



Campbelltown Home Support Program (HSP)

INFORMATION BOOKLET

JULY 2023

Supported by the Australian Government Department of Health and Aged Care.
Visit the website (www.health.gov.au) for more information.

Although funding for the Campbelltown HSP has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



A safe, sustainable, vibrant Community

**CAMPBELLTOWN
CITY COUNCIL**



Campbelltown City Council

Vision

A safe, sustainable, vibrant Community.

Mission

The Community is the centre of everything we do.

Active Ageing Policy

Council is committed to supporting people to age well which is embedded in an Ageing Well Policy and Ageing Well Plan 2024.

Vision: Our vision is for older people in Campbelltown to be valued, respected and supported to age well within an age-friendly Community.

Plan Themes:

- **My neighbourhood:** where I live, places and spaces, age friendliness and transport
- **My opportunities:** employment, volunteering, lifelong learning and creativity
- **My health and wellbeing:** information, end of life, access to medical and aged care services and wellbeing activities
- **My information:** timely, relevant and accessible
- **My value:** Being heard, noticed, admired, valued and treasured, feeling included and respected and have a sense of belonging.

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What is the Campbelltown Home Support Program (Campbelltown HSP)?

Campbelltown HSP is funded by the Australian Government Department of Health and Aged Care to provide a range of low level services to frail older people aged 65 years and older (or 50 years and older for First Nations Peoples) to remain living at home and in their community. The Campbelltown HSP funds domestic assistance, transport, home and garden maintenance, home modification and social support.

Campbelltown HSP services may be short-term, intermittent or ongoing. The program places a strong focus on activities that support independence and social connectedness and take into account each person's individual goals and choices.

Using a wellness and reablement approach, we will work with you to develop support plans to achieve your individual goals and help you to maintain your independence at home.

It means that as a client you can expect us to offer to do more "with you" rather than "for you". It means we will listen to what your needs are, look at what you can do and focusing on regaining or retaining your level of independence so you can continue to manage your day to day life.

We will ensure you are respected, and that we recognise your choices, experience, culture, sexuality, faith, background and everything that makes you an individual.

To access service

To access services, you will need to register with My Aged Care who can help you decide what level of support you need and refer you to a service provider. My Aged Care is a Government operated website and call centre that will determine your eligibility and access to services.

You can contact My Aged Care on:

Telephone: 1800 200 422

Website: www.myagedcare.gov.au

The My Aged Care call centre is attended between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays.

Eligibility

In order to receive Campbelltown HSP services you must;

- reside in Campbelltown City Council area.
- have difficulty performing activities without assistance due to functional limitations.
- be a frail older person (65 years and over) or for First Nations Peoples (50 years and over).
- Frail older people or prematurely aged people 50 years and over (or 45 years and over for Aboriginal and Torres Strait Islander people) on a low income who are:
 - Homeless or at risk of homelessness as a result of experiencing housing stress or not having secure accommodation; or
 - Living with hoarding behaviour or in a squalid environment and at risk of homelessness or unable to receive the aged care services they need
- be assessed by My Aged Care and have a referral code.

We understand everyone is different. Please speak with us if you require further information regarding your eligibility.

Translation Services

If you require support accessing interpreting services, this is available at Translating and Interpreting Service (TIS National) on 131 450.

Sign language interpreting services

Sign language services can be provided face-to-face or by Video Remote, and live captioning services are available to support clients. Sign language services are available in Auslan, American Sign Language, International Sign Language and signed English for Deaf or people who are hard of hearing and tactile signing and hand over hand for deafblind clients.

Deaf Connect can be contacted via their website: bookings.deafconnect.org.au or by calling 1300 773 803 or emailing interpreting@deafconnect.org.au



Principles of the Commonwealth Home Support Program (CHSP):

The program will:

