



City of  
**STONNINGTON**

# **Stonnington Aged Services**

## **Client Service Information Handbook July 2022**



## Contact Information

### Phone

(03) 8290 3224

### After Hours Phone (Emergency Cancellations)

0418 529 859

### Email

General enquiries:

[agedanddiversity@stonnington.vic.gov.au](mailto:agedanddiversity@stonnington.vic.gov.au)

Confidential lesbian, gay, bisexual, trans, and/or intersex (LGBTI) enquiries:

[lgbti@stonnington.vic.gov.au](mailto:lgbti@stonnington.vic.gov.au)

### Website

[www.stonnington.vic.gov.au](http://www.stonnington.vic.gov.au)

### Office Hours

Monday to Friday  
8:30am to 5:00pm

### Office Location

Malvern Town Hall  
Corner High Street and Glenferrie Road  
Prahran VIC 3181

### Mailing Address

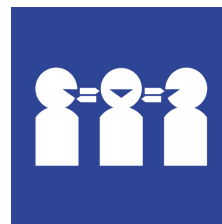
PO Box 58  
Malvern Vic 3144

The City of Stonnington acknowledges that we are on the traditional land of the Boonwurrung and Wurundjeri people and offer our respects to the elders past and present. We recognise and respect the cultural heritage of this land.

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## Multilingual Information

To speak to Council via an interpreter, call our multilingual telephone service, Stonnington CommunityLink.



**Mandarin – 普通话** 9280 0730

**Cantonese – 廣東話** 9280 0731

**Greek – Ellīniká** 9280 0732

**Italian – Italiano** 9280 0733

**Polish – Polski** 9280 0734

**Russian – Русский** 9280 0735

**Indonesian – Bahasa Indonesia** 9280 0737

**Vietnamese – Tiếng Việt** 9280 0748

**All other languages** 9280 0736

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## National Relay Service

This telephone relay service allows people who are deaf or have a hearing, speech or other communication impairment to make phone calls.

TTY and Modem Callers, please call the National Relay Service by dialling 113 677 and then quote 8290 3224.



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## Introduction

The City of Stonnington's Aged Services Unit provides a comprehensive range of home and community based services and activities to assist frail aged, people with a disability and their carers. These services include the Commonwealth Home Support Program (CHSP) for people over 65 years of age and the Home and Community Care (HACCPYP) program for younger people under the age of 65. Council also provides a range of services to compliment the government funded services.

The services are provided to assist eligible residents to remain living within their homes and in the community, and importantly aim to maintain their wellbeing, independence and dignity.

Services are provided for those who are:

- Older frail persons, with moderate, severe or profound disabilities and health problems.
- Younger people with moderate, severe or profound disabilities.
- The carers of those as detailed above.

Stonnington Aged Services recognises and values our community's diversity and is committed to providing safe and inclusive services equitably to all our residents.

Stonnington Aged Services is accredited under the Rainbow Tick standards for inclusive service to residents who are lesbian, gay, bisexual, transgender and intersex (LGBTI).

The services provided by Aged Services are jointly funded by the City of Stonnington, the Commonwealth and Victorian Governments under the Commonwealth Home Support Program and Home and Community Care (HACC) Program for Younger People.



## Services Provided By Aged Services

Aged Services provides a range of CHSP, HACCPYP and Council funded services:

### Assessment (under 65s only)

#### General Home Care

#### Respite Care

#### Food Services

- Delivered Meals
- Centre Based Meals

### Personal Care

#### Home Maintenance

#### Specific Respite Care

#### Community Support Services

- Social Support
- Community Transport

The services provided by Aged Services are provided by skilled and experienced Council staff dedicated to assisting people to maintain their quality of life and general wellbeing.

Staff provide a professional, personal and caring service. They are skilled in carrying out specific tasks and have considerable training in issues concerning the frail, aged, people with a disability, and their carers. Staff are required to undergo police and reference checks.

All staff are required to adhere to legislation relating to matters such as Occupational Health and Safety (OH&S) and Privacy.

## Accessing Services

The process for accessing Stonnington Aged Services is different for those aged under and over 65 years. Information regarding the process of accessing services for each age group is provided below.

### For People Under 65 Years of Age

Contact Stonnington Aged Services on 8290 3224 to speak with us and find out more about what we do and how we might be able to help you. We will ask you some questions to see if you are eligible for services.

If you are eligible for any of our Care Services or Delivered Meals, we will visit you at home to discuss your needs in more detail. We will also look at your home to make sure it is safe for you and our staff. If you are eligible for any Community Support Services, Community Transport Services or Centre Based Meals, a home visit is not usually needed but may be arranged in some cases.

A care plan may be developed with you depending on the services you receive and the level of support you need. The care plan will identify your support needs and goals, and how these can be met to maintain your independence and wellbeing.

### For People Over 65 Years of Age

Contact the My Aged Care contact centre on 1800 200 422, or visit the My Aged Care website at [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

The My Aged Care contact centre operates during the following hours:

- Monday – Friday: 8am – 8pm
- Saturday: 10am – 2pm

If you need an interpreter, call 131 450 and ask for 1800 200 422.

