiack Shire Council Office**

Monday to Friday 8.30am to 5.00pm

(03) 5398 0100

[info@yarriambiack.vic.gov.au](mailto:info@yarriambiack.vic.gov.au)

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