- Establish client consent to receive services as a prerequisite for all service delivery
- Promote each client's opportunity to maximise their independence, autonomy and capacity and quality of life through:
 - Being client-centred and providing opportunities for each client to be actively involved in addressing their goals
 - Focusing on retaining or regaining each client's functional and psychosocial independence
 - Building on the strengths, capacity and goals of individuals
- Provide services tailored to the unique circumstances and cultural preference of each client, their family and carers.
- Ensure choice and flexibility is optimised for each client, their carers and families.
- Invite clients to identify their preferences in service delivery and where possible honour their request
- Ensure services are delivered in line with a client's agreed support plan to ensure their needs are being met as identified by the Regional Assessment Service (RAS)
- Emphasise responsive service provision for an agreed time period and with agreed review points.
- Support community and social participation opportunities that provide valued roles, a sense of purpose and personal confidence.
- Develop and promote strong partnerships and collaborative working relationships between the person, their carers and family, support workers and RAS.
- Develop and promote local collaborative partnerships and alliances to facilitate clients access to responsive service provision
- Have a client contribution policy in place which is publicly available
- Establish the client contribution for services delivered with the client prior to delivering any services.

Assessment and Review Annual Review

Initial Assessment is undertaken via phone by My Aged Care contact centre and then a face-to-face assessment is conducted by Regional Assessment Services (RAS). The RAS will work with you to develop a support plan which focuses on the support needed to assist you to achieve your goals.

The RAS will:

- Focus on what you can do and discuss what assistance you need to complete more difficult tasks.
- Discuss strategies to manage day-to-day tasks
- Explore the opportunity of supporting your independence through wellness and reablement approaches, example – will you benefit from time-limited support and/or the use of specific aids and equipment or home modifications such as installing shower rails to build confidence and independence.

Campbelltown HSP Coordinator will still conduct an individual assessment via phone when new clients are referred through My Aged Care. This helps to translate your goals into smaller steps and ensure the services provided through our program meets your needs.

We have an on-going responsibility to monitor and conduct annual reviews of all services provided to our clients to ensure that your needs are being met. When a client requires a different service or the client's needs or goals have changed, we may refer you back to the RAS for a review.

Existing clients must access services on a regular basis within a 12 month period or the referral will be referred back to My Aged Care for assessment before any further services can be provided.

The Campbelltown HSP can assist you to navigate your way through the aged care services, including making a referral to My Aged Care.



Client Contributions

All services and programs are subject to client contributions at a level that is fair and affordable. All service providers delivering CHSP services are committed to a client contribution policy under the National Guide to the CHSP Client Contribution Framework.

This is to ensure:

- That those who can afford to contribute to the cost of support do so
- That there are safeguards for clients experiencing financial disadvantage
- A fair and consistent way for all clients to contribute towards the cost of support

You will be advised of your contribution before commencement of a service or program. If you are unable to pay the scheduled fee a lower fee may be negotiated according to a specific criteria as outlined in the Client Contribution Waiver Form and your individual circumstances.

Inability to pay will not preclude people from accessing services.

Clients will be invoiced for all services. Payments are **not** to be made direct to Contractors or Volunteers.

As contractors are used to deliver our services, we require 48 hours notice for the cancellation of any service, or a fee will apply. Contractors still need to pay their workers and therefore will charge the Campbelltown HSP for any services that are not cancelled within the specified timeframe.

Clients who are booked to attend social programs and can no longer make it, must call and cancel as soon as possible. A cancellation fee may apply if your spot in the program cannot be filled.

Domestic Assistance

General Clean

Cleaning support is a basic hygienic clean by support workers who are contracted from another organisation. The number of visits are negotiated with the Coordinator from Campbelltown HSP based on the recommendation from the RAS assessor and are generally for 1 to 1.5 hours per fortnight or 4 weekly as agreed between the client and coordinator. Support to eligible clients may include:

- Sweep/vacuum/mop floors throughout the home
- Cleaning of bathroom and toilet area
- Wash over kitchen bench and cupboard doors
- Dishwashing
- Washing/hanging of household linen
- Change bed linen
- Ironing

Domestic assistance will not include dusting of ornaments or moving of furniture.

Clients are required to provide their own equipment and cleaning products.

Spring Clean

Clients may be eligible for a spring clean with one or two support workers for 1 – 3 hours and must be taken in one block. It is an annual service that supports clients with heavier tasks and may include:

- Turn mattress (not flipped)
- Clean skirting boards/window sills
- Clean inside and outside kitchen cupboards
- Oven and fridge clean
- Clean range hoods filters, internal a/c filters and bathroom vents
- High dusting e.g. tops of cupboards, ceiling fans, cob webs, light fittings etc
- Low dusting (except moving ornaments)

Spring cleans will not include tasks that have a safety risk (e.g. above 3 step ladder work).