My Aged Care contact centre will discuss your eligibility and requirements and may arrange a home visit with an assessor to discuss your needs in more detail, including your support needs and goals and how these can be met to maintain your independence and wellbeing.

## Eligibility

Stonnington Aged Services is committed to providing services for all eligible residents in a fair and equitable manner. We recognise and consider the needs of our diverse community including (but not limited to) cultural diversity, sexual orientation and gender identity, age, health, socio-economic status, faith and spirituality and those of an Aboriginal or Torres

Strait Islander background when planning and delivering our services. Services are allocated according to assessed and prioritised need.

Eligibility does not ensure entitlement to service provision. Eligibility means that the person is in the target group and is eligible to be assessed and prioritised for service provision. It may not be possible to provide services due to limited resources or other people being assessed as a higher priority for service.

Aged Services aims to provide services for the following special needs groups:

- People from a non-English speaking background.
- Aboriginals and Torres Strait Islanders.
- Persons suffering from dementia or other related disorders.
- People who experience or are at a risk of homelessness.
- Frail aged and other people with disabilities living in remote and isolated situations.
- Lesbian, gay, bisexual, transgender and intersex (LGBTI) people.

Individuals who fall within the special needs groups do not receive preference for service provision, however a range of strategies may be provided to improve their access to services and information including interpreters or other considerations.

To determine eligibility for services, please contact:

- Over 65 years of age: My Aged Care contact centre on 1800 200 422.
- Under 65 years of age: Aged Services on 8290 3224.

## Priority of Access

All services are allocated according to level of need. Services are provided to individuals who are unable to perform tasks for themselves and who have no other support options available.

Available resources affect allocation of services. Services are prioritised to ensure those with the greatest need and/or capacity to benefit, receive priority for services. This is determined during the assessment and/or the allocation of services by using a score sheet called the “Priority of Access Tool”, which also ensures fairness and objectivity when services are allocated.

## Waiting Lists

From time to time, where demand for services exceeds available resources, Aged Services may operate using waiting lists. Those people placed on the waiting lists are prioritised according to their assessed needs.

Waiting lists are reviewed regularly, and as resources become available, people are offered services according to their waiting list placement.

Should a waiting list be introduced for any service, information regarding this will be provided during the home visit, and other strategies or options may be suggested to assist prior to the availability or commencement of services.

## Refusal of Service

Clients may refuse service from the Aged Services. Refusal of service will in no way hinder a client from accessing services in the future.

Aged Services may decline service at the conclusion of the home visit where a under 65 person is deemed as having low priority for service, and where their risk assessment score is low. The applicant will be informed at the time of assessment and information on other services and support options will be discussed. Information will be provided in writing detailing the reason, alternative options provided (if available) and to ensure the person is informed that they may re-apply for services in the future without prejudice.

Access to services for both under and over 65 may also be declined if it is determined that the referral does not meet the eligibility criteria, or needs for service are outside the scope of the services provided by Aged Services.

Aged Services may refuse or withdraw service should a client's health deteriorate and care needs exceed service boundaries or the eligibility criteria. This will be done in consultation with the client and/or carer.

In addition, where a client's health has improved, or situation has changed, services may be withdrawn or reduced according to the reassessed needs of the individual.

Services are allocated, and are always based upon review of changing needs.

If circumstances should change since the initial application, assessment or review, please contact Aged Services on 8290 3224 to discuss current needs and available supports.

## Ineligibility

Should a person be determined as ineligible for a service they will be advised of the reason for the decision. Should they disagree with the decision they have the right to appeal the decision.

Appeals should be made in writing to the Manager Diversity and Aged Services, City Of Stonnington, PO Box 58, Malvern, 3144.

## Service Exclusions

The focus of the services provided by Aged Services is to provide basic, low care assistance to clients. Some tasks required for maintaining client independence in the home are beyond the service provided by Aged Services. These tasks include (but are not limited to):

- PEG feeding
- High complex care (including behavioural)
- Hoisting
- Siblings in respite
- Administering of medication
- Where Occupational Health and Safety constraints apply
- Nursing intervention of unstable medical conditions

Should individuals have requirements that are beyond the scope of the services provided by the Aged Services, information and or Support Plan on other services and support options will also be discussed.

The City of Stonnington may decline or withdraw service should a client's health deteriorate and care needs exceed service boundaries or eligibility criteria. This will be undertaken in consultation with the client and/or carer.

## **Intake and Referral**

### **For People Under 65 Years of Age:**

Services may be requested directly by an individual, family member, health professional or service provider. To request information about accessing services provided by Aged Services contact 8290 3224. A referral made on behalf of someone else (i.e. by a family member, friend, doctor or health professional) must have consent.

The Assessment Administration Officer will determine client eligibility. If the applicant is eligible for services, the Assessment Administration Officer will provide further information on the process and confirm an assessment appointment time.

