



GREEK ORTHODOX COMMUNITY
OF SOUTH AUSTRALIA INCORPORATED
ΕΛΛΗΝΙΚΗ ΟΡΘΟΔΟΞΗ ΚΟΙΝΟΤΗΤΑ ΝΟΤΙΑΣ ΑΥΣΤΡΑΛΙΑΣ

Commonwealth Home Support Program (CHSP)

We provide professional, client-led services with a focus on restorative approach - our aim is to assist you to remain living safely and independently at home



Supported by the Australian Government Department of Health

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OTHER USEFUL CONTACTS

ACAT (Aged Care Assessment Team).....	1800 200 422
Aged Care Quality & Safety Commission.....	1800 951 822
Aged Right Advocacy Service.....	8232 5377
Carers SA	1800 422 737
Catalyst Foundation	8168 8776
Centrelink	
- Seniors.....	132300
- Disability, Sickness & Carers.....	132717
- Financial Information.....	132300
Commonwealth Carelink Centres.....	1800 052 222
Council of the Ageing (COTA).....	8232 0422
Dementia Australia.....	8372 2100
Diabetes SA.....	1300 136 588
Disability Rights Advocay Service Inc. (DRAS).....	8351 9500
Eastern Mental Health Services for Older People.....	8336 7301
Emergency Monitoring Pendants –	
Call Direct.....	1300 136 272
Vital Call.....	1300 360 808
Care Alert.....	1300 758 595
Ethnic Link Services.....	8241 0201
Greek Meal Service.....	8212 5100
Independent Advocacy.....	8232 6200
Independent Living Centre.....	8266 5260
Italian Meal Service.....	8431 3477
Maltese Meal Service.....	8241 0266
Meals on Wheels.....	1800854453
My Aged Care	1800 200 422
National Disability Insurance Scheme (NDIS).....	1800 800 110
Polish Meals Program.....	8232 1464
Public Trustee.....	8226 9200
Royal District Nursing Services.....	1300 364 264
Royal Society for the Blind.....	8417 5599
SAPOL Home Assist Program	7322 3211
Taxi –	
Yellow Cabs.....	132227
Suburban Taxi.....	131008
Independent Taxi.....	132211

Greek Orthodox Community of SA Inc. Community Care Services

Our Mission, Vision and Values

Mission

To provide the best quality services that promote independence, health and wellbeing within our community.

We do this in a way that is culturally appropriate, flexible, respects and supports people's choices and meet their needs and goals. We will acknowledge and value our people and adapt to the changing needs of our diverse community.

Vision

To promote the highest quality care through Information Dissemination and Continuous Improvement in a culturally sensitive and safe environment of service, incorporating principles of informed choice and control, flexibility, confidentiality, respect and social inclusion that will benefit clients, families & staff.

Values

Our organisation's values play an important role in setting the standards of behaviour and attitude expected from staff and volunteers. This ensures that our organisation continues to provide high quality, safe and positive environment for all our people.

Our values (cont.):

Dignity and respect – respecting your choices, preferences and individuality

Caring – committed, thoughtful, supportive and considerate

Quality Service – professional and continuously improving

Accountability – having pride and taking responsibility

Teamwork – working together to achieve a common goal

Open Communication – improving understanding through listening & sharing, through your feedback and comments

Privacy and confidentiality – handling your personal information with privacy and confidentiality



Privacy and Confidentiality

- Information collected and recorded by GOCSA will remain private and confidential.
- Consumers can access their personal records with prior arrangements.
- No personal records shall be released without consent from the client or their approved representative or advocate.



For further information on GOCSA's Commonwealth Home Support Programme (CHSP) please contact:

Community Care Services

262 Franklin St.

Adelaide SA 5000

Ph: 7088 0500

Fax: 7088 0514

Web: www.gocsacommunitycare.com.au

The Right to an advocate

You have the right to involve an advocate of your choice. An advocate may be a relative, friend, neighbour or a person from an advocacy service e.g. Aged Rights Advocacy Service (ARAS) who will:

- Act on the service user's and/or carer's instructions
- Support and encourage the service user and/or carer
- Work solely on behalf of the service user and/or carer
- Speak on behalf of the service user and/or carer to promote their ideas and interests.

