

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



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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Feedback

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 endeavour 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?

- Care Opinion is the preferred feedback process—see phone, email, website, and QR code
- Speak directly to a staff member
- Write a letter to the Quality, Experience and Safety Department
- Contact an external agency directly, however we would appreciate an opportunity to resolve your complaint first

FEEDBACK TO EXTERNAL AGENCIES

The Department of Social Services

- Website <https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries>
- Email DSSfeedback@dss.gov.au.

The Aged Care Quality and Safety Commission

- Phone 1800 951 822
- Website <https://www.agedcarequality.gov.au/making-complaint>

Department of Health

- <https://www.health.vic.gov.au/feedback-and-complaints>

Department of Families, Fairness, and Housing

- <https://www.dffh.vic.gov.au/making-complaint>



Scan to provide feedback

Visit the website at
www.careopinion.org.au

Phone Care Opinion
1300 662 996

Email
feedback@shdh.org.au

Contact Details & More Information

My Aged Care

Phone: 1800 200 422

www.agedcarequality.gov.au

Department of Health - Charter of Aged Care Rights

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

OTHER SERVICES AVAILABLE:

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

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.

SHDH Community Aged Care Services

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

SOCIAL SUPPORT GROUPS

Social Support Groups are a service that provides its members with recreational and social support. Members enjoy a variety of activities and puzzles tailored to suit their interests and hobbies, and allows them to connect with others in the community.

We celebrate fun activities, special theme days, music and regular outings, which encourage social interactions and fosters friendships.

Social Support Groups are conducted at Swan Hill Neighbourhood House and other local community venues.

Phone: (03) 5033 9359

DISTRICT NURSING SERVICE (COMMUNITY SUPPORT AT HOME, CHSP, HACCPYP, HITH, RIR, WALK IN CLINIC AND STOMAL CARE)

DISTRICT NURSING

The District Nursing team offers expert nursing care in your home seven days a week working from 8am to 4.30pm. 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
- Contenance assessment and management
- Stomal Therapy education
- Medication prompting

Phone: (03) 5033 9375 (Monday-Friday 8.30am-4.30pm)



ALLIED HEALTH PROFESSIONALS

Dietitians

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

☎ **Phone:** (03) 5033 9337

Exercise Physiologists

Design and deliver exercise interventions for individuals with chronic conditions, disabilities, or injuries to improve health, function, and quality of life

☎ **Phone:** (03) 5033 9390

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

RESIDENTIAL IN REACH

RIR is a free service that provides on-site clinical support to residents living in Residential Aged Care Facilities, providing an alternative option to review in the hospital Emergency Department. The treating General Practitioner should be contacted as the first option of care. RIR can be contacted to assist with assessment and to liaise with the GP to establish a plan of care. RACF staff can also refer directly to RIR for acute clinical assessment and treatment for a range of issues where the GP is not available. RIR staff also offer education to RACF clinical and care staff to support patients with additional care needs including wounds, PEG tubes and catheters.

RIR aims to:

- Facilitate optimum health care and health outcomes for residents living in RACF's
- Provide timely clinical support to RACF to enable residents to remain in their home environment
- Assist residents, facility staff and families to coordinate care through the hospital system

☎ **Phone:** (03) 5033 9229 (Monday-Friday 8.30am-4.30pm)



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"**.

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 activities you want to continue or start 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.



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**.

PERSONAL CARE

Providing support for people with showering at home. This service is provided by our Health Care Worker (HCW). Monday to Friday 7am-3.30pm (excluding Public Holidays)

Phone: (03) 5033 9229 (Monday—Friday 8.30am—4.30pm)

FLEXIBLE RESPITE

Through the CHSP, we can provide high quality respite care so that carers can take a break. This service is provided by our Health Care Worker (HCW). Monday to Friday 7am-3.30pm (excluding public holidays)

Phone: (03) 5033 9229 (Monday-Friday 8.30am-4.30pm)



Access to SHDH CHSP Services

TO ACCESS ALLIED HEALTH & DISTRICT NURSING SERVICES:

You can access allied health and district nursing services by contacting MAC on 1800 200 422 directly request nursing services, personal care, respite or allied health e.g. physio or OT and a referral will be generated.

Or

SHDH website- complete the referral. Once completed the referral will be sent to central intake and distributed to the requested area.

Or

Please contact the relevant department on the phone numbers listed on page 5 for assistance.

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, we will contact you regarding day and time of visit or 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 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 usually completed in your home, but sometimes at other places such as hospitals or clinics, or by a phone or video call. There are two types of assessments:

- Home Support Assessment for low-level support
- Comprehensive Assessment for help at home, short-term care, or aged care homes

Both assessments look at things like:

- your situation, health, and lifestyle
- 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 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.