All eligible people referred to Aged Services receive a detailed and holistic assessment. The assessment identifies the person's strengths, needs and abilities and provides services or care that aims to maximise independence and maintain their health and safety. All information collected is treated confidentially. The Assessment Officer, in consultation with the client, will identify needs, suggest the appropriate service responses to those needs, and develop a care plan to address the range of needs to maximise client independence, health and safety.

### **For People Over 65 Years of Age**

Information on services for people over 65 years can be requested by telephoning the My Aged Care contact centre on 1800 200 422. The contact centre will determine your eligibility and make a referral for an assessment. You will be contacted by the Assessment Service to make an appointment for an assessment in your own home. Or, you may be referred directly for services to the appropriate service provider. A service plan will be developed to determine the details of the service to be provided including commencement, frequency and time allocation, tasks to be undertaken, and other special requirements of service provision.

## **Care and Service Plans**

Client requirements along with their Service and Care plans are monitored regularly and reviews conducted periodically.

Care workers rostered for in home services may access the individual client care or service plans, which are kept in the client's home to ensure services, are provided according to the client's assessed needs. Aged Services does not guarantee the continuity of care workers at each visit. Clients can expect to receive a range of care workers to assist them in their home.

## Reviews

Following the initial assessment, a review date will be set. Aged Services will contact you to discuss issues regarding the services and any changes that may have occurred.

Reviews are undertaken on a regular basis to ensure services are appropriate to current needs. Reviews may be requested at any time by a client, their carer or family to address changing needs.

The review provides the opportunity to evaluate service allocation and current service needs and requirements. Where a client's health or situation has improved, services may be withdrawn or reduced according to the individual assessed needs. If Client health have deteriorated a referral or a Care Plan review through My Aged Care may be required for over 65s. Services are never infinitely allocated and are always based upon review of changing needs.

## Withdrawal of Service - Exit Process

The services provided by Aged Services are designed to assist people with basic needs to remain living independently within the community. The services provide basic support and assistance to eligible people and are not designed to support people with complex, high-level care needs. Where a client's care needs exceeds the scope of the services provided by Aged Services, steps will be made to assist client/carers with the transition to other community supports available. Aged Services reserves the right to decline or withdraw service when a client's health deteriorates and care needs can no longer be met.

In the event of service withdrawal or decline, Aged Services will work with the client/carers to provide options for on-going care and support. Information and/or referral to other services and support options will be provided as appropriate to the needs of the client/carers.

Assistance from Aged Services is provided on both a long and short-term basis.

Service allocation is based on a person's assessed needs. Individual service allocation is reviewed to ensure services are meeting current needs and individual requirements. Clients are made aware of this during their initial assessment for service. Where an improvement in a client's health or situation occurs, services may be withdrawn or reduced according to current needs and care requirements.

## Appeals Process

Clients have the right to appeal a decision made regarding access to care or services provided at any time without fear of prejudice or retribution. Each appeal will be judged individually.

Appeals should be made in writing to the Manager Diversity and Aged Services, City of Stonnington, PO Box 58 Malvern, 3144.

- If you are over 65 and disagree with a decision we have made about your complaint, you may contact the Commonwealth Ombudsman, Level 1, 441 St Kilda Road Melbourne VIC 3004. Telephone number 1300 362 072, or via website [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

## Compliance with Service Requirements and Guidelines

Aged Services provides all clients with information on service requirements and guidelines at assessment (under 65) or service commencement (over 65). Clients are requested to

consider these in conjunction with the services they receive. In order to receive service, clients must agree to comply with these requests. Failure to comply with these requirements and guidelines may result in the withdrawal of services.

## Services in Detail

### Care Services

#### Home Care

The focus of the Home Care service is to maintain a safe, healthy and hygienic home environment for the client. Home Care staff assist with the completion of (or undertake) tasks identified during the assessment process to assist the client to maintain secure and independent living.

The service undertakes essential household cleaning tasks. They may include cleaning the bathroom, toilet, kitchen, laundry, living areas and bedrooms. Tasks are performed only within the client's main living areas and not in areas used by non-eligible household members.

Other tasks may include machine-washing clothes, hanging-out laundry, folding and ironing (limited to 20 minutes at a time), bed making and dusting.

All Task lists are developed in consultation with the client. Tasks are identified according to an individual's needs.

Spring cleaning is also offered up to three times per year, to support clients with the heavier occasional task:

- Cleaning of windows
- Cleaning of Ovens
- High dusting

#### Personal Care

The aim of Personal Care is to assist eligible clients with tasks they would normally do for themselves but because of illness, disability or frailty, they cannot safely perform these tasks without assistance.

Personal care workers do not assist with surgical or nursing duties such as wound dressing or dispensing medication.

Personal Care tasks undertaken may include assistance with:

- Showering and sponging
- Dressing and undressing
- Grooming, hair care, shaving (electric razor)
- Toileting
- Eating, drinking, including cooking and food preparation, special diets
- Assistance with mobility

- The fit and use of appliances (as trained by the Royal District Nursing Services (RNDS) such as splints, callipers)
- Assistance with hearing aids and communication devices
- Prompting and monitoring self-medication

## Respite Care

Respite Care provides short term breaks for carers. Respite Care supports the primary carer by providing the carer of a frail older person or person with a disability (of any age), with a short break from their caring responsibilities.