Shopping Support

Provides local transport and support for grocery or personal shopping on a fortnightly basis. The service is a volunteer based service and is designed to assist clients who have limited mobility and are experiencing difficulty managing their shopping or have limited family support to assist with shopping. Supports available for eligible clients are:

- Supported shopping - local shops to assist with grocery shopping, bill paying, chemist and banking.
- Shopping from a list – for clients who are too frail or unwell

Supported shopping clients must be able to get in and out of the vehicle without any assistance.

Home Maintenance

To provide essential minor home maintenance to ensure your home is in a safe and habitable condition. Services provided to clients will focus on repairs or maintenance of the home to improve safety, accessibility and independence within the home environment for the client, by minimising environmental health and safety hazards. Campbelltown HSP utilises the services of private contractors who have undergone the relevant police clearance checks and can assist by:

- Replacing light bulbs
- Replacing smoke alarm batteries
- Minor plumbing
- Minor electrical
- Basic handyman services
- Annual Gutter cleaning
- Annual Window cleaning

Please note: Our program will not provide services that are the responsibility of other parties e.g. private rental, government housing, Strata Title or where damage to a property is covered by insurance.

Gardening Support

Provides basic gardening service that allows you to maintain accessibility, safety and independence. These services aim to contribute to resident safety and minimise hazards such as obstructed access to pathways and washing lines. Clients are entitled to 8 hours of gardening per financial year and can include:

- Essential pruning – height limits apply to all pruning, including trees, shrubs or hedges
- Poisoning of weeds
- Weeding
- Mulching of garden beds – mulch to be supplied by clients
- Raking of leaves and general garden tidy up – for safety reasons

There are two types of gardening you can access;

Private contractors who will make an appointment direct with you to undertake the tasks as per the support plan that would have been discussed with you and the coordinator

Volunteer gardeners is a low level program to assist clients who still love gardening, but struggle to manage on their own. With a wellness approach in mind the volunteer will work with you to maintain your garden.

Gardening maintenance does not include lawn mowing and must directly relate to ensuring your safety, rather than maintaining a garden's visual appeal or for beautification.

Home Modifications

Minor home modifications are provided to improve safety and accessibility. Supports available for eligible clients are:

- Grab rails, banister rails, half steps, ramps (Occupational Therapist assessment is required prior to installation)
- Hand held shower set
- Door shields
- Key safe
- Magnetic door catches
- Basic security lock installation
- Door reversals
- Bath covers (melamine)

Please note it is the client's responsibility to investigate and gain any permission necessary before modifications are undertaken, for example permission to modify a private property the client is renting.



Transport

All Campbelltown HSP transport services are provided by our dedicated volunteers and subject to volunteer availability. Transport is available for clients with limited transport options and priority is given to daily essential needs (medical and shopping transport). Subsidised taxi vouchers may be provided when no alternative options are available.

Our transport tries to accommodate most appointments for example:

- Hospitals
- Medical Appointments
- Allied Health
- Social programs
- Hairdressers
- Clubs and groups
- Cemetery visits

Wheelchairs are not able to be transported by volunteers, for transport options contact the Volunteer Transport Co-ordinator on 8366 9283. Walking aids are accepted provided they can be folded and fit safely in the car.

Transport clients must be able to get in and out of the vehicle without any assistance.

Council also runs a Community Bus door to door service Wednesday, Thursday and Friday (see back of this booklet for more information).

Social Programs – Get Connected

Get connected promotes health and well-being activities to provide opportunities for those at risk of social isolation to stay active and connected to the community. The program aims to support independent living and social interaction whilst facilitating your wellness and reablement goals.

Campbelltown HSP provides a variety of activities, which include but are not limited to:

- Information talks
- Health and wellbeing programs
- Creative workshops
- Networking and friendship opportunities

The full social calendar is available through the Campbelltown City Council website.

There are many other Social Programs available through other providers, please feel free to speak to a Campbelltown HSP staff member to find one that is suitable for you.

