



Allawah Community Care

Commonwealth Home Support Program

(CHSP)

CLIENT HANDBOOK

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ALLAWAH COMMUNITY CARE

Contact Information:

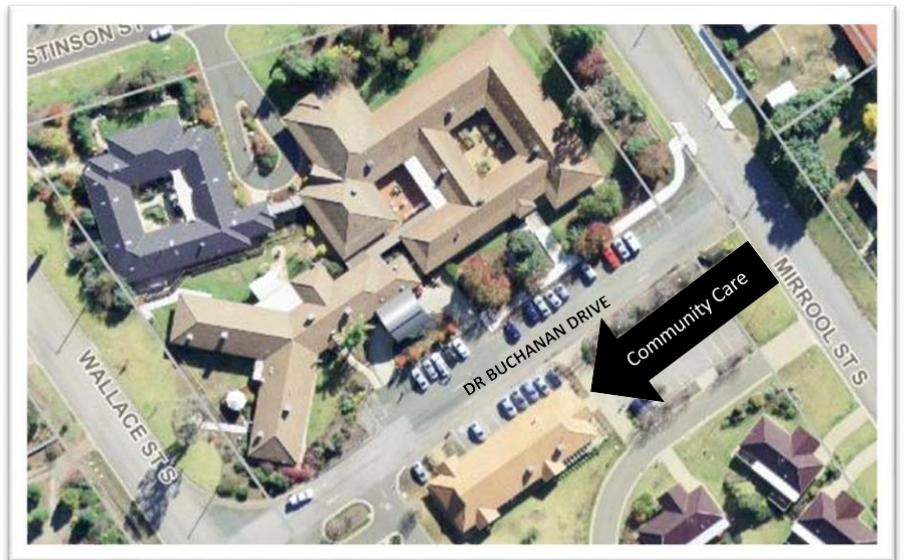
Where is our office?

Allawah Community Centre
1 Dr Buchanan Dr
Coolamon NSW 2701

How do you contact us?

Postal address:
PO Box 101
Coolamon 2701

PH: 02 6927 3521



Web:

<https://coolamon.nsw.gov.au/allawah-community-care>

Email: acc@coolamon.nsw.gov.au

Office Hours:

Monday to Friday 8.30am to 5pm

The office is closed on weekends and public holidays

- EMERGENCY SERVICES ARE NOT PROVIDED -

ALLAWAH COMMUNITY CARE SERVICES

Allawah Community Care is auspice or sponsored by Coolamon Shire Council. The Commonwealth Home Support Program is an entry level home help program funded by the Australian Government. If you are an older person who can mostly – but not completely – live and cope on your own, and don't yet need higher levels of support at home, you may be eligible for this support. To get support at home, you need a home support assessment (conducted by the Regional Assessment Service (RAS)). You need to contact My Aged Care to apply for Services.

<https://agedcare.health.gov.au/programs/commonwealth-home-support-program>

<http://www.myagedcare.gov.au/>

[1800 200 422](tel:1800200422)

As well as helping you, the Commonwealth Home Support Program can help your carer. If your carer needs to attend to everyday activities, the Commonwealth Home Support Program can arrange for someone to help you while they are away. It's important to talk to the My Aged Care contact centre ahead of time, if possible.

Whilst the term 'older and frail people' is used in the definition of the target population, eligibility for services is based on impaired functional ability. Therefore individuals do not qualify for CHSP services solely on the grounds of advanced age. Also as funding at times may not be able to cover the assessed needs of everyone within a defined geographic area. Services are provided on the basis of relative need and cost effectiveness.

ASSESSMENT PROCEDURE

An assessment needs to be undertaken to determine your eligibility to receive services. This will be done by MY AGED CARE <http://www.myagedcare.gov.au/> or phone 1800 200 422 and initially they will conduct a phone assessment to determine if you may require a home support assessment (conducted by the Regional Assessment Service (RAS)) to find out exactly what help you will need at home. They will look at your ability to cope with various activities in your daily living. Together, you will be able to work out what sort of help and how much you need, and what it might cost. They will also make sure you meet the eligibility criteria. It is all about what's best for you.

WHO IS ELIGIBLE?

To access CHSP services through Allawah Community Care you must reside in the Coolamon Shire and be:

- A frail aged person at risk of premature admission to residential care
- A person with a disability who requires support and assistance; or
- A carer of either of the above

Recognition of the following groups is acknowledged:

- People from a non-English speaking backgrounds
- Aboriginal and Torres Strait Islander people
- People who are rurally isolated

Eligibility for CHSP services does not automatically guarantee access to services. Provision of service is based on relative need and resource availability, which changes from time to time.

WHO IS NOT ELIGIBLE?

CHSP does not extend to residents of aged care homes or recipients of disability program accommodation support services. Additionally, people in receipt of a Community Aged Care Package (CACP), Aged Care at Home Package (EACH) or Aged Care at Home (Dementia) Package (EACHD) are not eligible for CHSP programs.