Respite Care can be provided in home or in the community, and can be provided on the basis of regular respite, emergency respite, crisis respite or occasional respite.

## Home Maintenance

The Home Maintenance service assists clients to maintain a safe and secure home environment. Home Maintenance staff carry out minor home repairs and modification that do not require the skills of a qualified tradesman. The focus of the service is to maintain safety and security. The service does not assist with major building improvements or regular routine tasks such as gardening.

Home Maintenance tasks may include:

- Installation of handrails, ramps or other safety aids (according to Occupational Therapists assessment and specifications)
- Installation of smoke alarms and replace batteries
- Replace light bulbs, tap washers
- Installation/repair of window and door locks

## Gardening and Guttering Support

The 'Your Garden Clean Up' program and the 'Gutter Cleaning' program are available only to Aged Service clients of Council who are eligible for other aged services under both the Home and Community Care program and the Commonwealth Home Support Program.

Under the 'Your Garden Clean Up' program, eligible clients can receive up to three person hours of gardening service annually to undertake tasks including, but are not limited to, weeding, hedge trimming, pruning, spraying of weeds and limited lawn mowing.

Under the 'Gutter Cleaning' program, eligible clients can receive up to two person hours of service annually to clean gutters. This service is available for homes that are single or double storey only.

We are also able to assist clients to place hard rubbish items on nature strips.

## Community Support Services

The Community Support program is available to eligible residents and provides a range of opportunities to interact and participate in social activities in supportive environments.

It encourages people to participate in a variety of activities according to their interests.

The program is conducted by caring and experienced staff.

## **AlfreSCo Social Support**

The Social Support program is a Council funded program that provides an exciting range of social opportunities and activities at set locations or as excursion groups.

These programs include a wide variety of indoor activities and healthy living programs, three to five day holidays, coach day trips, art and cultural opportunities and other outings.

In addition the program hosts special events including the Stonnington Seniors Festival, performances, afternoon dances and annual celebrations.

The Social Support program produces a monthly newsletter highlighting the activities available to Stonnington residents 55 years and over, those with a disability and/or their carers.

## **Community Transport**

The Community Transport service is a Council funded program that provides a safe and reliable bus service to residents over 55 years and people who find it difficult to access other forms of public or private transport due to disability or frailty.

The service offers regular transport to the libraries and major shopping within the City of Stonnington. Both the shopping and library service are best suited to individuals who may require physical support to reach their destinations, but are able to manage independently and without personal risk whilst shopping or using library services.

The Community Transport service also provides transport to participants of the centre based programs including AlfreSCo and the centre based meals program to enable participants requiring assistance to access the services.

## Food Services

### Delivered Meals

The Delivered Meals service provides clients with a wide range of nutritional and flexible meal options to meet a variety of needs. There are 4 package options with a range of dish and course combinations, or clients can select individual items based on needs or preferences. The Delivered Meals service not only allows clients to choose the days to have meals delivered, but the exact courses to meet nutritional or social needs.

The Delivered Meals service not only provides healthy meals for those unable to prepare a meal for themselves due to frailty, disability or ill health, but for clients to support them to maintain their health, well-being and daily activities.

The four package options are listed below, as well as the individual food selection, and special dietary requirements can be catered for upon request.

Package Options			
Lunch	3 Courses	Full Day 1	Full Day 2
Soup, Sandwich, Juice	Main, Vegetable, Soup, Dessert, Juice	Main, Vegetable, Soup, Dessert, Sandwich, Juice	Salad, Soup, Dessert, Sandwich, Juice

Individual Food Items						
Soup	Main	Vegetable	Salad	Sandwich	Dessert	Juice

Clients receive a seasonal menu from which to choose meals, allowing for individual choice and requirements. A variety of meals and cultural cuisines are available.

Clients must be home to receive delivered meals, and delivery can occur on days nominated to meet client availability. Options, subject to the implementation of appropriate food safety procedures, will be discussed during assessment.

### Centre Based Meals

Aged Services provides Centre Based Meals in a café type setting. This program offers diners an opportunity to enjoy a meal in a community environment and share a meal in a friendly and comfortable setting. The centre based meals program operates Monday to Friday from three local community centres and staff serve diners from a set menu in a comfortable café atmosphere.

Further information on either the Delivered Meals service or the Centre Based Meals program can be gained during the assessment process or by contacting Aged Services on 8290 3224.

## General Client Information

### Gifts

Aged Services requests that clients do not give gifts of appreciation or celebration to home care workers. Where clients wish to provide a small token of appreciation, a small gift of nominal value may be acceptable, however is not encouraged. Aged Services staff are not permitted to accept cash under any circumstance.

### Public holidays

Services are not provided on public holidays. However, clients in receipt of personal care services are asked to contact Aged Services to negotiate an appropriate service should they require personal care for the public holiday.

### Privacy and confidentiality

Aged Services is strongly committed to providing all clients with the right to confidentiality and privacy.

