



City of Burnside

Home Support Program Information Booklet



Vision

A prosperous City with a healthy, safe, connected, and active community, living in green leafy neighbourhoods where lifestyle is admired, heritage is valued, and people and nature live in harmony.

Contents

What is the Home Support Program?	4
My Aged Care	5
Your Service Journey with Us	6
<i>Charter of Aged Care Rights</i>	7
Aged Care Quality Standards	8
Advocacy	9
Privacy, Confidentiality and Access to Personal Information	10
Open Disclosure, Dignity of Risk	11
Compliments, Complaints and Suggestions	12
Client Contributions	14
Carers	15
Our Services	16
Home and Property Maintenance	16
Personal Support and Respite	17
Community Transport	18
Social Activities	19
Stay Active	19
Help Us to be Able to Help You	20
Changes in Your Health	20
Wellness Approach	20
Staying Safe	20
Emergencies	20
Incident Reporting	21
Extreme Weather Events	21
Accessibility and Other Service Information	22
Contact Information	23

What is the Home Support Program?

The City of Burnside offers a range of services, accessible in your own home, designed to maintain your independence and good quality of life.

If you are having difficulty with day-to-day tasks, require support to continue living independently and improve your health and wellbeing then the Home Support Program may be able to assist.

We are here to work with you to develop plans to achieve your individual goals and continue living on your own terms. Offering a comprehensive range of services that will enable you to keep enjoying your independence and maintain control over your own life. Our team will help you navigate the services that might benefit you.

Whether you'd like to share the load in the garden, have someone accompany you running day-to-day errands, or would simply appreciate a hand getting out and about to enjoy some of the social activities you love, the City of Burnside Home Support Program is here to offer you services that suit your personal needs.



My Aged Care

The City of Burnside Home Support Program is funded by the Department of Health and Aged Care, Commonwealth Home Support Programme (CHSP). Eligibility for CHSP funded services is determined by My Aged Care.

My Aged Care is the single entry point for all government subsidised aged care services.

To be eligible for CHSP services, you must be aged:

- 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people), or
- 50 years or older (45 years or older for Aboriginal or Torres Strait Islander people), on a low income, homeless, or at risk of being homeless.

My Aged Care will assess which types of services you are eligible for and provide you with approvals for these services. Once you have the approvals, you can then choose the City of Burnside as the provider of your services.

The City of Burnside Home Support team can assist you to navigate your way through aged care services, including making a referral to My Aged Care with your consent.

My Aged Care

P: 1800 200 422

W: myagedcare.com.au



Your Service Journey With Us

The provision of quality services in every step of your journey is important to us.

- Contact us with your referral code(s) from My Aged Care or ask My Aged Care to send your referral code(s) directly to us.
- We will contact you to have a discussion either over the phone or face to face.
- In our phone discussion or at our meeting together, we will chat with you to find out what your goals are and how our services can help you achieve your goals.
- You are welcome to ask our staff any questions you may have regarding your services during our first discussion and at any time afterwards by contacting us at the Home Support office.
- You will be provided with an information pack with details about our services and contact details.
- Together we will develop a support plan which will detail your service type, frequency, cost, duration, your preferences and support needs.
- You can change your support plan at any time, just contact us so we can adapt your plan to best meet your needs.
- You can also contact us at any time with any concerns you may have regarding your services.
- If you need other services, not offered by the Home Support Program, (eg nursing, allied health) we can arrange a referral to My Aged Care on your behalf. We are here to help you.



Charter of Aged Care Rights

The following *Charter of Aged Care Rights* are endorsed by the Australian Government and describe your rights as a consumer of federally funded aged care services. This provides the same rights to all consumers, regardless of the type of Australian Government funded aged care and services they receive.

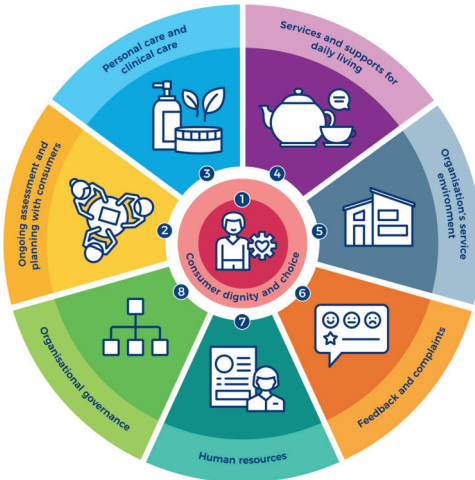
I have the right to:

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

A full copy of the Charter of Aged Care Rights including translated versions and additional information are available via the Aged Care Quality and Safety Commission website at www.agedcarequality.gov.au.