Feedback & Complaints

Campbelltown HSP clients are actively encouraged to provide feedback, both positive and constructive, to program coordinators regarding the support they receive.

We want to hear from you about your experience, and welcome your feedback so that we can continue to develop and improve our services to better meet your needs and identify any gaps in services. This includes any concerns or complaints you may have regarding any aspect of your service delivery.

Feedback can be provided by completing the "Tell Us What You Think" questionnaires you receive and return in a reply-paid envelope. Your feedback can be anonymous, however if you are anonymous, we may be unable to resolve the issue.

Complaints to the Campbelltown HSP can be verbally, in writing, email or via the Council's website at www.campbelltown.sa.gov.au

Campbelltown HSP will ensure all complaints and feedback are managed promptly, fairly and with confidentiality.

Some complaints may be resolved at first point of contact, while others may need further investigation. In the case further investigation is required, your complaint

will be acknowledged in writing and we will endeavour to resolve the complaint within 21 business days. During this time you will be kept informed of the progress, actions taken and any outcomes achieved.

We will not cease services, refuse access or allow you to be disadvantaged because you have made a complaint.

You have the right to call an advocate of your choice to present any complaints and assist you through the complaints process.

If your complaint can't be resolved or you don't feel comfortable talking to the Campbelltown HSP, you have the right to refer the matter to the Aged Care Quality and Safety Commission or other organisations on an open, confidential or anonymous basis. The Aged Care Quality and Safety Commission provides a free service for anyone to raise concerns about the quality of care or services delivered by Australian Government funded aged care services. They will take all complaints seriously and will work with you (and/or your representative) and the service provider to resolve the concerns.

See External Contacts for contact details.



Privacy and Confidentiality

Campbelltown HSP will ensure your right to privacy, dignity and confidentiality in regards to the collection, storage, use and disclosure of your personal information.

The Campbelltown City Council is committed to protecting your privacy. We will endeavour to protect your personal information and ensure it is only used for the purpose it was collected.

We will not disclose any personal information without your prior consent. You have the right to withdraw your consent at any time. When personal information is sought from another party, information will only be released with your consent.

In emergency situations where there is a serious threat to life, health or safety, Council may release information to the emergency service providers or your nominated emergency contact without your specific permission. You will be told about this as soon as possible.

Accessing your personal Information

Campbelltown City Council has a legal responsibility to comply with the Freedom of Information Act 1991.

The Freedom of Information Statement and Application for Access to Documents are available on Council's website at www.campbelltown.sa.gov.au. Hard copies are also available by phoning Council on 8366 9222. Please complete the Application for Access to Documents form to request information.

Refusal and/or withdrawal of Service

If you or your representative refuse a service or choose to withdraw from a service, you may reapply at any time without fear of prejudice about accessing future services.

The Campbelltown HSP may find it necessary to refuse or withdraw its services at any time. You will be informed of the reason(s) prior to withdrawal of any service.

Older people with diverse needs

Includes, but is not limited to:

Nine 'Special Needs Groups' are defined in the CHSP Manual and they include:

- people who identify as First Nations Peoples
- people from culturally and linguistically diverse backgrounds
- people who live in rural and remote areas
- people who are financially or socially disadvantaged
- people who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran
- people who are homeless, or at risk of becoming homeless
- people who are lesbian, gay, bisexual, transgender, intersex, queer or asexual (LGBTIQ+)
- people who are Care Leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations)
- parents separated from children by forced adoption or removal.

If you feel you need additional help in accessing services, please ask to speak to one of our Coordinators.

Campbelltown HSP will:

- ensure that all clients have equity of access to information and services that are effective and appropriate to their needs and take into account individual circumstances and are free from discrimination.
- ensure that services are delivered in a way that is culturally safe, appropriate and inclusive of all older people with diverse characteristics and life experiences.



Advocacy

You have a right to have an advocate represent your rights in the aged care system. This includes making sure you have a say in decisions that affect you, providing options to have your aged care needs met and helping you resolve complaints and concerns. An advocate will stand beside you, working on your

behalf and at your direction to represent your wishes. They will always seek your permission before taking action or speaking for you.