It is a service user's right to have an advocate represents their interests and assists with any aspect of service delivery.

The Aged Rights Advocacy Service (ARAS)

The Aged Rights Advocacy Service (ARAS) is a community organisation that provides non-legal advocacy for clients within aged care. The Advocacy Program aims to:

to ensure that older people and their representatives have access to accurate and timely information about their rights and protections relating to the provision of aged care services

to ensure that older people and their representatives are assisted to access appropriate aged care and community services

ARAS Contact Details:

ARAS - Aged Rights Advocacy Service

16 Hutt Street

Adelaide SA 5000

Free call (AU): 1800 700 600

T: 08 8232 5377

F: 08 8323 1794

Website: <https://www.sa.agedrights.asn.au/>

Email: aras@agedrights.asn.au

Greek Orthodox Community of SA Inc.

Accessing Services

GOCSA is funded through the Commonwealth Home Support Programme to offer a wide range of services for people 65 years of age and over.

We will receive your referral and support plan from My Aged Care and we will support you to create a service plan based on your goals, preferences and individual needs.

The services will remain in place until such time as you require a variation due to changes in needs, preferences or goals. Changes can be made as long as they are within the scope of the service, and in consultation with you. If the changes you require differ from what you currently receive, we will support you to contact My Aged Care to request alternative services.

The Coordinator will also contact you annually to review the support you are receiving and to discuss and implement any required changes to your service.

My Aged Care (1800 200 422)

- Client contacts My Aged Care (MAC)
- MAC develops Support Plan with Client
- Referral & Support Plan sent to GOCSA



GOCSA (7088 0500)

- Receives referral & support plan from MAC
- Contacts client to organise services



If additional services are required GOCSA refers client back to My Aged Care

CHSP Services

1. Social Support Groups

The primary aim of GOCSA's *Social Support Groups* is to link eligible consumers to centre-based day programs and transport. Through **Social Support Groups**, GOCSA provides an opportunity for clients to attend and participate in social interactions which are conducted away from the client's home and in a community venue. Activities support social inclusion and maintain community connectedness.

Activities include shared lunches, group outings, education and information on aged care rights, elder abuse, My Aged Care, safety, health etc.

Transport assistance can be provided to access these programs.

The **Social Support (SS) Groups** are held at 11 different venues on a weekly/fortnightly/monthly basis between 10.00 am and 1.00 pm as follows:

GOCSA Community Care Services Groups (meal cost: \$10.00 per session):

- ◆ **Glandore SS Group** - Camden Hall, Camden Community Centre, Carlisle Street corner Carlton Rd, Camden Park (*new venue*)
- ◆ **Mitcham SS Group** - St Constantine & Helen Church Hall, 1 Florence Street, Goodwood (*new venue*)
- ◆ **Salisbury SS Group**, North Football Club, 39-41 Bagster Road, Salisbury Downs (*new venue*)

GOCSA Women's Fellowship Groups (meal cost: \$10.00 per session):

- ◆ **Taxiarchis SS Group**, Olympic Hall, 288 Franklin Street, Adelaide
- ◆ **Koimisis Tis Theotokou (Panagia) SS Group**, 1A William Street, Croydon
- ◆ **St Nicholas SS Group**, Church Hall, 71 George Street, Thebarton
- ◆ **St Constantine & Helen SS Group**, Church Hall, 1 Florence Street, Goodwood

External Complaints System

We do our best to provide quality care and services to our clients. We have a Client Feedback System in place which we encourage you to raise your concerns directly with staff at Greek Orthodox Community Care Services SA in the first instance. Resolution at the first instance can deliver a faster and more sustainable outcome. However, situations occur when people may prefer to raise an issue with an external agency. The Aged Care Quality Commission has been established to assist anyone who would like to make a complaint about services provided by an Australian Government-subsidised aged care service.

