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

Commonwealth Home Support Program (CHSP)

Provides professional, client-led services with a focus on restorative approach where our aim is to assist you to remain living independently at home



Contents

Accessing Services

Our Mission, Our Vision, Our Values

Services Provided

1. Social Support Groups

2. Social Support—Individuals

3. In-home Support

4. Limani Day Respite Program

5. Carer Support Program

6. Volunteer Support Program

7. Home Safety and Security

8. Transport

Charter of Rights and Responsibilities for Home Care

Comments, Complaints & Appeals

Privacy and Confidentiality

The Right to an Advocate (with Advocacy Details)

Community Care Common Standards

Other Useful Contacts

Other Useful Contacts

ACAT (Aged Care Assessment Team).....	1800 200 422
Aged Care Complaints Commissioner.....	1800 550 552
Aged Right Advocacy Service.....	82325377
Alzheimer's Australia.....	8372 2100
Carer Support & Respite Centre.....	8379 5777
Catalyst Foundation—Seniors Information Service	8168 8776
Centrelink	
- Seniors.....	132300
- Disability, Sickness & Carers.....	132717
- Financial Information.....	132300
Commonwealth Carelink Centres.....	1800 057 111
Council of the Ageing (COTA).....	8232 0422
Diabetes SA.....	1300 136 588
Disability Information & Resource Centre.....	8415 4233
Disability SA.....	8366 7300
Disability Ageing & Carers.....	8415 4250
Domiciliary Care SA.....	1300 295 673
Domiciliary Care Equipment Services.....	1300 295 786
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
SAPOL Home Assist Program	7322 3211
Independent Advocacy.....	8232 6200
Independent Living Centre.....	8266 5260
Italian Meal Service.....	8431 3477
DRAS Inc.....	8351 9500
Maltese Meal Service.....	8241 0266
Meals on Wheels.....	1800854453
Mental Health Services for Older People (East).....	7425 6400
Metropolitan Home Link.....	1300 550 654
My Aged Care	1800 200 422
Polish Meals Program.....	8232 1464
Public Trustee.....	8226 9200
Royal District Nursing Services.....	1300 364 264
Royal Society for the Blind.....	8417 5599
Taxi –	
Yellow Cabs.....	132227
Suburban Taxi.....	131008
Independent Taxi.....	132211
The Multiple Sclerosis Society.....	1800 821 311

Community Care Common Standards

Standard 1—Effective Management

The service provider demonstrates effective management processes based on continuous improvement approach to service management, planning and delivery.

Standard 2—Appropriate Access & Service Delivery

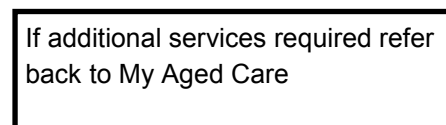
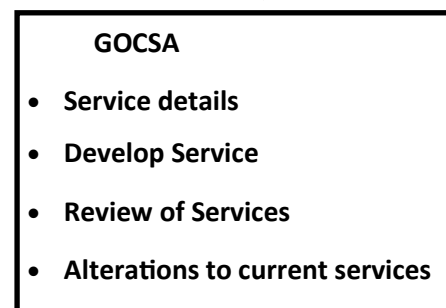
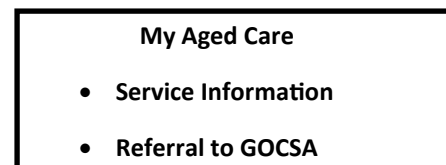
Each service user has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and / or their representatives.

Standard 3—Service User Rights & Responsibilities

Each services user and their representative, is provided with information to assist them to make service choices and has the right and responsibility to be consulted and respected. Service users and their representative, have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

Greek Orthodox Community of SA Inc.

Accessing Services



GOCSA receives information from MAC on the services you require and we support you to create a service plan based on your individual needs.

The services will remain in place until such time as you require a variation due to changes in needs, wishes 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 are different services to what you currently receive, we will support you to contact MAC, ph: 1800 200 422 to request alternative services.

GOCSA may require variations to your services if for example staff is sick, or on annual leave or for safety reasons such as bushfire.

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

Our Mission

To provide the best quality services that promotes 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. We will acknowledge and value our people and adapting to the changing needs of our diverse community.

Our Vision

To promote the highest quality care through Education 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.