Aged Services will only collect personal information that is necessary for the services that the client has agreed to receive. This information will be collected by fair and lawful means and not in an unreasonable or intrusive way. The personal information collected will not be released to any other party unless agreed to by the client or as law requires, such as in a medical emergency.

Aged Services is committed to full compliance with its obligations under the *Commonwealth Privacy Act 1998*, the *Victorian Information Privacy Act 2000*, the *Victorian Health Records Act 2001*, and the *City of Stonnington Privacy Policy*.

If further information on Council's Privacy Policy or other relevant legislation is required, or details regarding accessing the personal information that Aged Services holds, please contact the Aged Services on 8290 3224.

### Consumer consent and authorised representative

The collection of information for the purpose of providing services requires consumer consent. This includes for the purpose of referral to other service providers, and the use of client information for statistical purposes. This information is documented and explained at assessment.

Where a client does not have the capacity to understand what they are consenting to and the implications of providing or withholding consent, or is deemed to be incapable of giving consent, an authorised representative can give consent on their behalf. An authorised representative includes: a guardian; an agent under the *Health Records Act 2001*; a spouse/partner, parent or other nearest relative; or a primary carer. It is a requirement that proof of the representative's authority is sighted by Aged Services, and a copy placed on the consumer's file.

An authorised representative must promote the best interests of the person; act in a way that least restricts the person's freedom; and take into account the wishes of the person, and where possible, implement them.

For further information on consumer consent, or authorised representatives, please contact Aged Services on 8290 3224.

## Advocacy

An advocate is another person, either a friend, family member, or an independent person, who speaks or acts on behalf of someone who feels that they are unable to put their views or wishes forward by themselves. An advocate can be used where a person lacks confidence, feels intimidated or may have difficulty due to illness or disability. An advocate can support and assist a person to make decisions, assist with the protection of their rights and responsibilities, or speak or contact the service on their behalf.

Any person using or interested in receiving services from Aged Services, has the right to involve an advocate for representation.

For further information regarding advocacy or details on accessing an independent advocate, please contact Aged Services on 8290 3224 or the following organisations:

- Office of the Public Advocate on 1300 309 337
- Dementia Australia on 1800 100 500
- Seniors Information Line on 1800 500 853
- Prahran Citizens Advice Bureau on 9510 2477
- Carers Victoria on 1800 242 636
- Action on Disability within Ethnic Communities (ADEC) on 1800 626 078
- The Victorian Gay and Lesbian Rights Lobby on 0417 484 438

## Use of interpreters

Aged Services encourages the use of interpreters and provides free access to telephone interpreters to assist with contacting Council, as well as on-site interpreters for assistance during the assessment process.

Aged Services is committed to providing effective communication strategies to improve access to service information and assist people from culturally and linguistically diverse (CALD) backgrounds to access and understand the services provided.

Professional interpreting services are available upon request, and/or will be organised by a staff member if the need is identified.

Interpreting services not only assist the client to communicate, but also assist key staff including assessment and service coordination staff to provide the client with accurate information, ensuring services are understood and appropriate to needs.

## Cancellation requirements

Scheduled services must be cancelled if a client will not be home to receive them.

The Aged Services policy on cancellations states that:

*“Client’s are required to give 24 hours notice for the cancellation of any services. The City of Stonnington reserves the right to charge clients for any services cancelled within 24 hours.”*

Without appropriate cancellation 24 hours prior to the scheduled service, Aged will charge a service fee, equivalent to the fee charged had the service been delivered. However, if a client cancels or is not at home due to an emergency situation (e.g. sudden illness, admission to hospital) the service fee will be waived.

## Consultation

The City of Stonnington conducts client satisfaction surveys on a regular basis. The results of these surveys are incorporated into service program planning and service delivery for services provided by Aged Services. In addition to the surveys, Aged Services regularly provide the opportunity for residents to contribute to the continuous improvement of services through forum participation.

## Reporting Client Incidents, Feedback, Concerns and making Complaints.

### Feedback, concerns or complaints

Aged Services values feedback from clients as it provides important information about the quality of services provided and how to best meet the needs of the clients in the community. All feedback, including compliments, concerns or complaints are recorded and documented.

Feedback may be provided by the client or an advocate. In addition, written feedback in languages other than English is encouraged to ensure all clients have an ability to comment about the services they receive.

Feedback may be provided directly to any staff member, verbally via the phone to Aged Services on 8290 3224, or in writing. Clients may use the Comment Form and Reply Paid envelope located in the client pack which was provided at service commencement. A sample of this form is also located on the last page of this booklet.

Aged Services has a complaints and grievances policy and procedure to ensure that any complaint is dealt with fairly, promptly and without retribution. In the event that a client or client advocate wishes to raise a concern or complaint, please contact Aged Services on 8290 3224.

Written complaints or complaints may also be directed to the Manager Diversity and Aged Services, City of Stonnington, PO Box 58, Malvern Victoria 3144, or utilise the Comment Form included in the client pack.

