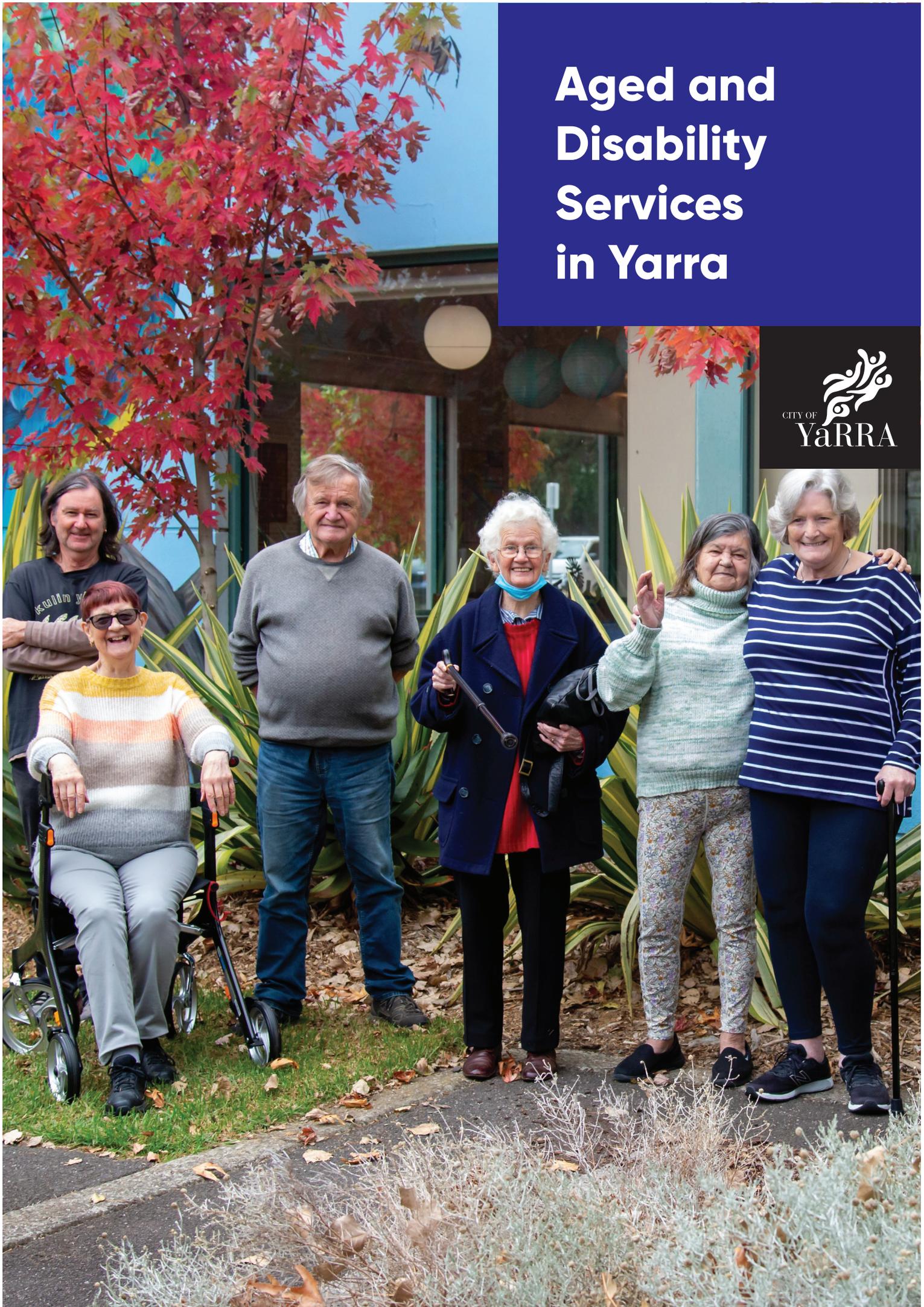


# Aged and Disability Services in Yarra



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Yarra City Council acknowledges the Wurundjeri Woi Wurrung people as the Traditional Owners and true sovereigns of the land now known as Yarra. We also acknowledge the significant contributions made by other Aboriginal and Torres Strait Islander people to life in Yarra. We pay our respects to Elders from all nations and to their Elders past, present and future.

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We are committed to making our information as accessible as possible. If you are deaf, find it hard to hear or speak with people over the phone, you can contact Yarra City Council via the National Relay Service (NRS):

**Voice Relay** 1300 555 727

**TTY** 133 677

**SMS relay** 0423 677 767

**Or online at [relayservice.com.au](http://relayservice.com.au)**

If you or someone you know would like this guide in larger font, Braille, audio format or translated please contact us on **9205 5285**.