Aged Care Quality Standards

The Home Support Program is required to deliver services which meet the Aged Care Quality Standards. The Standards focus on outcomes for all clients and describe what quality care looks like. There are eight standards, each relating to an aspect of aged care services.



More information regarding the Quality Standards can be found by visiting the Aged Care Quality and Safety Commission website: www.agedcarequality.gov.au



Standard 1
Consumer Dignity and Choice



Standard 4
Services and supports for daily living



Standard 7
Human Resources



Standard 2
Ongoing assessment and planning with consumers



Standard 5
Organisation's service environment



Standard 8
Organisational governance



Standard 3
Personal care and clinical care



Standard 6
Feedback and complaints

Advocacy

An advocate represents your rights and interests, provides support and encouragement during decision making and complaint handling and provides you with information about your rights and responsibilities.

It is your right to have an advocate of your choice involved in any aspect of your service planning and delivery. An advocate may be a family member, friend, neighbour or a person from an external advocacy service, such as those listed below.

If you choose to have an advocate please let us know so we can include them in your ongoing interactions with our team.

Older Persons Advocacy Network (OPAN)

P: 1800 700 600

E: enquiries@opan.com.au

W: opan.org.au

Office of the Public Advocate

P: 8342 8200 / 1800 066 969

E: opa@agd.sa.gov.au

W: opa.sa.gov.au

Adult Safeguarding Unit

P: 1800 372 310

E: adultsafeguardingunit@sa.gov.au

Responds to concerns about adults who may be vulnerable and experiencing abuse or mistreatment.

Provides a free confidential advice, information and support.

Aged Rights Advocacy Service (ARAS)

P: 8232 5377

E: aras@agedrights.asn.au

W: sa.agedrights.asn.au

Disability Rights Advocacy Service Inc

P: 8351 9500

E: admin@drs.com.au

W: dras.com.au

Carers Gateway and Carers SA

P: 1800 422 737

E: info@carerssa.com.au

W: carersgateway.gov.au

Privacy, Confidentiality and Access to Personal Information

We respect and value your right to privacy, dignity and confidentiality in regard to the collection, storage, use and disclosure of your personal information. You decide who can access your personal information by signing an acknowledgement and consent form. You have the right to change or withdraw consent at any time.

You, or someone you nominate, can ask to see the recorded information by using a Request for Access to Documents form, which is available from Home Support Program staff, and also on Council's website.

In emergency situations where there is a serious threat to life, health or safety, Council may release information to the emergency service providers or your nominated emergency contact without your specific permission. You would be told about this as soon as possible.

All concerns regarding privacy, management of information or access to information will be managed confidentially in accordance with Council's Customer Service and Complaint Handling Policy.

Alternatively, you may contact one of the following external organisations for support:



The Office of the Australian Information Commissioner

P: 1300 363 992

E: enquiries@oaic.gov.au

W: www.oaic.gov.au

Aged Care Quality and Safety Commission

P: 1800 951 822

E: info@agedcarequality.gov.au

W: agedcarequality.gov.au

Open Disclosure

Open disclosure is a conversation the Home Support Program will have with you if something goes wrong that has or could have caused you harm while receiving our services. It is a conversation that involves the open and honest sharing of information between us, yourself and your support person which will enable a complete review of the incident.

If something does go wrong, the Home Support Program will:

- Initially make sure that you are OK and provide you with the support you need.
- Acknowledge what went wrong and provide you with an apology.
- Investigate with you and explain to you what happened.
- Learn from the experience and make improvements to our service and your care.

Dignity of Risk

Dignity of Risk is your right to live the life you choose, even if your choices involve some risk. The Home Support Program will support you to understand risks and manage them. Your decisions will be respected at all times.



Compliments, Complaints and Suggestions

At the City of Burnside, people are at the centre of everything we do. We are committed to providing a high level of service that is positive, supportive and delivers the assistance you need.