While CHSP funds cannot be used for non-eligible people, CHSP services may be purchased for them. The conditions that apply to the purchase are as follows:

- CHSP services will be provided on a full cost recovery basis.
- Services are only provided where the service has the capacity to take on additional people without adversely affecting people in the CHSP target group.

HOW MUCH WILL IT COST?

Modest contribution fees do apply, these will be discussed with you at the time of assessment. Fees play an important role in the ability of the CHSP program, your contribution toward the cost of service goes back into the service and helps us provide service to a greater number of people.

If you are genuinely unable to pay a fee you will not be denied a service.

QUALITY OF SERVICE PROVISION

Services are delivered in accordance with a comprehensive set of Policies and Procedures which have been developed to comply with the CHSP National Standards and Community Care Common Standards. You are able to inspect or obtain any or all of these policies and procedures at any time during office hours.

Additionally services provided are subject to a periodic process of monitoring by the funding body to ensure a satisfactory standard of service is delivered. Clients are also surveyed periodically to enable feedback regarding services provided. You are also welcome and encouraged to provide informal feed-back about services received at any time.

USE OF AN ADVOCATE

You have the right to ask a family member, friend or professional advocacy service to speak or act on your behalf at any time. If you need to find out about professional advocacy service you can contact; OPAN – Older Persons Advocacy Network

The Older Persons Advocacy Network phone number is 1800 700 600.

Please note that the number may not be available from mobile phones and in some capital cities.

Further information about OPAN can be found on their website:

<https://opan.org.au/>

DATA COLLECTION

To be able to provide services Allawah Community Care are required to provide information about CHSP clients to the Department of Social Services. You can choose whether or not to be identified. The provision of information is for statistical purposes and will not affect your access to services.

The reason the Government collects this information is so that they know how the services provided support people in their homes and communities. To do this, the Government asks services to collect information about:

- The sort of services people are using
- How many people are using a service
- The type of help and how much help a service is giving you.

This is referred to as the Data Exchange and concerns only the data collected and transmitted to the National Data Repository.

The type of information that is passed onto the Government is:

- Whether you are male or female
- Your postcode, town and state
- Your date of birth
- Whether you are Aboriginal or Torres Strait Islander decent

We need your permission to send your information to the National Data Repository and you will be asked for this permission at our first visit. You are not obliged to give your permission and if you do give permission, you may withdraw it at any time by notice in writing to our office.

OCCUPATIONAL HEALTH AND SAFETY

Smoking

Staff and volunteers are not permitted to smoke in people's homes or in vehicles whilst driving for Allawah Community Care. We also request that you do not smoke whilst a staff member or volunteer is in your home or you are being driven by our service. Services may not be able to be offered if you are not able to provide a smoke free environment.

Contacting Staff and Volunteers at Home

Even though staff and volunteers often develop a wonderful working relationship with you, when there is a need to make contact with them, it is requested that you call the office during working hours and not contact staff or volunteers at home.

Animals

Most of our staff and volunteers enjoy the company of animals however they do not appreciate other people's cats and dogs being allowed to jump or climb on them. Please restrain any pets likely to do this!

QUALIFICATIONS AND EDUCATION

All Allawah Community Care staff and Volunteers are required to have police record check clearance.

In addition, Community Care staff who provide a direct care service to clients, e.g. (Respite) are also required to have a current first aid certificate.

All staff undergo training at different times in areas such as manual handling, Council's Code of Conduct etc.

GIFTS AND BENEFITS

Allawah Community Care has a policy in relations to the receipt of gifts and benefits. Staff may accept a small token of appreciation e.g. a cuppa, a box of chocolates, but nothing more.

COMPLIMENTS

If you would like to tell us about a good experience you have had with our service, or something we have done that has made a difference to your life, please let us know by either ringing or writing to us.

COMPLAINTS

We aim to provide a high quality service, however if you are unhappy with the service at any time you have a right to comment or complain without fear of losing services or fear of any retribution. The procedure for lodging a complaint is as follows:

- In the first instance, contact the Coordinator of Allawah Community Care 6927 3521.
- If you are not satisfied with the outcome you can contact Coolamon Shire Council's Aged Care Services Manager at Allawah Lodge on 6927 3477.
- If that is not appropriate or you feel the problem has not been resolved you may speak with Coolamon Shire Council's Director of Corporate and Community Services Manager 6930 1800.
- Alternatively Coolamon Shire Council's General Manager 6930 1800.
The address for all of the above is PO Box 101, Coolamon NSW 2700
- You may contact the Aged Care Complaints Commissioner by phone -1800 550 552, or by mail - GPO Box 9848, Sydney NSW 2001

THE PROGRAMS

Allawah Community Care provides seven CHSP programs. Each of the programs is described in detail on the following pages. The programs are:

- Transport
- Meals on Wheels
- In home Respite
- Social Support (individual)
- Domestic Assistance
- Home Modifications
- Home Maintenance

TRANSPORT

Medical Appointments

Allawah Community Care provides transport for clients to access appointments at medical centres, doctors, specialists, dentists, hospitals, visits to Nursing Homes etc.

