

Community Care Services

Information



PO Box 21, Oaklands Park
South Australia 5046

245 Sturt Road, Sturt
South Australia

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(Phone +61 08 8375 6600)
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2. Home Maintenance

The City of Marion is committed to excellence in customer service and to maintaining quality services to local residents in line with Home and Community Care National Service Standards and responsive to individual circumstances. Please advise us of any specific needs.

Community Care services information is available in **other languages** in written and audio formats on the City of Marion website, or contact Community Care.

If you need this information translated contact the **Translating and Interpreter Service (TIS) on 131 450** and ask the interpreter to telephone Community Care on 8375 6649.

Services are available to eligible residents to remain in their home longer. There is a small contribution for these services and residents are also required to pay for any materials used. Contributions will be set on a sliding scale according to the residents ability to pay. No eligible resident will be denied a service on the grounds of their incapacity to pay.

Advocacy

You are entitled to an Advocate of your choice. An Advocate is a person who may “stand beside” you and speak on your behalf to protect and promote your rights. This can be a family member, friend or neighbour, or you may call upon the following agencies for support or someone to act on your behalf :

- Aged Rights Advocacy Service (ARAS) – Telephone (08) 8232 5377
- Disability Advocacy & Complaints Service of SA Inc. – Telephone (08) 8234 5699

Community Care Home Maintenance

Community Care Home Maintenance Services are jointly funded by the City of Marion and Home and Community Care. Community Care services provided by the City of Marion include:

- Home Maintenance
- In-home Support (see Community Care services – In-home support)
- Home Safety and Security (see Community Care services - Home safety and security).

Access to these services is assessed on the basis of eligibility, individual need and the capacity of the service to meet that need. There is a waiting list for some Community Care Home Maintenance services. Anyone requesting a service will be advised, at the time of their request, how long they can expect to wait. Alternative options can be discussed with Community Care staff.

Eligibility

To be eligible to receive Community Care Home Maintenance services, the resident must:

- Be an older member of the community, a younger person with a disability or their carer;
- Require some assistance or support to remain in their home; and
- Have limited access to other resources (e.g. family assistance, financial resources to pay for private help, etc.).

Home Maintenance

Home Maintenance provides essential minor maintenance, including:

- Minor plumbing (e.g. replacing tap washers, repairing leaky cisterns, etc);
- Changing light globes, sash cords and fly wire;
- Rubbish removal (excluding tyres, building material or hazardous waste);
- Yard clean, where health or safety is at risk (once off service);
- Gutter cleaning (once a year, single story homes).

Customers are expected to pay for any materials used. A contribution for the service applies. Please note that some maintenance services are unavailable to residents living in rental properties if the maintenance is the responsibility of the owner. Maintenance services may also be unavailable on communal property covered under a Strata Agreement.

Home maintenance contributions

A minimum contribution of \$10.00 applies to all services. In addition to the contributions listed below, customers are required to pay for any materials used. Labour charges may be waived, reduced or a payment plan negotiated in cases of demonstrated financial hardship.

Service	Charge
Home maintenance	\$10.00 per person per hour
Rubbish removal	\$25.00 per trailer load (Loading time labour charged at \$10.00 per person per hour)

Trade Register

The City of Marion maintains a list of private businesses that provide trades and services. All of these businesses have current public liability insurance and have provided Council with referees. The list includes electricians, gardeners, tree pruners, painters, plumbers, window cleaners, handypersons, etc. These businesses are not subsidised by Council. People using businesses from the Trade Register do so at their own cost and are encouraged to obtain a number of comparison quotes. Feedback regarding these businesses is welcome as it helps us to maintain the list.

Consumer Rights and Responsibilities & Privacy

As a person using, or applying to use Community Care services, you can expect:
An explanation of your rights and an outline of your responsibilities.

- All personal information provided to Community Care staff to be kept confidential and stored securely. It will not be released or discussed with any other person or agency without prior permission. You have a right to request access to your information and to ask for it to be corrected if necessary.
- That the information we collect is used to help us to keep up to date details of your needs and to manage and plan the service.

You have the right to decide not to share your information or to restrict access to your record. Please talk to Community Care staff if you wish to change or cancel your consent at any time. This will not affect the delivery of your service.

Feedback

- Everyone using or applying to use a Community Care service is encouraged to provide feedback
- Your feedback assists the Community Care team to provide a high quality and relevant services. There is a questionnaire and reply-paid envelope available with this sheet.

Lodging a Complaint

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. Please contact Community Care for information about how to lodge a complaint

If you need information regarding services provided by other agencies, contact
Commonwealth Carelink Services - Telephone: 1800 052 222

City of Marion

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