Clients are encouraged to lodge complaints directly with the Manager Diversity and Aged Services, however you may also wish to direct the complaint to any of the following:

- Online at <https://www.stonnington.vic.gov.au/System-Pages/Contact-us/Feedback-and-complaints>
- General Manager Community and Culture, City of Stonnington, PO Box 58 Malvern, 3144
- CEO, City of Stonnington, PO Box 58 Malvern Vic 3144
- Ombudsman Victoria, Level 9, 459 Collins Street, Melbourne, 3000.  
Toll Free Telephone Number: 1800 806 314  
Website: [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

- Ombudsman Commonwealth, Level 1, 441 St Kilda Road, Melbourne, 3004.  
Telephone number 1300 362 072  
Website [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)
- Aged Care Complaints Commissioner, Free call on 1800 550 552, or via website [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)

## Client incident

A client incident is defined as ‘an event or circumstance that occurred during service delivery and resulted in harm to a client’. If during your service you believe you may have been injured please contact Aged Services on 8290 3224. We will ask you to provide a written account of the incident and will undertake an investigation to understand the circumstances and possible causes of the incident. This may include requesting relevant medical information from you (if you have suffered an injury) to assist in our process. Council's [privacy policy](#) applies to any personal information we collect from you in this regard. If you have any concerns about providing medical information, please feel free to discuss those concerns with the Manager Diversity and Aged Services on 8290 3223.

You have the right to provide this information to a staff member with whom you feel comfortable.

## Rights and Responsibilities

Services funded by the Commonwealth Home Support Program and Home and Community Care Program for Younger People are required by government to maintain certain standards in order to provide quality care. The rights and responsibilities described here are all related to those standards.

### Commonwealth Home Support Program

From the 1<sup>st</sup> of July 2019, the Australian Government has introducing a new and simpler Charter of Aged Care Rights (the Charter). The Charter will make it easier for clients, their families and carers to understand what they can expect from any aged care service provider, regardless of whether they are in residential care or receiving care in the home. The Charter places the consumer at the centre of care by giving them choice and recognizing their right to be treated with respect. It acknowledges that identity, culture and diversity are to be valued and supported. Consumer responsibilities have also been revised. These changes will support us in delivering care to consumers and provide protection for the aged care workforce. Commencing 1 July 2019, we will be sending information to clients to assist them to understand the new Charter and invite them to sign it.

## Charter of Aged Care Rights – July 2019

### 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

### Client responsibilities

#### **General**

Each care recipient has the following responsibilities:

- to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
- to treat care workers without exploitation, abuse, discrimination or harassment.

#### **Care and services**

Each care recipient has the following responsibilities:

- to abide by the terms of the written home care agreement
- to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change

- to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

**Communication**

Each care recipient has the following responsibilities:

- to give enough information to assist the approved provider to develop, deliver and review a care plan
- to tell the approved provider and their staff about any problems with the care and services.

**Access**

Each care recipient has the following responsibilities:

- to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
- to provide reasonable notice if he or she does not require home care to be provided on a particular day.

**Fees**

Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

## Home and Community Care Program for Younger People

### Client Rights

Clients utilising services provided by Aged Services have a number of rights. Aged Services recognises that all clients have a right to:

- respect for their individual human worth and dignity
- be treated with courtesy
- be assessed for access to services without discrimination
- be informed and consulted about available services and other relevant matters
- be part of decisions made about their care
- choose from available alternatives
- pursue any complaint about service provision without retribution
- involve an advocate of choice
- receive good quality services

- privacy and confidentiality, and to be able to access their personal information kept by Aged Services
- re-apply for access to services provided by Aged Services if services were previously declined
- access services in a safe, inclusive manner

## Client Responsibilities

While clients have a number of rights as a service user, they also have responsibilities to Aged Services. Aged Services requires clients to:

- respect the human worth, dignity, culture and lifestyle of the service staff and other clients
- treat service staff and other clients with courtesy
- take responsibility for the results of any decision made with Aged Services staff about their care
- support and co-operate with staff from Aged Services to assist and provide services
- provide a safe work environment for staff and help them to provide services safely

## Aged Services Responsibilities

As the service provider, Aged Services has a number of responsibilities to clients, which include:

- To enhance and respect the independence and dignity of the client
- To ensure that client access to a service is decided only on the basis of need and the capacity of the service to meet that need
- To inform clients about options for service support provided by Aged Services
- To inform clients of their rights and responsibilities in relation to services provided by Aged Services
- To involve the client and carer in decisions on the assessment and care plan
- To negotiate with the client before a change is made to the service being provided
- To be inclusive and responsive to the diverse social, cultural, sexual and gender identity, lifestyle, experiences and needs of clients
- To recognise the role of carers and be responsive to their need for support
- To inform the client about the service to be delivered and any fees charged
- To inform the client of the standards to expect in relation to services they may receive
- To ensure that the client continues to receive services agreed with the provider, taking the client's changing needs into account
- To respect and uphold the privacy and confidentiality of the client
- To allow the client access to information held by the service provider
- To allow the carer access to information held by the service provider about the client where the carer is the legal guardian or has been so authorised by the client
- To deliver services to the client in a safe manner
- To respect a client's refusal of a service and to ensure any future attempt by the client to access a service provided Aged Services is not prejudiced because of that refusal
- To deal with client's complaints fairly and promptly and without retribution
- To mediate and attempt to negotiate a solution if conflict arises between the carer and the older person or younger person with a disability
- To accept the client's choice and involvement of an advocate to represent his or her interests
- To take into account the client's experiences and views when planning, managing and evaluating service provision.

