



Swan Hill
District Health

Community Aged Care Services

Commonwealth Home Support Programme (CHSP)
My Aged Care

ACKNOWLEDGEMENT OF FUNDING

Funded by the Australian Government Department of Health.
Visit the Department of Health website (<https://agedcare.health.gov.au/>) for more information.

Although funding for this Swan Hill District Health service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

Swan Hill District Health would like to acknowledge all the Traditional Aboriginal tribes along the rivers in the Mallee and District area and on whose land, we work and live. We also pay respect to all elders past and present and to honour their culture.



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Swan Hill District Health (SHDH)

OUR VISION:

Our vision is Connected care. Best Experience.

OUR VALUES:

- **INCLUSIVE**...We provide an experience that welcomes and values everyone.
- **COMPASSIONATE**...We respond to our people with understanding, empathy and kindness.
- **PROGRESSIVE**...We continue to strive for the best experience outcomes.
- **ACCOUNTABLE**...We personally commit in taking responsibility for all of our decisions and actions

SHDH Community Aged Care Services

SHDH provides a range of services for older people who live at home in Swan Hill and surrounding areas.

ADULT DAY SERVICES (SOCIAL SUPPORT- GROUP)

Adult Day Services provide social and recreational support for frail/disabled adults living alone or with carers in the community. The level of need for support is identified, as well as interests relevant to their participation. An assessment also enables the service to identify other health, psychosocial and environmental issues requiring follow-up and or referral links to be made.

Adult day activities/Planned Activity group programs are conducted at Neighbourhood House, 98-100 Gray St, Swan Hill.

Phone: (03) 5033 9359



DISTRICT NURSING SERVICE

The District nursing team offers expert nursing care in your home seven days a week working from 8am to 8pm. We provide an extensive range of nursing activities to support your independence and wellbeing.

This includes:

- Clinical care in wound care-simple to complex dressings, comprehensive health assessments
- Hospital in the Home (HITH) for hospital type care in your home
- Continence assessment and management
- Stomal Therapy education
- Medication prompting
- Care and assistance with chronic disease management such as diabetes support with blood sugar monitoring and management.



Phone: (03) 5033 9375

ALLIED HEALTH PROFESSIONALS

Dietitians

Assess your nutritional status and provide food and nutrition information to improve health and wellbeing.

Phone: (03) 5033 9337

Occupational Therapists

Assist you with activities of daily living, general functioning, community mobility, aids and equipment and home safety in order to improve and maintain your independent living.

Phone: (03) 5033 9321

Podiatrists

Provide treatment of your foot and leg conditions through prevention, diagnosis, treatment and rehabilitation.

Phone: (03) 5033 9390



Physiotherapists

Provide assessment, manual therapies, exercise programs and other techniques to treat a range of physical conditions to increase your mobility and physical functioning.

Phone: (03) 5033 9390

Speech Pathologists

Provide assessment and management of your communication and/ or swallowing difficulties.

Phone: (03) 5033 9390

Commonwealth Home Support Program

Aged Care services that Swan Hill District Health provides receive Commonwealth Government funding through the **Commonwealth Home Support Program (CHSP)**.

CHSP services are for people who are:

- 65 years or over (50 years or over for Aboriginal & Torres Strait Islander people),
- living at home, and
- having difficulties with their everyday activities

The **CHSP** aims to support people like you to live as independently as possible for as long as you can and wish to do so through the provision of home support services, including support of your carer if you have one.

The **CHSP** provides entry-level help at home, and if you require a higher level of help to remain at home, a **Home Care Package (HCP)** is suitable to provide for your needs. SHDH also provides services to those receiving a **HCP**. The health professional **MUST** be informed if you receive a **HCP**. Your case manager will need to refer you.

All services are directed by your choices and goals, with the aim of increasing or maintaining your physical, social and emotional wellbeing.

CHSP services were previously funded through the Victorian Department of Health and Human Services through the **Home and Community Care (HACC) Program**.

Access to SHDH CHSP Services

TO ACCESS ALLIED HEALTH & DISTRICT NURSING:

You can continue to access allied health and district nursing services directly. Please contact the relevant department on the phone numbers listed on page 5.