Please ensure we receive sufficient notice (minimum 3 days for local and long distance appointments) to organise bookings. The more notice that can be provided helps in the co-ordination of our resources, to ensure that transport needs can be met.

As our service relies on the availability of our Volunteer drivers, we ask that for appointments for local trips be made between the times of 9.00am to 3.00pm. Out of the area appointment times (e.g. Griffith, Wagga, Narrandera) to be made between the times of 10.00am and 2.00pm.

Community Transport will travel to Wagga on Tuesdays, Wednesdays and Thursdays each week for clients requiring transport who live in Coolamon, Ganmain and Marrar. Clients need to make medical/specialist appointment bookings for these days with appointment times between 10.00 am and 2.00 pm (if you explain that you are relying on Community Transport, most places are very accommodating with fitting in with scheduled transport time).

You may also be sharing the vehicle with other people who are travelling in the same areas, therefore you will need to remain in Wagga from 10.00 until the finish of the last appointment.

If your appointment is for day surgery or procedures or reside in other areas of the shire, transport requirements will be looked at case by case.

Shopping or Access

You are able to access Community Transport for shopping or bill paying, visiting the Library etc. Please be aware that if you are shopping and there are others in the vehicle you may be sharing the boot space as well.

You must advise us when making a booking if you require a support person to accompany you to an appointment or help with shopping etc. Please do not assume that the volunteer driver will be able to perform these services.

Contribution costs can be discussed at time of booking your trip.

MEALS ON WHEELS

Allawah Community Care provides a frozen meal service that can be home delivered or picked up from the community centre, we have friendly, helpful volunteers who will deliver meals throughout the Coolamon Shire. Some clients prefer to come to the community centre to make their own selection. Where possible, the produce is located from local suppliers within the Riverina.

We provide quality meals with no added preservatives or artificial flavourings. All food is prepared from fresh ingredients, frozen and come in conveniently packed single serve sizes. There is a choice of a Main Meal, Petite Meal and Soup.

SOCIAL SUPPORT

Individual Social Support is assistance provided by a Volunteer either within your home or whilst you are accessing community services. This could be:

- Visiting you in your home or
- Assisting you with your shopping, bill paying or at appointments.

This service is usually provided one-on-one but may also be provided to a couple. It is directed towards helping aged residents to enjoy life more fully and develop friendships with people in the wider community through social interaction and community based experiences.

DOMESTIC ASSISTANCE

To provide frail, older people with assistance with domestic chores to maintain their capacity to manage everyday activities in a safe, secure and health home environment. This could be:

- General home cleaning
- Unaccompanied shopping (delivering to your home)
- Laundry.

This Service is provided by a suitably qualified paid worker. Contribution costs can be discussed at time of booking.

IN HOME DAY RESPITE

Allawah Community Care provides a suitably qualified paid worker to provide a day time support service to Carers and Clients by providing Respite so that the Carer can take a break. This service benefits the Carer through providing supervision and assistance to the older client. The Carer may or may not be present during the delivery of service. Contribution costs can be discussed at time of booking.

HOME MODIFICATIONS

Home modification refers to structural changes that may be made to a client's home so that they can continue to live and move safely about the home. It does not include general repairs to the property but does include explicit changes that improve safety or accessibility for the client. Services often include:

- Supply and installation of rails and hand held showers
- Access modifications – ramps, paths, step wedges
- Kitchen and bathroom modifications
- Lever taps
- Widening doorways
- Safety modifications

All works are carried out by qualified builders and provided at a subsidised cost to our clients.

Please note: This service involves an assessment with an Occupational Therapist to make recommendations to best suit client's needs.

HOME MAINTENANCE

Home Maintenance refers to assistance with the maintenance and repair of the client's home, garden or yard to keep their home in a safe and habitable condition. Home maintenance includes minor dwelling repairs and maintenance such as:

- Repairing unsafe stairs
- Adjusting temperatures on hot water systems
- Furniture and fitting adjustments – heights of tables, chairs, beds etc.
- Replacing batteries in smoke alarms
- Lock repairs and replacement
- Replacing tap washers and light bulbs
- Lawn mowing
- One-off garden clean ups.

Contribution costs can be discussed at time of booking.

CHARTER OF AGED CARE RIGHTS

(Effective 1 July, 2019)



Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission



Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

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 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.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

Version 1

Version at Allawah community Care is the controlled version

Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version

All efforts were made to ensure this directory was accurate at the time of printing

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Allawah Community Care

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