An advocate can be a carer, family member, friend, neighbour, or a person from an advocacy (refer to list of Advocacy Services).

Nominating an Advocate

All clients are advised of their right to have an advocate when they first make contact with the Campbelltown HSP and again during the review process.

If you choose to nominate an advocate please let us know so we can include their contact on our database.

See External Contacts for Advocacy contact details.

Advance Care Directive (Your wishes for future care)

An Advance Care Directive is an important step forward in planning for future health care, end of life, preferred living arrangements and other personal matters. It gives those who care for you a clear understanding of your needs and wishes should you lose the ability to communicate them for yourself.

The new Advance Care Directive replaces the existing Enduring Power of Guardianship, Medical Power of Attorney and Anticipatory Direction with a single Advance Care Directive Form.

What will it allow me to do?

The new Advance Care Directive allows you to:

- Write down your wishes, preferences and instructions for your future health care, end of life, living arrangements and personal matters and/or
- Appoint one or more Substitute Decision-Makers to make these decisions on your behalf, if you are unable to make them for yourself.

Why should I have one?

It will give you peace of mind that those caring for you will know what you want, when you are unable to make your own decisions or communicate your wishes and values.

Where can I get the Advance Care Directive Form and Kit?

Go to the Advance Care Directives website: www.advancecaredirectives.sa.gov.au

Here you can :

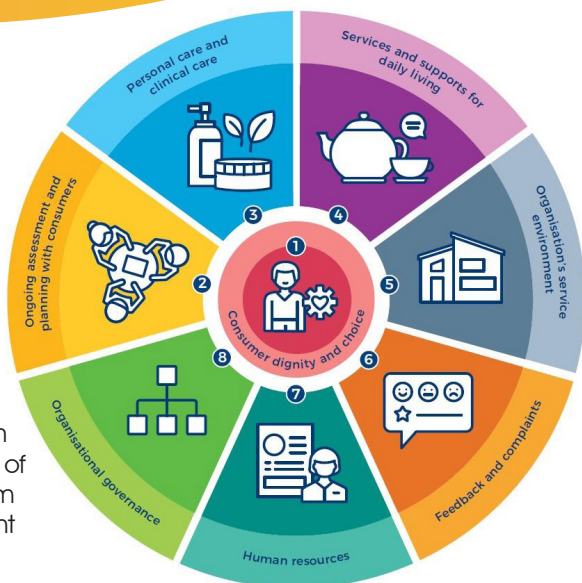
- Download and print the kit and form for free
- Complete an interactive form online which will guide you through the process for FREE
- Purchase a hard copy of the Form and Kit to be sent to a nominated address.

Or go to Services SA Centre to purchase a hard copy of the Form and Kit, or call Services SA on 13 23 24 during business hours to order a hard copy to be sent to a nominated address.

Aged Care Quality Standards

Service providers providing CHSP services are required to comply with the Aged Care Quality Standards. Service providers will be assessed and must be able to provide evidence of their compliance with and performance against the Standards.

There are eight standards, which focus on outcomes for clients and reflect the level of care and services clients can expect from services providers. The graphic on the right shows each of the Quality Standards.



Standard 1 – Consumer dignity and choice

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 consumers

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing.

Standard 3 – Personal care and clinical care

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

I get the services and supports for daily living that are important for my health and wellbeing and that enable me to do the things I want to do.

Standard 5 – Organisation's service environment

I feel I belong and I am safe and comfortable in the organisation's service environment.

Standard 6 – Feedback and complaints

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

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

Standard 8 – Organisational governance

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

If you would like a copy of the Standards or the Principles, please phone the Campbelltown HSP on 8366 9203.

Serious Incident Response Scheme (SIRS)

On 1 December 2022, SIRS was extended from residential aged care to include home care and flexible aged care delivered in a home or community setting.

What we as your provider must do

We must record all incidents that occur when delivering aged care services in our Incident Management System. This includes recording an incident that nearly happened or when someone suspects that, something happened. This is so that we can learn from the incident and improve our practices so that incidents do not occur again.

We must notify the Aged Care Quality and Safety Commission (the Commission) of certain reportable incidents that happen while delivering your care and services. The Commission will determine if any regulator actions should be taken.

What is a reportable incident?

