

# Community Care Services

## Services Available to Residents

This Information Sheet is available in Arabic, Chinese Simplified, Dutch, Filipino, German, Greek, Hindi, Indonesian, Italian, Polish, Russian, Tamil and Vietnamese.

*The Southern Region of Local Government, including Holdfast Bay, Marion, Mitcham, Onkaparinga and Unley, are committed to providing quality services to older people, younger people with a disability and their Carers. These services are funded to assist eligible residents to remain living independently. There may be a small fee for these services and residents are also required to pay for any materials used. There may be a waiting list for some services.*

**Contact your local Council for more detailed information. Not all Councils provide all of these services. Services may include the following:**

### **1. In - Home Support**

- Short term home support to assist with cleaning / shopping etc.
- Once off spring-clean where there is a risk to health or safety.
- Long-term cleaning for eligible residents.

### **2. Home Maintenance**

- General home maintenance, e.g. changing light globes, sash cords and fly wire.
- Minor plumbing, e.g. tap washers
- Rubbish removal / yard clean, where health or safety is at risk.
- Gutter cleaning.
- Garden Service (Limits may apply).

### **3. Home Safety and Security**

- Advice on practical home security issues.
- Installation of grab / hand rails / security locks and devices.
- Pruning small trees and shrubs that present a security risk.
- Installation of battery operated smoke alarm and/or replacement of batteries.

### **4. Community Transport**

- The Community bus may be available to eligible residents who have difficulty accessing public transport, live independently and do not have access to a private vehicle.
- The bus may be used to take eligible residents to regular shopping or specific groups.
- Support may include transport to medical appointments and/or light assistance with shopping, banking etc.

### **5. Social Support / Information**

- Information and linking to local social activities and services.
- Volunteer services may include friendly visiting and shopping.

## 6. Respite for Carers

- Respite may be available for eligible Carers of younger people with a disability or an older relative or partner living at home.

## 7. Consumer Rights, Responsibilities, Complaints, Feedback and Advocacy

As a person using, or applying to use, Community Care services, it is recognised that you will have the right to:-

- Information outlining your rights and responsibilities.
- Services that recognise and respect your culture and language.
- Privacy and confidentiality. No personal information provided to Community Care staff will be released without prior permission.
- An advocate to support you or to speak on your behalf
- Provide feedback which assists the Community Care team to provide high quality and relevant services.
- Lodge a complaint about a service. Anyone wishing to lodge a complaint about a Community Care service will receive a prompt, fair and non-discriminatory response. There is also an appeal process.

*Need more information or assistance with translation & interpreting? Please ring:-*

### **City of Holdfast Bay**

Ph: 8229 9999

### **City of Marion**

Ph: 8375 6649

### **City of Mitcham**

Ph: 8372 8829

### **City of Onkaparinga**

Ph: 8384 0666

### **City of Unley**

Ph: 8372 5111

### **Ethnic Link**

Ph: 8275 0711

Southern Office

### **Translating and Interpreting Service 131 450**

TIS provides telephone interpreting, on-site interpreting and translating support.

### **Seniors Information Service**

Information for people of diverse linguistic and cultural backgrounds

Ph: 8232 1441

Freecall 1800 63 63 68

### **Aged Rights Advocacy Service Inc.**

Assists older people to uphold their rights

Ph: 8232 5377

Freecall 1800 80 20 30

Updated - ~~07/12/06~~

These services may be funded by your local Council and/or Home and Community Care (HACC) State and Federal Funding



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