

COMMUNITY CONNECT CONSUMER INFORMATION



**People working together to build
independence and autonomy**

Supported by The Australian Government Department of Health



**Government
of South Australia**

Department for Communities
and Social Inclusion



Revised April 2020

Access to Community Connect is determined by eligibility, level of need and program resources. People who live in the community within the Alexandrina Council area who are looking to build their wellbeing independence and connections with community may be able to participate.

Community Connect encourages people who do not fall into any of current funding streams to also access wellbeing programs. Those participants who are eligible through Commonwealth Home Support Program and State Government funding will have priority for programs.

Commonwealth Home Support Program (CHSP) is an Australian Government program that supports older people who are still managing well at home, but may need some support to build their wellbeing and quality of life. The service is subsidised by government, but fees do apply.

Many people use CHSP when they need low-level support. As their needs become more intensive or complex, requiring some case management assistance, they can be referred for a Home Care Package.

When prioritising need the following factors will be considered:

- The level of service to be provided – programs are funded for the provision of basic maintenance, support and care services
- The vulnerability of the individual to further deterioration
- The likely effect of the service provided in assisting individuals to attain their goals, for example reduced risk of admission to residential care or maintaining quality of life in the community
- Safety for consumers and staff
- Resource availability

Services may be available to younger adults who experience a disability prioritising those who are isolated or disadvantaged. Funding is sourced from the State Government of South Australia, Home & Community Care. Services are also available to unpaid carers of the target population.

Community Connect (Strathalbyn & Alexandrina region) links people to their community by connecting individuals, organisations and volunteers. Within a wellness model Community Connect also provides support to remain independent at home and in the community. Limited services are available to those most in need. Services may include assistance at

home depending on the level of need and program resources. The aim of the program is to build wellness and independence.

Services may include:

- Domestic assistance
- Home maintenance
- Home Modifications
- Social Opportunities
- Transport
- Health & Wellbeing activities
-

The Aged Care Quality Standards

The Aged Care Standards



The new Aged Care Quality Standards commenced on 1 July 2019. There are eight standards that aged care providers must meet, no matter what type of aged care services you receive.

1. Consumer dignity and choice

You are treated with dignity and respect, and can maintain your identity. You can make informed choices about your care and services, and live the life you choose.

2. Ongoing assessment and planning with consumers

You are a partner in ongoing assessment and planning that helps you get the care and services you need for your health and wellbeing.

3. Personal care and clinical care

You get personal care, clinical care, or both, that is safe and right for you.

4. Services and supports for daily living

You get the services and supports for daily living that are important for your health and wellbeing, and that enable you to do the things you want to do.

5. Organisation's service environment

You feel you belong and are safe and comfortable in the organisation's service environment.

6. Feedback and complaints

You feel safe and are encouraged and supported to give feedback and make complaints. You are engaged in processes to address your feedback and complaints, and appropriate action is taken.

7. Human resources

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

8. Organisational governance

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

Find out more about the [Aged Care Quality Standards](#) on the Department of Health website.



National Disability Standards

Aim to help to promote and drive a nationally consistent approach to improving the quality of services. They focus on rights and outcomes for people with disability.

1. **Rights:** The service promotes individual rights to freedom of expression, self-determination and decision making and actively prevents abuse, harm, neglect and violence.
2. **Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active participation in society
3. **Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals
4. **Feedback and Complaints:** Regular feedback is sought and used to inform individual and organisation wide service reviews and improvement

5. **Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.
6. **Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

Care recipients' responsibilities

General

- (1) Each care recipient has the following responsibilities:
 - (a) to respect the rights of staff, volunteers, contractors and other participants to their human, legal and workplace rights including the right to work in a safe environment
 - (b) to treat others without exploitation, abuse, discrimination or harassment and be respectful at all times .

Care and services

- (2) Each care recipient has the following responsibilities:
 - (a) to abide by the terms of the written agreement
 - (b) to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
 - (c) to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

Communication

- (3) Each care recipient has the following responsibilities:
 - (a) to give enough information to assist the approved provider to develop, deliver and review a wellness plan
 - (b) to tell the approved provider and their staff about any problems with the care and services

Access

- (4) Each care recipient has the following responsibilities:
 - (a) to allow safe and reasonable access for care workers at the times specified in his or her wellness plan or otherwise by agreement
 - (b) to provide reasonable notice if he or she does not require home care to be provided on a particular day.

Community Connect - What will the program cost?