Our 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 a high quality, safe and positive environment for all our people. They are:

- Caring – *committed, thoughtful, supportive and considerate*
- Quality Service – *professional and continuously improving*
- Accountability – *having pride and taking responsibility*
- Respect – *showing regard for the rights and belief of others*
- Teamwork – *working together to achieve a common goal*
- Open Communication – *improving understanding through listening & sharing*
- Honesty – *being sincere and truthful*
- Enjoyment – *achieving satisfaction in a happy and healthy community*

Advocacy

Aged Rights Advocacy Services (ARAS)

16 Hutt St
Adelaide 5000
Ph: 8232 5377
Freecall 1800 700 600
www.sa.agedrights.asn.au

Disability Rights Advocacy Service Inc.

Shop 4/80 Henley Beach Rd.
Mile End 5031
Ph: 8351 9500
www.dras.com.au

Disability Advocacy & Complaints Services SA Inc (DACSSA)

29 High St
Kensington 5068
Ph: 8712 6030
1800 555 630
www.dacssa.org.au

Office of the Public Advocate

ABC Building
Lev. 7/85 NE Rd.
Collinswood 5082
Ph: 8342 8200
www.opa.sa.gov.au

Carers SA

66 Greenhill Rd
Wayville 5034
Ph: 1800 242 636
www.cares.sa.asn.au

Ethnic Link Services

Ph: 8241 0201
1800 648 598
www.ucpa.org.au/community/ethnic-link-services

Carers Support Respite Information Support

10 Newton Rd
Campbelltown 5074
Ph: 8206 0777
www.carersupport.org.au

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.

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.

Services Provided

1. Social Support Groups Program

The primary aim of GOCSA's *Social Program* is to link eligible consumers to services such as centre-based day care programs, social support programs and transport.

Through the **Social Support Groups Program**, GOCSA encourages socially and/or geographically isolated older people to access its **Elders Groups**. Transport assistance can be provided to access these programs. The **Elders Groups** are held at 12 different venues on a weekly/fortnightly/monthly basis between 10.00 am and 1.00 pm. The twelve venues are located at:

- ◇ **Adelaide:** Taxiarchis Group, Olympic House, 288 Franklin Street
- ◇ **Croydon:** Koimisis tis Theotokou Church Hall, 1a William Street
- ◇ **Goodwood:** St Constantine and St Eleni's Church Hall, 1 Florence Street
- ◇ **Thebarton:** St Nicholas Church Hall, 71 George Street
- ◇ **Glandore:** Glandore Community Centre, 25 Naldera Street
- ◇ **Mitcham:** Mitcham Cultural Village, 242 Belair Road, Lower Mitcham
- ◇ **Salisbury:** St John's Anglican Church, Church Street
- ◇ **Thebarton:** Greek Pensioners, Thebarton Community Centre, 44—48 South Rd.
- ◇ **Keswick:** Greeks of Egypt and the Middle East, 56 Richmond Rd.
- ◇ **Welland:** Cypriot Aged & Pensioners Association, 6-8 Barrpowell St.
- ◇ **Torrensville:** Colossus Panrhodian Society, 148A Henley Beach Rd.
- ◇ **Unley:** Pan-Ikarian Brotherhood, Ikaros House, 22-24 Arthur St.

2. Social Support - Individuals

The aim of the **Social Support - Individuals Program** is to link eligible consumers to support services, centre-based day care programs, friendly visiting, assisting with correspondence, telephone monitoring services and transport via car, taxi or Community Bus.

Social Support Services are provided by a companion (paid worker or volunteer) either within the home environment or while accessing wider community services. This includes friendly visiting services, assistance with correspondence, shopping & telephone -based monitoring services.

Shopping and medical appointments: transport by a volunteer or paid staff can also be arranged - cost \$4.00.

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.

3. In - Home Support

The following ranges of services are provided with funding from Greek Community Care Services and Commonwealth Home Support Program :

- Home cleaning
- Washing and ironing
- General household support such as bill paying, help with meal preparation etc.

Cleaning

Short – Term - To provide support following an episode of hospital admission or recovering from an acute episode where support is required short term for a maximum of 6 – 8 visits either weekly or fortnightly thus enabling client to recover fully and resume their previous activities. The support offered may be up to 2.0 hours per week.

If your complaint remains unresolved or you are not happy with the outcome, you may wish to contact an external agency.

The following is a register of service providers and agencies that may be of assistance to you.

Aged Care Complaints Commissioner

Department of Health

GPO Box 9848

Adelaide SA 5000

Tel: 1800 550 552

www.agedcarecomplaints.govspace.gov.au

Aged Right Advocacy Service (ARAS)

16 Hutt St

Adelaide SA 5000

Tel: (08)8232 5377

www.sa.agedrights.asn.au

Ethnic Link Services

Cnr. Glebe St & Port Rd.