## Fees and Charges

The fee for each service is means tested and will be calculated at the time of assessment or by Service Coordination Team at commencement, based on a self-declaration of income.

A person assessed as requiring services will not be denied a service if they are genuinely unable to pay the fees. If a resident is assessed as requiring a service but may be experiencing difficulty in paying, a fee reduction or fee waiver may be negotiated.

The City of Stonnington reserves the right to withdraw services from clients who have declared the ability to pay for services but do not pay their account.

## Income Self-Declaration Scale

Income is assessed to determine fees according to the scale below.

Person	Income Level	Income Range (Before Tax)
Single	Low	Less than \$37,405
	Medium	\$37,405 to \$82,225
	High	Greater than \$82,225
Couple	Low	Less than \$57,268
	Medium	\$57,268 to \$109,922
	High	Greater than \$109,922
Family (1 child)	Low	Less than \$63,463 ( <i>plus \$6,195 for each additional child</i> )
	Medium	\$63,463 to \$113,070 ( <i>plus \$6,195 for each additional child</i> )
	High	Greater than \$113,070 ( <i>plus \$6,195 for each additional child</i> )

*Reference: Department of Health and Human Services, Victorian Government. Income ranges are based on Centrelink income test for pensioners.*

## Data Set

Basic unidentified data is collected for the Department of Health and Department of Health and Human Services to assist in service planning and evaluation. The City of Stonnington may release information about Aged Services clients (with client/authorised representative consent, and without identifying the client by full name or address), for the purposes of statistical analysis. Any information collected will not affect client entitlements or access to any services. Individuals cannot be identified from the data gathered.

## Timesheets

Clients are required to sign for services provided by Aged Services (Home Care, Personal Care, and Respite Care). The signing of paper or electronic timesheets verifies that the staff member was in attendance at your home, as well as the time taken to undertake tasks. This information is used to invoice you at the end of each month. Under no circumstances should the staff member sign on your behalf or sign their own name. If for any reason you are unable to sign the timesheet, please contact Aged Services on 8290 3224.

## Current Fees and Charges

The fees and charges listed below are valid from 1 July 2022 – 30 June 2023.

Care Services									
Service Type		Cost (per hour)							
		Low Income (GST exempt)		Medium Income (GST exempt)		High Income (GST exempt)		Agency Fee (GST included)	
Home Care		Single \$6.10 Couple \$8.05		\$19.35		\$41.90		\$94.75	
Personal Care		Single \$6.10 Couple \$8.05		\$19.35		\$41.90		\$94.75	
Respite Care		Single \$6.10 Couple \$8.05		\$19.35		\$41.90		\$94.75	
Specific Respite		\$5.85		\$7.10		\$17.65		\$92.35	
Home Maintenance		\$12.90		\$21.15		\$52.65		\$94.80	
Gardening and Guttering		\$12.90		\$21.15		\$52.65		\$94.80	
Community Support Services									
Service Type		Cost							
		Low Income (GST exempt)		Medium Income (GST exempt)		High Income (GST exempt)		Agency Fee (GST included)	
Social Support		Rates vary depending on activity or program							
Community Transport		Single trip \$1.70 is invited for shopping and library services							
Food Services									
Packages									
Included Items	Lunch (Soup, Sandwich, Juice)		3 Courses (Soup, Main, Vegetable, Dessert, Juice)		Full Day 1 (Soup, Main, Vegetable, Sandwich, Dessert, Juice)		Full Day 2 (Soup, Sandwich, Salad, Dessert, Juice)		
Cost (GST exempt)	\$9.55		\$10.20		\$17.66		\$17.66		
Agency Fee (GST included)	\$24.60		\$24.60		\$34.39		\$33.89		
Individual Items									
Item	Soup	Main	Vegetable	Sandwich	Salad	Dessert	Juice		
Cost (GST exempt)	\$3.40	\$6.45	\$2.35	\$5.40	\$6.55	\$2.65	\$0.75		
Agency Fee (GST included)	\$4.30	\$8.60	\$4.35	\$11.25	\$13.90	\$4.35	\$1.35		





## Information Regarding Aged Services Fees and Charges

- Aged Services fees are subsidised by the State and Commonwealth governments, and City of Stonnington rate payers.
- In most cases the income of the client receiving the service will be assessed to determine the fees. If the client is a child under the age of 16 years, it is the income of the parent/guardian that will be assessed. For couples, the combined income will be assessed to determine the fees regardless of whether one or both parties are in receipt of services.
- GST will apply to materials used for Home Maintenance
- Where an agency or a company pays for direct care services on behalf of a client, GST will be charge on these services.
- Full cost recovery is charged for all brokered services

## Paying Your Account

Accounts for services provided by Aged Services are sent out every month to the client or a third person or organisation who is nominated to pay the account. Account billing cycles can vary from month to month. Most accounts follow a calendar month and are on a 4 week billing cycle, however because of that there may be occasions where there are 5 week billing cycles.