- Fees will be collected from the person accessing programs and services.
- All fees will be negotiated and managed by Community Connect Management in consultation with consumers. Consumers will not be excluded due to financial hardship and fees can be negotiated or waived at the discretion of Program Coordinators.
- Special consideration will be given to those participants who use multiple services.
- If there should be a waiting list, services will go to those with the greatest need rather than those who have the capacity to pay.
- The fees collected assist in providing more services for more people.

Fees

CHSP eligible consumers are charged the following subsidised fees for programs and services.

- Community Connect Programs: \$3.00 - \$5.00 per session (Selected social programs are offered free of charge. Please see the Community Connect social program for more information).
- Social Support Outings: \$3.00 - \$5.00 per session
- Social Support Individual: \$5.00 per session
- Transport: Individual \$5.00, Group \$2.00 (donation) per round trip
- Home Maintenance or Domestic Assistance Services: \$10.00 per hour for those on a Full Aged Pension otherwise \$17.00 per hour
- Garden Club: suggested donation of \$10.00 per session
- Home Modifications: One third of cost – negotiated (only to your main residence).

Some people may not be eligible for subsidised fees and so a non-subsidised rate will apply: Community Connect Programs (Volunteer facilitated) \$5.00 per session; Community Connect Programs (Contractor-facilitated) \$10.00 per session; Social Support Outings \$10.00 per session; Social Support Individual \$20.00 per session; Transport \$20.00 per round trip; Home Maintenance \$57.00 per hour; Domestic Assistance \$47.00 per hour; Home Modifications 100% of cost of the modification.

Transport - Local

The Alexandrina Council's Community Connect services provide safe and accessible transport for people who may be transport disadvantaged. You can contact Community Connect for local transport.



- All passengers are requested to wear seatbelts at all times.
- All walking aids are to be given to the driver once the passenger is seated. The driver will in turn ensure this equipment is safely secured until required.
- All individuals accessing transport must comply with the Work Health, Safety policies.

Transport – Regional

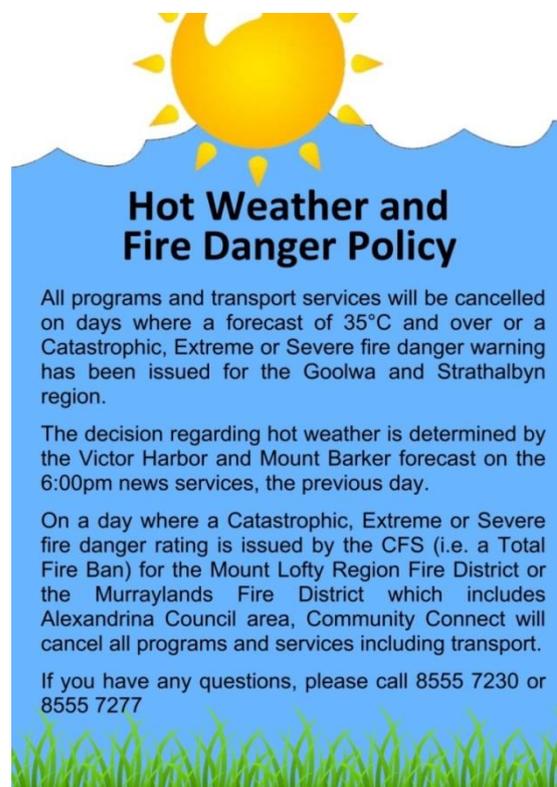
Alexandrina Council also works closely with Regional Passenger Networks for transport outside of local regions.

If you are living on the South Coast, contact:

Southern Communities Transport Scheme on 8551 0760
scots@victor.sa.gov.au or

If you are living in Strathalbyn or surrounding districts, contact:

Hills Community Transport on 8391 7234



Hot Weather and Fire Danger Policy

All programs and transport services will be cancelled on days where a forecast of 35°C and over or a Catastrophic, Extreme or Severe fire danger warning has been issued for the Goolwa and Strathalbyn region.

The decision regarding hot weather is determined by the Victor Harbor and Mount Barker forecast on the 6:00pm news services, the previous day.

On a day where a Catastrophic, Extreme or Severe fire danger rating is issued by the CFS (i.e. a Total Fire Ban) for the Mount Lofty Region Fire District or the Murraylands Fire District which includes Alexandrina Council area, Community Connect will cancel all programs and services including transport.