A serious incident we must report to the Commission would be:

- **Unreasonable use of force** – like kicking, punching or rough handling
- **Unlawful sexual contact or inappropriate sexual conduct** – like stalking, making advances or unwanted sexual touching
- **Psychological or emotional abuse** – like yelling, name calling or ignoring
- **Stealing or financial coercion by a staff member** – like stealing money or pressuring you to give money
- **Neglect** – like not giving you the care you need to stay well
- **Inappropriate use of restrictive practices** – like using physical force or medication to restrict your freedom or movement
- **Missing consumers** – where a care recipient goes missing
- **Unexpected death** – like someone dying unexpectedly because they did not receive proper care and services

What you should expect from us

If an incident happens to you while you are receiving care, staff must:

- Check that you are okay, talk to you about what happened and work with you to resolve the issue.
- Assist you to access advocate, Older Persons Advocacy Network (OPAN) or other external support services if required.
- Record all incidents in our incident management system.
- Report serious incidents to the Commission.

Where can I go for help?

If you do not feel comfortable talking to us or were not satisfied when you did, you can contact the Commission or an advocacy service such as Older Persons Advocacy Network (OPAN) for help and support.



Australian Government
Department of Health

Charter of Aged Care 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 the 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

LiveUp – Welcome to the upside of ageing

LiveUp is powered by a not-for-profit that is funded by the Australian Government. It is a free digital healthy ageing platform that can be accessed from the comfort of your own home. It works with industry and health care experts to develop online tools that make finding free, impartial, relevant healthy ageing information accessible. It provides you with the ideas, tools and guidance to keep doing the things you already love or to try something new.

You can access further information via their website www.liveup.org.au or alternatively you can contact them on 1800 951 971.

Council Services

Community Bus

Free Door to Door Service for Shopping and Library Pickup is available Wednesdays, Thursday and Friday mornings.

This service is provided for clients of the City of Campbelltown to access any one of the following destinations:

- Campbelltown Shopping Centre
- Target/Foodland – Centro Newton
- Campbelltown Public Library
- Coles/Woolworths – Newton Village
- The ARC
- Kmart/Coles – Firlie
- Athelstone Shopping Centre

To book a seat please contact Campbelltown City Council on 8366 9283 before 11am on the day before the transport is required. Arrangements can be made for either permanent, weekly or fortnightly pickups.

Housebound Library Service

A free book delivery service to housebound clients (due to age, illness or disability) is coordinated by Campbelltown Library. A wide range of materials are available, including books, audio books, DVDs, CDs and magazines. Materials are delivered by volunteers. For more information, please contact the Library on 8366 9299.



External Contacts

Advocacy

Older Persons Advocacy Network (OPAN) www.opan.org.au	1800 700 600
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Aged Rights Advocacy Service (ARAS) 16 Huft Street Adelaide SA 5000 Email: aras@agedrights.asn.au www.sa.agedrights.asn.au	8232 5377 Elder Abuse Phone line: 1800 372 310
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Advocacy for Disability Access & Inclusion Inc 47 Tynte Street North Adelaide SA 5006	8340 4450
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Complaints

Aged Care Quality and Safety Commission GPO Box 9819 Adelaide SA 5000 agedcarequality.gov.au	1800 951 822
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Older Persons Advocacy Network (OPAN)	See details under Advocacy
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External Contacts

Carers

Carer Gateway www.carergateway.gov.au	1800 422 737
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Diverse needs

Aboriginal Community Services 67 Henley Beach Road Mile End SA 5031	8346 9155
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Rainbow Directory SA www.rainbowdirectorysa.com.au	
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Catalyst Foundation 1/47 Tynte Street North Adelaide SA 5006	1800 636 368
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Multicultural Aged Care 94 Henley Beach Road Mile End SA 5031	8241 9900
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Contact Details

For all Campbelltown HSP enquiries please phone 8366 9203

Hours of Business

Monday to Friday 8.45am-5pm

Campbelltown City Council

172 Montacute Road, Rostrevor SA 5073

PO Box 1, Campbelltown SA 5074

Email: mail@campbelltown.sa.gov.au

Find us on Council's website: www.campbelltown.sa.gov.au/chsp