Account payment options are detailed on the reverse of the account, and are as follows:

<p><b>BY TELEPHONE</b></p> 	<p><b><u>Commonwealth Bank</u></b>          Call Commweb Council Pay on 1300 736 431 to make payments using your credit card.</p> <p><b><u>Australia Post</u></b>          Call Postbillpay at Australia Post on 13 18 16 to make payments using your credit card.</p> <p><b><u>BPAY</u></b>          Call your Bank, Credit Union or Building Society and pay your bill from your cheque, savings or credit card account.</p>
<p><b>BY MAIL</b></p> 	<p>Send a cheque along with the payment slip from the bottom of your bill to:</p> <p>City of Stonnington          PO Box 58          MALVERN VIC 3144</p> <p>Cheques only.</p>
<p><b>IN PERSON</b></p> 	<p><b><u>At Council</u></b>          Prahran Town Hall - Corner Greville and Chapel Streets, Prahran          Stonnington City Centre – 311 Glenferrie Road, Malvern</p> <p><b><u>Commonwealth Bank</u></b>          Pay at any Commonwealth Bank branch.</p> <p><b><u>Post Office</u></b>          Pay in person at any Post Office.</p>
<p><b>INTERNET</b></p> 	<p><b><u>Council's Website</u></b>          Pay bills with any major credit card by visiting Council's website <a href="http://www.stonnington.vic.gov.au">www.stonnington.vic.gov.au</a>.</p> <p><b><u>BPAY</u></b>          Payments made online using your internet banking service.</p>

# Community Agency Directory

Organisation	Telephone Number
City of Stonnington (General Enquiries)	8290 1333
My Aged Care	1800 200 422
Advanced Care Planning Advisory Service	1300 208 582
Alfred Hospital	9076 2000
Caulfield Aged Care Assessment Service (ACAS)	9076 6428
Carers Victoria	1800 242 636
Caulfield Community Health Service	9076 6666
Caulfield General Medical Centre	9076 6000
Centrelink	13 24 68
Commonwealth Carers Respite Centre	1800 059 059
Dementia Australia	1800 100 500
Dementia Victoria	9815 7800
Department of Veteran's Affairs	13 32 54
Emergency Services (Police, Fire, Ambulance)	000
Inner South East Post Acute Care (ISEPAC)	9690 7997
Prahran Mission	9692 9500
STAR Health	9525 1300
Victorian AIDS Council	9865 6700
<b>Aboriginal and Torres Strait Islander Services</b>	
Victorian Aboriginal Health Service	9419 3000
Connecting Home – A Service for Stolen Generations	<a href="http://www.connectinghome.org.au">www.connectinghome.org.au</a>
<b>Advocacy Services</b>	
Action on Disability Within Ethnic Communities (ADEC)	1800 626 078

Organisation	Telephone Number
<b>Advocacy Services continued</b>	
Carers Victoria	1800 242 636
Elder Rights Advocacy	9602 3066 or 1800 700 600
Mi care ( <i>formally South Central Migrant Resource Centre</i> )	9510 5877
Office of the Public Advocate	1300 309 337
Ombudsman Victoria	1800 806 314
Ombudsman Commonwealth	1300 362 072
Prahran Citizens Advice Bureau	9804 7220
Seniors Information Victoria	1300 135 090
Seniors Rights Victoria	
Victorian Aboriginal Health Service	9419 3000
<b>Culturally and Linguistically Diverse Services</b>	
Action on Disability Within Ethnic Communities (ADEC)	1800 626 078
Australian Greek Welfare	9388 9998
Australian Polish Community Services Inc.	9689 9170
CO.AS.IT (Italian)	9349 9000
Fronitha Care	9552 4100
Jewish Care (Victoria) Inc.	8517 5999
Mi care ( <i>Formally South Central Migrant Resource Centre</i> )	9510 5877
Russian Ethnic Representative Council	9415 6444
<b>GLBTI Services</b>	
Gay and Lesbian Health Victoria (GLHV)	9479 8700
Matrix Guild	0427 482 976
Transgender Victoria	9020 4642
Vintage Men Incorporated	9819 5483

## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Feedback Form

We value your comments and feedback.

Please remove this form, complete and return to:

Manager Diversity and Aged Services,  
City of Stonnington  
PO Box 58  
MALVERN VIC 3144

CLIENT DETAILS <i>(Optional)</i>	
Name	
Address	
Telephone	

What services do you use: (e.g. Home Care, Personal Care, Community Transport, etc.)

Are you satisfied with the service provided *(please tick ☒)*

☐ Yes

☐ No

Please detail any feedback that you have:

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May we contact you to discuss this matter further? *(please tick ☒)*

☐ Yes

☐ No