If you have any questions, please call 8555 7230 or 8555 7277

Open Disclosure

The Community Connect Program operates within an Open Disclosure Framework. This involves the open discussion that a service provider has with consumers when something goes wrong that has harmed or had the potential to cause harm to a consumer

Confidentiality and Privacy

Any information obtained from consumers by the agency will be regarded as confidential. The information provided will only be used for the purpose for which it was given, for example:

- To arrange for service delivery or access to programs and activities
- Referral to other agencies if required (with approval)
- To provide statistical data to the funding body (with approval)
- For quality assurance purposes
- The agency will keep minimal records including assessment forms and service delivery details which will be stored securely and disposed of in a way that maintains confidentiality
- All interviews/assessments will be conducted in private unless requested otherwise
- Relevant information is placed on file and kept secure at all times.
- Only Coordinators or their nominees may access files and data
- Permission to release information must be obtained verbally as well as via the Release of Information Consent Form: Note: The participant's permission must constitute informed consent with or without the use of an advocate or guardian.
- The participant may withdraw their consent to release of information at any time
- Written records will be stored in accordance with records information management policies
- Consumer files will be stored electronically
- Staff will undertake to ensure information held in electronic form would be password protected and that this information is removed from computers when equipment is upgraded
- Consumers have the right to access their files at any time

Feedback and Complaints

Community Connect actively encourages consumers, their carers and representatives to provide feedback or make a complaint about the care and services they receive. We aim to provide a high standard of assistance and your input enables us to know what we are doing well, and how we can make improvements.

Feedback and complaints are important as they help identify opportunities to improve service and ensure people are receiving quality care.

Consumers are encouraged to provide feedback, positive or negative, or make a complaint with Community Connect staff or the Coordinator Community Services in the first instance. Consumers can also raise a complaint through Alexandrina Council's publicly available complaints system www.alexandrina.sa.gov.au/contact#ComplaintCompliment

- Consumers have the right to express feedback or make a formal complaint.
- Consumers may provide feedback or make a complaint and request that no action be taken.
- All feedback and complaints will be acknowledged and received, recorded, responded to and reviewed, unless requested otherwise.
- Community Connect will support and encourage people in their use of an advocate or interpreter for providing feedback or making complaints.
- Feedback and complaints will be dealt with in a confidential manner. Information will be shared on a 'Need to know' basis only.
- Community Connect will take a solution-focussed, blame free approach when dealing with feedback and complaints. Feedback and complaints will be used to improve the quality of care and services we deliver.
- Where something has gone wrong that has harmed or has the potential to harm a consumer, their carer or representative, Community Connect will have an honest and open discussion with those involved and take steps to prevent it happening again.
- The submission of feedback or a complaint will not adversely affect how the consumer is treated, including access to current or future services.
- Complaints that are deemed "urgent" will be acted upon immediately. An urgent complaint would relate to an allegation of abuse, theft or crime, or an event that may cause serious risk or

stress to the consumer. Senior staff must be advised immediately of such complaints and appropriate actions taken.

- Where the issue is not resolved satisfactorily, contact can be made with the Alexandrina Council's Manager Community Wellbeing on 8555 7000.

Alternatively, consumers, their carers or representatives can also raise a complaint with:

- the **Aged Care Quality & Safety Commission** on an open, confidential or anonymous basis by phoning **1800 951 822** or **www.agedcarequality.gov.au/**
- the **Health and Community Services Complaints Commissioner (HCSCC) South Australia: ENQUIRY SERVICE (08) 8226 8666** or **1800 232 007 (Toll free Country SA)** or **www.hcsc.sa.gov.au**

You can also view the Aged Care Quality & Safety Commission's audit reports for Community Connect by visiting **www.agedcarequality.gov.au/reports**.

Advocacy

What is an informal advocate?

An informal advocate is someone of your choice whom you have asked to assist you in an informal capacity during your contacts with the service e.g. carer, family member or support person.

What is a formal advocate and how do I find one?

A formal advocate is a person or an agency you choose to act in a formal capacity on your behalf.

A formal advocate may be: A member of a regional consumer group or a representative from organisations as identified below.



Older Persons Advocacy Network

www.opan.com.au

Ph: 1800 700 600

Aged Rights Advocacy Service

www.sa.agedrights.asn.au

16 Hutt Street

Adelaide SA 5000

Ph: 8232 5377

Email: aras@agedrights.asn.au

Equal Opportunity Commission SA

www.eoc.sa.gov.au

Level 15, GPO Exchange

10 Franklin Street

Adelaide SA 5000

Ph: 8207 1977

Toll Free: 1800 188 163

Email: eoc@sa.gov.au

Elder Abuse and the Adult Safeguarding Unit

Did you know?

