



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

EST. 1930



Australian Government
Department of Health

Supported by the Australian Government Department of Health



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Home Care Packages



Information booklet

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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. (GOCSA) Community Care Services (CCS) Home Care Packages (HCP)

Clients are funded directly by the Australian Government Department of Health and they can to choose the provider they wish to deliver care for them through a Home Care Package on a Consumer Directed Care (CDC) basis.

Home Care Packages (HCP) provide assistance for people who need help to stay safe and well at home.



The CDC is a model of care aimed to give the client and or their representative more choice and control over the services they receive. Focus is on wellness, independence and reablement.

If you want a culturally appropriate provider and staff that speak your language, please contact GOCSA Community Care Services team on 7088 0500 or visit our website:

www.gocsacommunitycare.com.au.

Eligibility Criteria

You need to register with **My Aged Care (MAC)** to be assessed for the level of package which best meets your needs. GOCSA Community Care Advisors staff can assist you to register with MAC.

An ACAT (Aged Care Assessment Team) assessor will determine the level of Home Care Package that you are likely to receive and be delivered by GOCSA if you choose us as your provider.

You can contact MAC on **1800 200 422** or visit their website to register: www.myagedcare.gov.au

There are 4 levels of HCP:

Level (1) Basic care needs - may include cleaning, social support, centre based activities, home maintenance

Level (2) Designed to meet a person's low-level care daily needs, such as showering, meals, transport, community events with a rehabilitation focus.

Level (3) Intermediate care needs. In addition to level 2, there is a nursing input in the design as well as on-going management of assessed needs.

Level (4) High level care needs. For people with complex care needs, who may be suffering from dementia or other cognition deficit.

An important part of the CDC is that it is all about **building on what you CAN do. It is about helping you to continue live a good life at home.**

ARAS Contact Details are:

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

For further information on GOCSA's Home Care Packages 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 to represent their interests and assist with any aspect of service delivery.

The Aged Rights Advocacy Service

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

Home Care—Your Choice

Once you receive notification of the level of care and have a package allocated, our Program Consultants will work out a budget, based on the subsidy from the government **plus** your contribution.

You will get to make decisions about how the funds are spent. GOCSA, your home care service provider, will work with you to coordinate the services you need.

You can also **buy** extra services with your own funds if you want more assistance than what is covered by the package. Check with the Program Advisor for details



***Come with us—we speak your language
and understand your culture.***

What Kind of Assistance Can I Have?

Personal Care

As we age, there may be times when doing this for yourself can be a struggle. We assist with your personal care needs in a dignified and caring manner. Whether you are highly dependent or need that extra little help, our trained support workers will provide a individually customized care plan to cater to your needs.

Personal Care Services Include:

- Showering
- Dressing and Grooming
- Personal Hygiene
- Toileting
- Continence Care
- Mobility and Exercise Assistance
- Oral Hygiene

Nursing Assistance

Regular medical attention or nursing care, there is no need for you to leave the house for the smaller things

- Nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services
- Other clinical services such as hearing and vision services
- Nursing services are personalised, meaning we will make sure to learn all we can about your medical conditions so we arrive ready with the best knowledge and support you could possibly need.
- Wound management

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 and compliments, complaints and suggestions with us if you identify areas of improvements with the services you are receiving.

Feedback can be communicated verbally or in writing to 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.

External regulatory bodies

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



Nursing Assistance (cont.)

- Health or Medical Condition Management
- Medical Support or Administration
- Therapeutic Support
- Specialised Services (PEG feeding, stoma care etc)

In-Home Respite

Respite can be used for emergency, casual basis, or a regular service to give the carer a break.

It may be used for a few hours such as medical appointment, a work or an event the carer needs to go to and if a family member/ carer is suddenly ill and not capable of caring for another, even a weekend getaway.

Our support workers can offer a safe and comfortable setting for your loved one. We offer regular contact if required for a variety of services including personal care, medical assistance, food preparation and transportation.

Home Modifications

Specific areas throughout your home could begin to pose a safety risk or become a little challenging to your mobility.