Aged Care Quality and Safety Commission

Free Call: 1800 951 822

Accessibility:

Interpreter –

Translating and Interpreting Service (TIS) – 131 450

National Relay Service -

TTY users' phone – 1800 555 677 then ask for our number 1800 951 822

Speak and Listen – 1800 555 727 then ask for our number 1800 951 822

Internet Relay Users: connect to the National Relay Service and enter 1800 951 822

Online: <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

In Writing:

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



Feedback Submission

We encourage you to feel comfortable to discuss your compliments, complaints and suggestions with us if you identify areas of improvement with the services you are receiving.

Feedback can be communicated verbally or in writing to the Greek Orthodox Community Care Services SA staff in a variety of options including:

Feedback Form

Speaking with staff or management

Other written formats i.e. letters, emails, etc.

A complaint can be made verbally with any staff member at Greek Orthodox Community Care Services SA or lodged in writing using a Feedback Form. Staff will complete a Feedback Form for those who submit verbal feedback.

We hope that you will communicate your concerns directly to Greek Orthodox Community Care Services SA so that we can work with you to resolve your concerns.

If you are not satisfied with the outcome of a complaint, you or your advocate may appeal against a decision by writing to:

GOCSA General Manager

262 Franklin Street

Adelaide SA 5000

Social Support Groups (cont.)

GOCSA Auspiced Groups (meal cost: determined by each group):

- ◆ **Greek Union of Aged Pensioners of Thebarton & Suburbs**, Thebarton Community Centre, 44-48 South Rd, Thebarton
- ◆ **The Greeks of Egypt and Middle East Society of SA Inc.**, 56 Richmond Rd, Keswick
- ◆ **Colossus Panrhodian Society**, Colossus Hall, 148A Henley Beach Rd, Torrensville
- ◆ **Pan-Ikarian Brotherhood of Australia Inc.**, Ikaros House, 22- 24 Arthur St, Unley



2. Social Support - Individual

The aim of the **Social Support - Individual Service** is to link eligible consumers to support services, such as assistance with shopping and bill-paying, outings, friendly visiting, and transport to medical or other appointments.

Social Support Services are provided by a companion (paid worker or volunteer) either within the home environment or while accessing wider community services.

All shopping & account paying services are offered within the boundaries of the clients' Council. Where the client requires specific shopping to ethnic shops then this can be offered ad-hoc or on specific occasional trips.

Client contribution: \$4.00 per session

3. In - Home Support

The following range of services are provided through the **In-Home support program**:

- Domestic Assistance (i.e. vacuuming, mopping, bathroom cleaning)
- Annual Spring Cleaning (i.e. high dusting, light fittings, ceiling & exhaust fans, curtains and window clean): up to 4 hours per calendar year
- Home & Garden Maintenance (includes gutter cleaning): up to 5 hours per calendar year

Client contribution:

Domestic Assistance: \$12.00 / 1 hour / weekly
\$15.00 / 1.5 hours / fortnightly
\$15.00 / 2 hours / monthly

Spring Cleaning: \$10.00 per hour

Home and Garden Maintenance: \$10.00 per hour

Gutter Cleaning: \$25.00 per hour

All materials to be paid by the customer / Dump fees also apply



Standard 3 – Personal Care and Clinical Care

Client Outcome: "I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me."



Standard 4 – Services and Supports for Daily Living

Client Outcome: "I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do."



Standard 5 – Organisation's Service Environment

Client Outcome: "I feel I belong, and I am safe and comfortable in the organisation's service environment."



Standard 6 – Feedback and Complaints

Client Outcome: "I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints and appropriate action is taken."



Standard 7 – Human Resources

Client Outcome: "I get quality care and services when I need them from people who are knowledgeable, capable and caring."