Alternatively your family or friend can contact us with your consent, or your doctor or other health professional can refer you for our services.

Services are provided in the clinic or in the home.

Following referral or contact, you will be placed on a waiting list for services. We prioritise services to those most in need.



TO ACCESS ADULT DAY SERVICES (SOCIAL SUPPORT- GROUP):

You will need to register with “My Aged Care”.

My Aged Care

My Aged Care is a National Aged Care System, designed to be sustainable into the future and give all Australians more control and easier, equitable access to aged care services.

You or your family can register with **My Aged Care** before receiving health & community services by either

1. Calling the **My Aged Care Contact Centre** 1800 200 422 (8am-8pm Mon-Fri, 10am-2pm Sat).
2. Going online at <http://www.myagedcare.gov.au/referral> and enter details on the online form
3. Asking staff at Swan Hill District Health or Swan Hill Rural City Council for help.

You will need to have your Medicare card.

Alternatively, your **health professional** can refer you to **My Aged Care** to receive additional services. Your health professional will complete a form that includes information on your needs, abilities and situation.



Steps to Receiving Service

STEP 1. THE MY AGED CARE CONTACT CENTRE

You will go through a screening process to broadly understand your needs and situation. A client record is created that includes information on your needs. You will then be referred for an assessment or directly to a service provider.

If your health professional has referred you, the **My Aged Care Contact Centre** may be bypassed.

STEP 2. THE MY AGED CARE ASSESSMENT

Assessment is completed in your home by

- The **Regional Assessment Service (RAS)** or
- The **Aged Care Assessment Team (ACAT)**

Both assessments look at things like:

- your ability to cope with various activities in your daily living, including in the home and community,
- what you might need assistance with now and in the future, your health needs and your safety.

The **RAS** completes the assessment, unless you will require a higher level of support like **ACAT** approval for a home care package or residential (including respite) care.

The assessment is an opportunity to look at your needs and situation in a holistic way, provide you with information on your care and service options then determine what you would like to proceed with.

At the end of the assessment process you will have a support plan and referrals for and information on any services you require.



Receiving SHDH Services

FEES

In accordance with the **CHSP Client Contribution Framework**, at SHDH there is a fee for CHSP services. You will be informed of fees before your appointment. Special consideration is given to people with limited finances.

APPOINTMENTS

We will be in contact with you once we receive your referral from My Aged Care.

Services may be ongoing or time limited and are prioritised to those most in need. Services are provided at the health service or the home.

In order to get what you require from our service, it is important for you to attend, or be home, when your appointment is scheduled. Please let us know if you are not able to attend or won't be at home for your appointment.

Your health professional will talk with you about what to expect if you miss an appointment at the health service or at home. If this occurs repeatedly, services may be discontinued.

GOAL DIRECTED CARE PLAN

During services, your health professional will listen to you and explore:

- what you can do for yourself
- what you need help with to stay safe and well at home
- what you want to be able to do or keep doing.

After discussion, we will develop a plan together. This will list your goals (what you want to achieve) and detail what we will do to support you to remain living at home and in your community. We might also help you with **referrals** to other agencies or programs. Please ask us if you would like more information on other programs.

Plans will vary depending on each person. We will regularly review your plan with you. We aim to work in partnership with other people who support you such as family, friends, local community groups, your doctor and other health professionals.

DIVERSE NEEDS

SHDH acknowledge that our community has diverse needs and will work with you to provide appropriate services.

If English is your second language, you will be offered an interpreter service. If you have particular cultural needs or other special needs, please let us know.

We can contact the '**Access and Support Service**' on your behalf who can further support your diverse needs to be met prior to and when receiving services.



ADVOCACY

If you need someone to represent you, an advocate may:

- Support you in decisions you want to make
- Speak on your behalf or write a letter for you
- Assist you to understand and resolve problems and complaints
- Provide referral support to other services.

An advocate could be a friend, family member, relative, Minister or Priest or you may choose to contact an advocacy agency.

For details about an advocacy agency please refer to page 10.

