

### Brokerage Fees

Please refer to our Brokerage Fees brochure for information on our competitive rates.

Direct Care arrangements can also be negotiated with individuals and their families.

### About GOCSA Brokerage Agency

The GOCSA Brokerage Agency is a privately operated entity of the Greek Orthodox Community of SA Inc (GOCSA).

The Agency has been established as a response to increased requests from other mainstream agencies to provide culturally and linguistically appropriate care services to their clients which cannot be provided by that Agency.



## Greek Orthodox Community of SA Inc (GOCSA) Brokerage Agency



### Greek Orthodox Community of SA Inc (GOCSA) Brokerage Agency

262 Franklin St  
Adelaide SA 5000  
Ph: 08 7088 0500  
Fax: 08 7088 0514

GOCSA Brokerage Agency is a privately operated entity of the  
Greek Orthodox Community of SA Incorporated

Supporting and Understanding  
Your Client's  
Language, Cultural and Care Needs



## GOCSA Philosophy

### GOCSA believes that to enhance quality of life:

- Suitable and adequate care should be available to all people according to their needs without discrimination.
- Everybody should have access to opportunities to develop, grow and learn in a safe, caring and stimulating environment.
- A concerted effort should be made to work in close co-operation and partnership with individuals, families, other services providers, non-government and government agencies and the community.

### Need for Greek Speaking Community Support Workers

Greek speaking Community Support Workers can play a significant role in enhancing the quality of your agency's service provision.

Greek speaking Community Support Workers are preferred by most Greek elderly and their families because of the ease of communication that a common language base and cultural background can bring.

As many Greek elderly may develop forms of dementia, and as most revert to the use of their original language as they age, Greek speaking Community Support Workers are an even more important care option.

### GOCSA Community Care Services can:

- Assist you to strengthen your knowledge of available resources (e.g. translated Greek material).
- Explore culturally sensitive care models and strategies.
- Suggest a broad range of suitable activities for your clients and how to develop them .

GOCSA's Greek Speaking Community Support Workers can

- Enhance the quality of your Agency's service provision.
- Communicate in your client's preferred language.
- Respond to the cultural needs of your client.
- Work together with your Agency to provide the appropriate care and support that your client needs.

## Personal Care

Personal care includes assistance with personal hygiene, washing or showering, dressing and personal grooming.



## Respite Care

In – home Respite Care is care given as an alternative arrangement with the primary purpose of giving the carer or care recipient a short-term break from their other usual care arrangements.

## Domestic Assistance

Domestic Assistance includes assistance with cleaning, dish washing, laundry and ironing, shopping and bill paying.



### How the GOCSA Inc Brokerage Agency can assist YOU

The GOCSA Brokerage Agency can broker trained bilingual, bi-cultural workers to your agency to support Greek speaking clients requiring in-home support services such as Personal Care, Respite Care and Domestic Assistance.

#### Community Support Workers

- Will be matched specifically to complement the needs and personalities of your clients.
- Are trained through an extensive multi-phased training program.
- Providing Personal Care have a Certificate III in Aged Care.
- Are insured for public liability insurance and workers compensation.
- Have a current National Police Clearance Certificate.
- Can also act as Cultural Consultants for Mainstream Services.

#### Our Guarantee

In assisting your clients, we will respect your style, your staff, your protocols and procedures.

We wish to complement the service that your agency provides.

When your agency refers potential clients to us, we can do the same for you.