Alberton SA 5014

Tel: 1800 648 598, (08) 82410201

www.ucwpa.org.au

Health and Community Services Complaints Commissioner

Level 4 East Wing

50 Grenfell St

Adelaide SA 5000

Tel: (08) 8226 8666 Interpreter Service available TTY No: 133677

www.hcscs.sa.gov.au

For further information on GOCSA's Commonwealth Home Support Program please contact:

Community Care Services

282 Waymouth St

Adelaide SA 5000

Tel: 7088 0500

Fax: 8245 5586 / 7088 0714

www.gocsacommunitycare.com.au

Comments, Complaints & Appeals

GOCSA welcomes your feedback, it assists us to improve our services, if you like the way a service has assisted you tell us.

If you are not happy with a service you receive from GOCSA, please contact us to discuss your concerns or make a complaint.

To make any sort of comment, complaint or compliment contact:
Manager, Community Care on 7088 0500

Any feedback will be dealt with promptly and confidentially and you will be consulted and kept informed of any outcome or decision.

If you are dissatisfied with the outcome of a complaint you or your advocate may appeal against a decision by writing to:

Manager, CCS
282 Waymouth St.
Adelaide SA 5000

Service

- House cleaning
- Washing and ironing
- Assistance with shopping
- Transport to and from banks, appointments etc.
- General household support such as mail sorting, help with meal planning & preparation etc .

On—going cleaning – To provide support to CHSP eligible clients, where their needs may be higher than low care, may be on waiting lists for other agencies or palliative. Greater consideration is given to those with higher needs and less supports. Assistance given is a maximum of 52 hours which client can elect to take weekly or fortnightly.

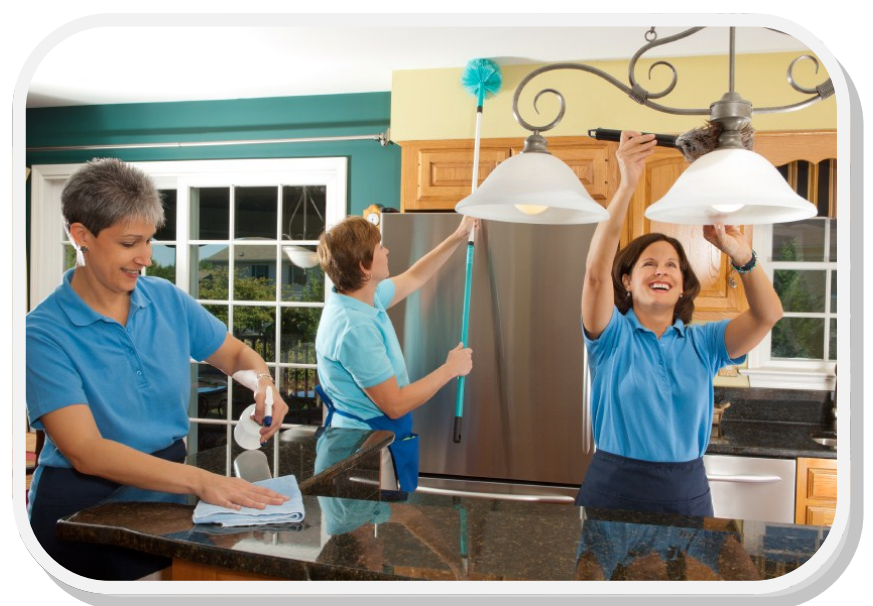
Spring Cleaning

Consumers are able to access up to 4 hours annually. This service aims to assist residents with heavier cleaning and may include window washing, light fittings, ceiling and exhaust fans, curtains etc.

Consumer Contribution:

In - Home Support Service

A nominal fee will be charged



Cleaning Service includes:

- Changing bed linen, washing and hanging out the linen
- Cleaning of wet areas
- Sweeping and Mopping Floors
- Vacuuming carpets

Cleaning Service 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 pro)
- 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 carpentry repairs
- Minor fencing repairs
- Minor modification of existing dwelling for safety
- Minor repairs – replace light globes, smoke detector batteries, washers & taps.
- Pruning and general garden tidy for safety
- Remove minor garden debris
- Window cleaning (once a year)



Responsibilities

As a care recipient I have the following responsibilities:

1. General

- a) to respect the rights of care workers to their human, legal and industrial rights including the right to work in a safe environment
- b) to treat care workers without exploitation, abuse, discrimination or harassment

2. Care & Services

- a) to abide by the terms of the written agreement
- b) to acknowledge that my needs may change and to negotiate modifications of care and service when my care needs do change
- c) to accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk

3. Communication

- a) to give enough information to assist the approved provider to develop, deliver and review a care plan
- b) to tell the approved provider and their staff about any problems with the care and services

4. Access

- a) to allow safe and reasonable access for care workers at the times specified in my care plan or otherwise by agreement
- b) to provide reasonable notice if I do not require a service

5. Fee

- a) to pay any fee as specified in the agreement or negotiate an alternative arrangement with the provider if any changes occur in my financial circumstances
- b) to provide enough information for the approved to determine an appropriate level of fee

Consumer Contribution:

- Home Support Service \$ 10.00/person/hour or \$12.00 per couple
- Rubbish removal \$ 35.00 per trailer load
- Materials used

The Home Maintenance cannot assist with:

- Electrical works
- Fumigating or assessing white ants
- House painting
- Lawn mowing or weeding
- 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 2.5 meters
- 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.



4. Limani Day Respite Program

The **Limani Dementia Respite Program** is a stimulating, culturally and linguistically appropriate centre based day care 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 the 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.
- to raise awareness within the Greek Community of the impact of dementia, and issues associated with memory loss and confusion.

Eligibility:

The Limani Program is designed for:

- Greek speaking people with dementia
- Carers in need of a break.
- People who reside in the metropolitan areas of Adelaide.

The program is based at Ridleyton Greek Home for the Aged,
89 Hawker St. Ridleyton and is held on

Monday—Friday: 10.00am to 2.30pm
(Closed on Public Holidays)

Ph: (08) 8245 5525 — Mob.: 0402 020 002

4. Personal Information

- a) to privacy and confidentiality of my personal information
- b) to access my personal information

5. Communication

- a) to be helped to understand any information I am given
- b) to be given a copy of the Charter of Rights and Responsibilities for CC
- c) to be offered a written agreement that includes all agreed matters
- d) to choose a person to speak on my behalf for any purpose

6. Comments & Complaints

- a) to be given information on how to make comments and complaints about the care and services I receive
- b) to complain about the care and services I receive, without fear of losing the care or being disadvantaged in any other way
- c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern

7. Fees

- a) to have my fees determined in a way that is transparent, accessible and fair
- b) to receive invoices that are clear and in a format that is understandable
- c) to have my fees reviewed periodically and on request when there are changes to my financial circumstances
- d) not to be denied care and services because of my inability to pay a fee for reasons beyond my control.



Charter of Rights and Responsibilities for Community Care

Rights

As a Care recipient I have the following rights:

1. General

- a) to be treated and accepted as an individual, and to have my individual preferences respected
- b) to be treated with dignity, with my privacy respected
- c) to receive care that is respectful of me, my family and home
- d) to receive care without being obliged to feel grateful to those providing my care
- e) to full and effective use of all my human, legal and consumer rights, including the right to freedom of speech regarding my care
- f) to be treated without exploitation, abuse, discrimination, harassment or neglect

2. Participation

- a) to be involved in identifying the community care most appropriate for my needs
- b) to choose the care and services that best meet my assessed needs, from the community care able to be provided and within the limits of the resources available
- c) to participate in making decisions that affect me d) to have my representative participate in decisions relating to my care if I do not have capacity

3. Care & Services

- a) to receive reliable, coordinated, safe, quality care and services which are appropriate to my assessed needs
- b) to be given before, or within 14 days after I commence receiving care, a written plan of the care and services that I expect to receive
- c) to receive care and services as described in the plan that take account of my lifestyle, other care arrangements and cultural, linguistic and religious preferences
- d) to ongoing review of the care and services I receive (both periodic and in response to changes in my personal circumstances), and modification of the care and services as required

5. Carer Support Program

Who are carers

Carers are family members or friends who provide support to children or adults who have a disability, mental illness, chronic condition or are frail aged and are unable to look after themselves.

Program aims to:

- offer the carer an opportunity to take a break from their caring role.
- provide carers with a safe, relaxed, caring & friendly environment.
- promote a positive experience with the opportunity for social interaction whilst sharing a common ground.
- provide training and information sessions to support their caring role.

The Carer Support Program provides:

- Support for carers through monthly meetings
- Informational sessions
- Telephone & one on one support and assistance
- Referring and linking to appropriate services
- Advocacy
- Outings throughout the year



Respite hours can be organised for the care recipient whilst the carer attends the program.

Transport can be arranged for the carer attend the program.

6. 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 Driver 's 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**

7. Home Safety and Security

This service can be arranged through SAPOL and is designed to assist clients to maintain a safe home environment.

8. Transport

GOCSA can assist you with personal transport support from door to door for short trips