We will work with you and allied health services to determine your personal or mobility struggles at home.

We can source all appropriate aids and modifications requirements to help with and organise installation for you.

We wish to help you live confident and comfortably and most importantly safe in your own home.

Home Modifications (cont.)

Home Modifications may include:

- Handrails
- Wheelchair ramps
- Bathing Aids
- Safety Devices
- Mobility Aid

Transport

Whether you need to attend a social gathering or you have a medical appointment, our support staff at GOCSA will get you there safely and on time. We will make sure you get to your destination, comfortably, safe and on time.

Gardening and General Home Maintenance

Reasonably required to maintain the home and garden in a condition of functional safety and provide adequate level of security.

Keeping your lawn or garden bed looking nice or fixing that annoying leaking tap is just some of the everyday home and garden maintenance services we can provide for our clients on a regular or casual basis.

Garden and Home Maintenance Services Include:

- Lawn mowing
- Pruning
- General Yard Cleaning
- Weeding
- Light General Home Maintenance Jobs
- Light General Home Repairs



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."

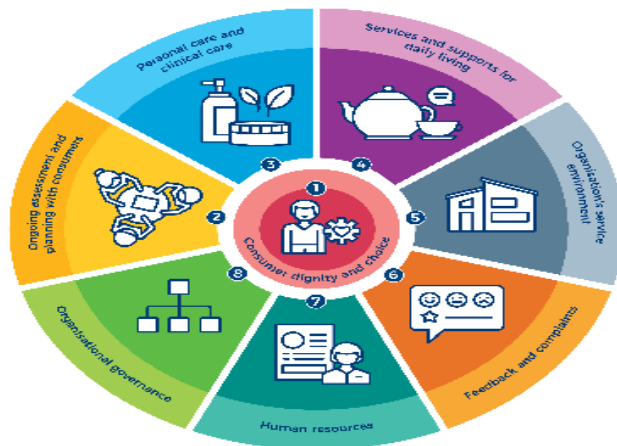


Standard 8 – Organisational Governance

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

Quality Management 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.



Social support

We understand that maintaining social connections can become challenging at times. We encourage social outings, community groups or just company in your own home. Everyone deserves to feel good, there is nothing better than good company and friendship to put a smile on your face.

Meal preparation

For clients who live on their own, regularly meals can become difficult, you are struggling to put together a healthy nutritious meal or have special dietary requirements. Our team of workers will be able to work with you and construct a meal plan that will cater to your needs and tastes. Healthy and regular meals are essential to your physical and mental wellbeing.



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

We know how vital living in your own home means to you.

As we get older the problem of keeping on top of those everyday household chores is more difficult.

We can put together a domestic care plan that allows you to keep your home nice and clean while maintaining your independence and comfort and have time to enjoy other things.

Domestic Services Include:

General House Cleaning

- Vacuuming and Mopping
- Ironing
- Bed and Linen Change
- Bathroom Cleaning

Spring Cleaning:

- Window Washing
- Pantry / Fridge Cleanout



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

Making a Service Plan

Things to consider:

- * What is important to me?
- * What support do I need to stay safe?
- * When do I want the support?
- * What do I enjoy doing?
- * Who should deliver it?

Service Plan

Work through your goals, interests and preferences with your advisor, who will help you make informed choices about the services and assistance you would like to receive.

Your Care Plan will detail:

What will be provided

Total cost

Who will provide it

Your contribution

How often / Timing

GOCSA's fee

Commencement date

Contact details

Service Plan (Continued)

Once you have agreed on your Care or Service plan, the management of your package will commence. An **Agreement** will be given for both parties to sign.

This is known as the **Home Care Agreement**



Making a Budget Plan

Your monthly statement will clearly explain:

- ⇒ Your available funds (government subsidy)
- ⇒ Your contribution
- ⇒ Your expenses in goods and services
- ⇒ The balance of funds remaining



All costs will be discussed and agreed with you before they are recorded as part of your Home Care Agreement