Around 1 in 20 older Australians experience abuse from a person they know and trust, such as a family member, friend, carer, or neighbour. It can occur at home, in places visited regularly, or where services or care are accessed. However, abuse can often remain hidden and continue without any suspicions being aroused.

What is abuse?

Abuse is any deliberate or unintentional action, or lack of action, carried out by a person, which causes distress and/or harm to a person who may be vulnerable, or causes loss or damage to property or assets. Abuse can be physical, emotional, sexual, financial or neglect.

How can I get help?

If you suspect yourself or another person aged 65 and over, or 50 and over if Aboriginal or Torres Strait Islander, is at risk of or is being abused, you can take action and make a report or seek advice by:

- calling the Adult Safeguarding Unit (ASU) via the Elder Abuse Prevention Phone Line on 1800 372 310, Monday to Friday, 9am to 5pm.
- emailing the ASU at stopelderabuse@sa.gov.au

Reporting suspected or actual abuse to the ASU is voluntary. Anyone can make a report and you can remain anonymous if you wish.

Translating & Interpreting Services

Translating and interpreting services can be accessed through the National Translating and Interpreting Service known as **TIS National**. Alexandrina Council's Community Connect program is a registered organisation with TIS National and you can utilise this service to communicate with us in your preferred language at no cost to you. For more information about TIS National call 131 450 or visit www.tisnational.gov.au

Community Connect staff are also able to provide assistance translating written information.

If you are deaf, hard or hearing or have a speech impairment and would like assistance communicating with us, you can contact us via the National Relay Service. For more information about the **National Relay Service** call 1800 555 660 or visit www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service

Please let Community Connect staff know if you would like assistance with any of the above.

Services to support Carers

The Carer Gateway is the service providing support to Carers. Services include help and advice, respite and financial help. Access to these services can be made through the **Carer Gateway** website: www.carergateway.gov.au or ph. **18010 077 336**.

My Aged Care

Many changes are happening to aged care in Australia. Changes to aged care give you choices, more control, and more of the services you might need to help you stay in your own home for longer and remain independent. To find out more you can contact: **My Aged Care** on **1800 200 422** or myagedcare.gov.au

NDIS

There are around 4.3 million Australians who have a disability. The NDIS will provide about 460,000 Australians aged under 65, who have permanent and significant disability with funding for supports and services. For more information phone **NDIS** on **1800 800 110**.

Diversity means valuing an individual's right to identify with race, colour, gender, age, religious belief, ethnicity, cultural background, marital or family status, economic circumstance, human capacity, expression of thought and sexual orientation as well as their experiences, skills and capabilities. Community Connect staff regularly undertake cultural diversity training to provide informed support as identified in our Diversity in Ageing Plan 2010-2021.

We can also support you to link with other organisations for specialised information and services to meet your needs.

National LGBTI Health Alliance: <https://lgbtihealth.org.au/>

Moorundi Aboriginal Community Controlled Health Service: 8531 0289 or <https://www.moorundi.org.au/>

**ALL PEOPLE
CAN
EXPERIENCE
HIGH QUALITY
SERVICES THAT
ENSURE
EQUITABLE
ACCESS AND
OUTCOMES
THAT EMBRACE
DIVERSE CHARACTERISTICS
AND LIFE
EXPERIENCES**



You can help keep yourself and others safe by practicing good infection and prevention and control:

- **Clean your hands regularly**
- **Practice social distancing**
- **Practice respiratory etiquette**



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.

Consumer

Provider

.....
Signature

.....
Signature

.....
Full Name of Consumer

.....
Name of Provider

.....
Full Name of authorised person (if applicable)

.....
Date staff member gave a copy of the Charter to the consumer

.....

.....
Date staff member encouraged the consumer to sign the Charter

Community Connect

Strathalbyn Office: 8555 7277 1 Coleman Street Strathlbyn
9.30am to 3.30pm Tuesday to Friday

Goolwa Office: 8555 7230 1 Loveday Street Goolwa
8.30am to 4.30pm Monday to Friday

Phone messages can be left for either office anytime

The Alexandrina Council's Community Connect program
is supported by the Australian Government and
the State Government of South Australia.