CHARTER OF AGED CARE RIGHTS (THE CHARTER)

The new Australian Government Charter of Aged Care Rights started on July 1 2019. This describes your rights as a person receiving aged care services. At SHDH we are committed to upholding your rights as we work with you in a way that gives you choice and control. You will be given a copy of the Charter signed by us to demonstrate this. We will also discuss your rights with you and help you understand them. Please ask us if you would like a copy of the 12 page Charter booklet (produced by the Department of Health). Both the Charter and the booklet are available in a range of languages. Further information on the Charter is also available from Older Persons Advocacy Network (OPAN) (details listed on page 10 of this booklet). You are also invited to sign the Charter to show we have given you a copy and you understand your rights.

Confidentiality & Respect for Privacy

At SHDH, we are one of several health and welfare services in your area, all working together in partnership to meet your needs.

We keep your name and contact details on your consumer record. Other details such as your care plan and information about the services you receive are recorded after each appointment.

The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way.

Your information can only be seen by the professionals in this service involved in your care. We also use the information to better manage and plan this service. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.

You have the right to request access to your information and to ask for it to be corrected if necessary.

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our consumer, or if you wish to access your record.

If you would like more information, please ask your health professional for the SHDH brochure: **“Protection & use of your Personal & Health Information”**.

Contact Details & More Information

My Aged Care

Phone: 1800 200 422

www.agedcarequality.gov.au

HACC Transition

www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-transition

Department of Health - Charter of Aged Care Rights

www.agedcare.health.gov.au/quality/single-charter-of-aged-care-rights

OTHER SERVICES AVAILABLE:

Swan Hill Rural City Council

Community Care Services

Phone: (03) 5036 4700

Bendigo Health

Swan Hill Services

Phone: (03) 5036 1900

Rights, Information and Advocacy Centre (RIAC)

Phone: 03 5443 0550

Phone: 0491 203 955

www.riac.org.au

Elder Rights Advocacy

Phone: 1800 700 600

www.era.asn.au

OPAN Older Person's Advocacy Network

Phone: 1800 700 600

www.opan.com.au

Aged Care Quality and Safety Commission

Phone: 1800 951 822

www.agedcarequality.gov.au

Mallee District Aboriginal Services

Access and Support Worker

70 Nyah Road, Swan Hill

Phone: (03) 5032 8600

www.mdas.org.au

Notes

Feedback

ATTACH FEEDBACK FORM HERE.

IF THERE IS NO FEEDBACK FORM ATTACHED,
PLEASE ASK FOR ONE.

WHY DO WE ENCOURAGE FEEDBACK?

Swan Hill District Health values all feedback received from patients, clients and their relatives or carers. Feedback in the form of compliments, complaints and suggestions for improvement provide us with information about what we do well, and what we could do better.

Whilst we endeavor to ensure that safe quality healthcare and services are provided at all times, constructive feedback assists in the allocation of resources to make improvements in the most appropriate areas. On the other hand, compliments are an opportunity for consumers to acknowledge the work done by staff throughout our health service, while giving staff recognition for their efforts. Suggestions for improvement are taken seriously and all are considered independently with regard to relevance and feasibility.

All feedback will be treated confidentially with information used for the purpose of reviewing and improving care and services.

WHAT HAPPENS TO YOUR FEEDBACK?

- Managed by Safety Quality & Risk Department.
- Entered onto our feedback register and reviewed by various committees monthly.
- Serious complaints, or those unable to be resolved at department level are referred to Executive staff for action.

HOW CAN YOU PROVIDE FEEDBACK?

- Speak directly to a staff member.
- Complete a Consumer Feedback Form.
- Write a letter directly to the Safety Quality & Risk Co-ordinator.
- Contact an external agency directly, however we would appreciate an opportunity to resolve your complaint first

FEEDBACK TO EXTERNAL AGENCIES


- The Department (www.dss.gov.au) at the feedback facility or by email to DSSfeedback@dss.gov.au.
- The Aged Care Complaints Scheme, phone **1800 550 552** ;
<http://agedcarecomplaints.govspace.gov.au/>

FOR MORE INFORMATION CONTACT:

Swan Hill District Health Reception

ask for the relevant services

PO Box 483, Swan Hill, 3585

 **Phone:** (03) 5033 9300

www.shdh.org.au



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