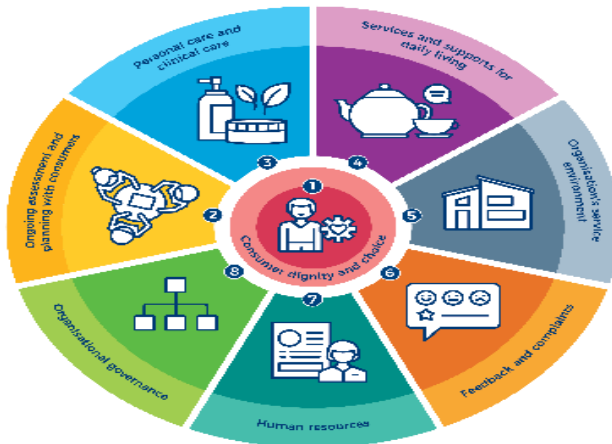


Standard 8 – Organisational Governance

Client Outcome: "I am confident the organisation is well run. I can partner in improving the delivery of care and services."

Aged Care Quality Standards

From 1 July 2019, the Aged Care Quality and Safety Commission has introduced new standards. The focus is on outcomes for clients and to reflect the level of care and services the community can expect from organisations that provide Commonwealth subsidised aged care services.



Standard 1 – Client Dignity and Choice

Client Outcome: "I am treated with dignity and respect and can maintain my identity. I can make informed choices about my care and services and live the life I choose."



Standard 2 – Ongoing Assessment and Planning with Clients

Client Outcome: "I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being."

Domestic Assistance includes:

- Sweeping and Mopping Floors
- Vacuuming carpets
- Cleaning of toilet
- Wiping down bathroom tiles & shower screen
- Wiping down bench top surfaces in kitchen & bathroom
- Changing bed linen if required, washing and hanging out the linen



Domestic Assistance does not include:

- Cleaning cupboards
- Cleaning fans or exhaust fans
- Cleaning fridge or oven
- Cleaning skirting boards, door frames and window seals
- Cleaning walls
- Disposing / cleaning of animal excrement
- Dusting (unless requested by a health professional)
- Moving furniture
- Scrubbing floor surfaces on hand and knees
- Sweeping outside porches
- Taking down curtains
- Turning mattress
- Window cleaning

Home Maintenance

The Home Maintenance service assists with minor maintenance and repair work of an essential nature to residents who are unable to perform these tasks themselves. Tasks performed may include:

- Minor repairs – replacing light globes, smoke detector batteries, washers & taps.
- Pruning, weeding and general garden tidy for safety
- Removal of minor garden debris

Home Maintenance cannot assist with:

- Electrical works
- Fumigating or assessing white ants
- House painting
- Lawn mowing on an ongoing basis
- Laying vermin baits
- Major plumbing jobs
- Packing or removing furniture or used carpet
- Removal of asbestos
- Removal of hard rubbish
- Removal of or trimming of trees that have a height of 3.5 meters and over
- Removal of wasp nests, bees, cats, dogs, possums or snakes
- Repair or replacement of boundary fencing
- Replacement of roofing tiles whether they are tiles or iron

Please Note:

Some maintenance services may not be available for Housing SA, strata title, rental or retirement villages' properties.



Charter of Aged Care Rights (cont.)

7. have control over, and make choices about, my care, personal and social life, including where choices involve personal risk
8. have control over, and to 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



Charter of Aged Care Rights

From 1 July 2019 the **Charter of Aged Care Rights** came into effect to provide all clients receiving Commonwealth subsidised care with the same rights.

The Charter apply to clients once they commence government-subsidised aged care, including:

- residential care
- home care packages
- flexible care
- Commonwealth Home Care Support Programme
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program

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

4. Limani Social Support Group

The **Limani Social Support Group** is a stimulating, culturally and linguistically appropriate centre-based day program. It is for people from a Greek-speaking background, with memory loss and/or confusion, depression and social isolation and their carers.