We want to hear from you about your experience, and welcome your feedback so that we can continue to develop and improve our services. All feedback is used to better understand your needs, identify gaps in services and ensure the continued appropriateness and effectiveness of our offered services. This includes any concerns or complaints you may have regarding any aspect of your service delivery.

To provide feedback or raise any concerns please contact the Home Support Program in the first instance. You can contact us by phone, email, letter, in person, via the Council website or by completing our feedback questionnaires and return in a reply-paid envelope. Your feedback can be anonymous if you wish.

Home Support Program

P: 8366 4193

E: chsp@burnside.sa.gov.au

W: www.burnside.sa.gov.au

Post: PO Box 9, Glenside SA 5065



You can trust that any complaints and appeals submitted will be:

- 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.
- Resolved as soon as possible.



Some complaints can be resolved at first point of contact, with all parties agreeing to the outcome, while others may need further investigation. In this case, the City of Burnside will acknowledge your complaint and will endeavour to resolve the issue within 10 business days. If a resolution is not possible at that time, you will be kept informed of the progress.

You can elect to have an advocate to represent and support you at all times through the complaint process (see page 9 on Advocacy).

If you are unhappy with the way your complaint has been managed or you are not satisfied with the outcome, you can contact an external agency, such as the Aged Care Quality and Safety Commission to support you.

Aged Care Quality and Safety Commission

P: 1800 951 822

E: info@agedcarequality.gov.au

W: agedcarequality.gov.au

Post: Aged Care Quality and Safety Commission, GPO Box 9819, Adelaide SA 5000

Client Contributions

The City of Burnside Commonwealth Home Support Programme abides by the National Guide to the CHSP Client Contribution Framework. You will be asked to contribute towards the cost of your services provided by the City of Burnside. A Client Contribution Schedule is available separately detailing our current contribution rates.

Please contact us as soon as possible if you need to cancel your service. Late cancellation fees are applicable if less than 24 hours' notice is given.

If you are experiencing financial difficulty and are unable to pay the scheduled contribution, we can work with you to negotiate the possibility of a reduced fee, according to the CHSP Client Contribution protocol.

You can request a review of your contribution at any time you feel your capacity to pay has changed.

Please speak with one of our team members for more information.



Carers

The Home Support Program respects the important role of the carer in supporting the older person. The service recognises the *Carers Recognition Act 2010* and promotes the carers right to be:

- Treated with respect and have the relationship you share with the person you care for honoured.
- Recognised for your role as a carer, by being included in the evaluation, planning, delivery and review of services that impact on you and your role as a carer.
- Recognised as an individual within and beyond your role as a carer.

The Carer Gateway is an Australian Government program providing free services and support for carers.

Carer Gateway

P: 1800 422 737

W: carergateway.gov.au



Our Services

Home and Property Maintenance - 8366 4193

Are you looking for a hand with odd jobs or maintenance around your home and garden? We're here to connect you with services to make your day-to-day life in your own home a little easier.

These services include but are not limited to:

Home Services

- General house cleaning
- Laundry: ironing, clothes washing, bed making

Property Maintenance

- Minor handyman repairs
- Tap washers and toilet cisterns
- Changing lightbulbs and smoke alarm batteries
- Gutter cleaning
- Window cleaning
- Gardening

Minor Home Modification

- Installation of battery-operated smoke alarms
- Installation of magnetic door catches
- Minor home modifications, grab rail and ramp installations



Personal Support - 8366 4193

Personal support can assist you to maintain your wellbeing and keep you connected and involved in your local community.

Personal Support

- Accompanied shopping assistance
- Simple meal preparation
- Transport to appointments
- Social activities with individual support



Community Transport - 8366 4222

Our community and personal transport services provide the opportunity for you to get out and about in the local community, meet like-minded people, attend appointments, run errands, as well as enjoy fun social activities.

Community Shopping Bus

Our community shopping bus is a door-to-door service providing transport from your home to your local shopping centres and back again. This service is available on a weekly, fortnightly or casual basis.



Community Car Service

If you no longer drive, we can offer access to personal car transport to and from your medical or health appointments. Although priority transport is for medical and health appointments, where we have capacity, we can also provide transport to your hairdresser and other community activities.



Social Activities - 8366 4144

We understand you want to keep doing the things you love, and that being social and staying connected with your community is so important for continued wellbeing. You have interests, things you want to learn, achieve and do. We can connect you with a range of opportunities to continue these interests, take up new ones, make new friends or reconnect with those you haven't seen in a while.