The Limani Program aims to:

- provide a holistic, person-centered approach with a Montessori model
- assist families and carers to better manage caring for someone with memory loss and/or confusion
- offer carers an opportunity to take a break from their caring role by providing them with respite
- maintain and promote activities of daily living as well as a sense of security and self-worth in a safe and caring environment that is culturally appropriate
- enhance the quality of life, self-esteem, dignity and respect while preserving privacy and confidentiality of families.
- raise awareness within the Greek Community of the impact of dementia, and issues associated with memory loss and confusion.

The program is based at:

Girls Guides, 163 Torrens Rd

cnr Homestead Blocks Place, Ridleyton

Tuesday—Thursday: 10.00am—2.30 pm

(Closed on Public Holidays)

Ph: (08) 8340 7479 — Mob.: 0402 020 002

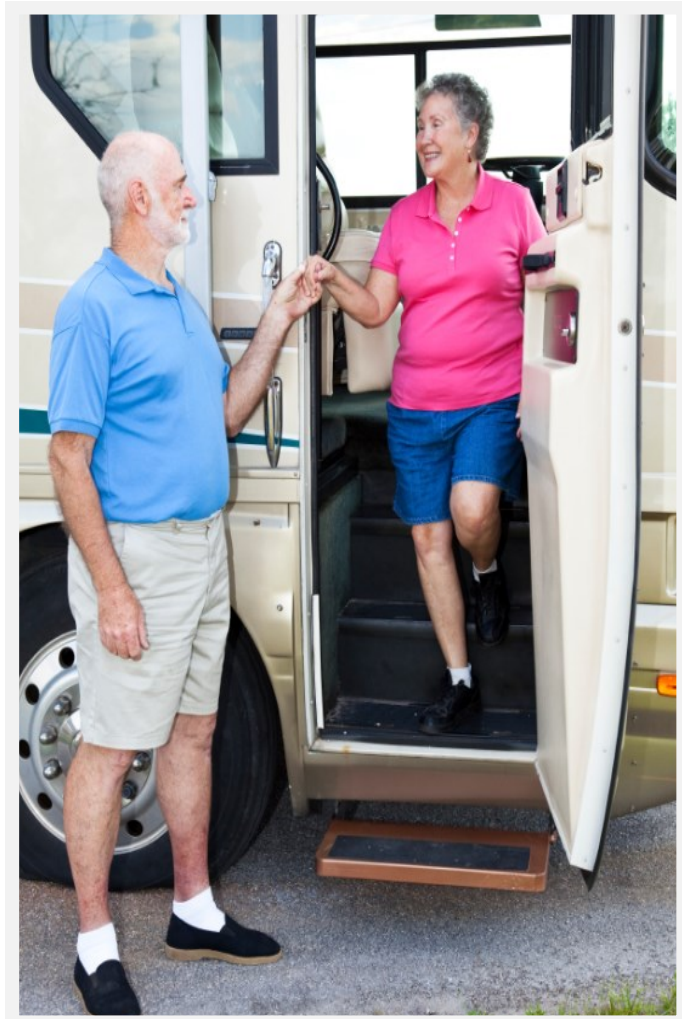
Cost: \$15.00 per session

Transport: to be negotiated with the Coordinator



5. Transport

To assist clients who no longer drive or do not wish to take public transport, Greek Orthodox Community Care Services SA provides transport to assist clients to continue with their usual activities, such as attending community groups or medical or other appointments. Transport services are provided by a worker or a volunteer, through the community bus or taxi vouchers.



Volunteer Support Program

As a volunteer with the Community Care Services of the GOCSA you will have the opportunity to learn new skills, work with some great people and give something back to the Community.

A feature of volunteering is its reciprocity giving as well as receiving.

We offer a variety of volunteer opportunities across the CC Programs:

- **Volunteer Drivers to drive the Community Bus**
- **Assist with activities at the Social Support Groups Program**
- **Assist clients to do their shopping**
- **Accompany clients to medical appointments**
- **Assist clients to attend social activities**
- **Assist with friendly visiting**

Who can volunteer?

- Anyone who has spare time
- People seeking work experience
- Retires who want to remain active
- Anyone who wants to make a difference

Police clearance is required

Some out of pocket expenses are reimbursed