These services include but are not limited to:

- Bus Trips
- 3Rs Social Program
- The Shed
- Trivia and Bingo
- Singing



Stay Active

Your health is one of the foundations of a good life, and varies for each individual. Our team offers access to a broad range of classes and fitness activities aimed at maintaining a healthy, active lifestyle.

Activities for opportunities to improve your strength and flexibility include small group training, contemporary dancing, yoga and Pilates.



Help Us to be Able to Help You

Changes in Your Health

We understand that your health and support needs can change at any time. If you have had a recent hospital admission, fall or other change in your health and you are finding day to day tasks more difficult, then we may be able to assist you. Please contact our team to discuss how we can help you or connect you to the services which you may need.

Wellness Approach

The Home Support Program promotes a wellness approach in all services. We listen to what it is that you want to do, focus on your skills and abilities and tailor services to your unique needs and goals. A wellness approach encourages you to keep active and involved by working alongside your support worker to do a task together rather than having tasks done for you.

Staying Safe

Staying healthy and safe is important for everyone. Colds, COVID 19, influenza and gastroenteritis are contagious. If you have any of these viruses or symptoms please refrain from attending group activities, stay at home and seek medical attention. If you are receiving services in your own home please kindly advise the Home Support Program so that, if necessary, alternative arrangements can be made.

Emergencies

If there is a medical emergency while you are attending or receiving Home Support Program services then staff and volunteers will phone emergency services on 000. Your nominated emergency contacts will also be notified. Please let us know if you have any specific preferences or Advanced Care Directions you would like emergency services to be informed of in the event of an emergency.

Incident Reporting

The Home Support Program has a responsibility and duty of care to keep you safe during the delivery of all its services. If you are aware of any incidents, unsafe practices, equipment or behaviours of any of our staff, then please contact the Home Support Program as soon as possible. You will be provided with the support you need to feel safe.

All incidents reported to the Home Support Program will be investigated thoroughly and measures put in place to prevent the incident happening again. Serious incidents will be reported to the Aged Care Quality and Safety Commission (Serious Incident Response Scheme 1800 951 822) and other authorities such as the police where appropriate.

Extreme Weather Events

During extreme weather events, such as a heatwave, it is important to take some extra steps to make sure you are prepared and remain safe during the event. Keeping hydrated, staying indoors with air-conditioning on, wearing lightweight clothing and keeping in contact with family and friends are important. If you would like to receive a daily welfare call during a heatwave, you can register for free with Telecross Redi on 1800 188 071 or telecrossredi@redcross.org.au.

During extreme and catastrophic fire danger days, Home Support Program services may be modified or cancelled. We will contact you if this occurs and ensure you are still able to access essential services.



Accessibility and Other Service Information

City of Burnside Website

W: burnside.sa.gov.au

We provide a button at the top of our website for you to change information to your preferred language. There are over 50 different languages available.

Translation and Interpreting Services

TIS National: 131 450

ATIS Phone Interpreting:
1800 131 450

Interpreting and Translating Centre (ITC)

P: 1800 280 203

W: translate.sa.gov.au

COTA

P: 1800 182 324

E: cotasa@cotasa.org.au

W: cotasa.org.au

National Relay Service

Voice Relay: 1300 555 727

Teletypewriter (TTY): 133 677

SMS Relay: 0423 677 767

P: 8372 5198 for information in other languages

Dementia SA

P: 8372 2100

P: 1800 100 500 (National Dementia Helpline)

E: sa.admin@dementia.org.au

W: dementia.org.au

Catalyst Foundation

P: 1800 636 368

E: information@catalystfoundation.com.au

W: catalystfoundation.com.au





How can we help? Contact us, we are here to listen

Home Support Program

P: 8366 4193

E: chsp@burnside.sa.gov.au

W: burnside.sa.gov.au

Post: PO Box 9, Glenside SA 5065

Location: 401 Greenhill Rd, Tasmore SA 5065

An Australian Government Initiative

Funded by the Australian Government Department of Health and Aged Care through the Commonwealth Home Support Programme.

Disclaimer: 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.



Home Support Program

Home Services and Maintenance: 8366 4193

Social and Fitness Activities: 8366 4144

Transport: 8366 4222

Customer Service

8366 4200

Library

8366 4280