**Yarra City Council language line**

العربية 9280 1930

中文 9280 1937

Ελληνικά 9280 1934

Italiano 9280 1931

Español 9280 1935

Tiếng Việt 9280 1939

Other 9280 1940

**REF 19288**

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# Key Yarra City Council contact numbers

|   |                     |
|---|---------------------|
| <b>General enquiries</b>  | <b>9205 5285</b>    |
| <b>After hours</b><br>From 5pm weekdays and all day on weekends or public holidays  | <b>9205 5555</b>    |
| <b>Home maintenance</b>   | <b>9205 5285</b>    |
| <b>Home Care</b><br>For enquiries about domestic assistance, personal and respite care, your account and cancellations.   | <b>9205 5420</b>    |
| <b>Food services</b><br>For delivered and centre-based meals.   | <b>9205 5451</b>    |
| <b>Community transport</b><br>For enquiries, bookings, or cancellations.  | <b>9205 5211</b>    |
| <b>Willowview centre</b>  | <b>9205 5427</b>    |
| <b>Yarra City Council</b><br>For other council issues such as rates, hard rubbish collection and parking.   | <b>9205 5555</b>    |
| <b>Mercy Health Home Care</b><br>For enquiries about care provided by Mercy Health on behalf of Council, including your schedule of care, account or to cancel a service.                                 | <b>8414 6050</b>    |
| <b>My Aged Care</b><br>To register for aged services, discuss significant changes in care or enquire about other services.<br>You can also visit <a href="http://myagedcare.gov.au">myagedcare.gov.au</a> | <b>1800 200 422</b> |
| <b>National Disability Insurance Scheme (NDIS)</b><br>For NDIS enquiries. You can also visit <a href="http://ndis.gov.au">ndis.gov.au</a>   | <b>1800 800 110</b> |



## Welcome to Aged and Disability Services

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We provide a range of home and community-based services to support older people, people with disability and carers that help support people to live healthy, active, and independent lives.

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We will work with you to understand your needs and goals and to develop a tailored support plan describing how our services will support you.

Our services are sensitive to the needs of people from the many diverse groups represented in our community, including Aboriginal and Torres Strait Islander people,

people from culturally and linguistically diverse backgrounds, people with dementia, people experiencing financial disadvantage (including those who experience or are at risk of homelessness) and those who identify as same-sex attracted, trans or gender diverse people.

## Eligibility and access to services

Most of the time, how you access our services depends on age:

### People aged 65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander people

- My Aged Care determines eligibility for older people to access services and can be contacted on **1800 200 422** (for translating and interpreting services, call **131 450**).
- For more information, visit [myagedcare.gov.au](http://myagedcare.gov.au)

### People under 65 years, or under 50 years for Aboriginal and Torres Strait Islander people

Our Aged and Disability Services staff determine eligibility for younger people to access services. This is based on the Home and Community Care Program for Younger People (HACCPYP) guidelines.

To access HACCPYP services, call **9205 5285** or email [AgedDisabilityAdmin@yarracity.vic.gov.au](mailto:AgedDisabilityAdmin@yarracity.vic.gov.au)

For further information about program guidelines visit [bit.ly/3ceQesv](http://bit.ly/3ceQesv)

We aim to meet all eligible support requests. We prioritise access to services based on relevant program guidelines and to people who need our services the most.





## Domestic assistance

We provide support with household tasks such as:

- Vacuuming
- Mopping
- Changing bedlinen
- Laundry
- Cleaning bathrooms
- Shopping
- Paying bills.

## Personal care

We can support you with showering, bathing, dressing and grooming and we always approach your personal care in a sensitive and respectful way. We can also support you with meal preparation and eating.

## Respite care

We offer both in and out of home respite to provide carers with a break from their caring role.

## Food services

We support people to have regular, nutritious meals at home. We deliver a three-course chilled meal to your home, which you can heat and eat at your convenience. We cater for dietary needs and can also help you with heating your meal. We also offer a lunch service at our Collingwood Seniors Hub.

## Shopping support

We can provide a range of options to support your assessed needs and level of independence. For example:

- A staff member shopping for you.
- Escorted shopping, where a staff member escorts you to and from the shop and supports you while you shop.
- Catching the community bus to and from a local shopping centre. This is also a great opportunity to meet other residents using this service and catch up for a coffee before heading home.



## Individual social support

We provide individual transport within 5km of your home, to attend local services and provide individual support with regular tasks such as shopping or banking. We can also accompany you to medical appointments, providing support during the appointment and with any personal care needs.

## Walk with me

We can walk with you for some light exercise and friendly company around your neighbourhood, to a local park or even a local coffee shop.

## Group social support

### Willowview Centre

We offer a range of activities for people aged 65 years and older. Our Willowview programs help to create independence and social connections. Willowview operates from Monday to Friday and includes lunch and transport to and from the centre. Our centre is accessible and provides a range of activities, including:

- Exercise Tai Chi, yoga, community outings.
- Art and craft, board games, cards, movies and bingo.
- Guest speakers, discussions, special events, cooking, gardening.
- Barbeques, internet access, digital learning activities.

### Seniors exercise group

We offer exercise classes focussing on exercising and moving the body through stretching, resistance work and muscle activation techniques. Our instructor takes the group through exercises accompanied to music to get you moving and help improve strength, mobility and practical movements. Classes are held at the Collingwood and Richmond Senior Citizens Centres.

## Seniors art group

An arts facilitator will support you to work on themed art projects within a group. We aim to enhance social engagement and connection as well as explore individual creativity. The group is held at the Belgium Avenue Neighbourhood House in Richmond and all supplies are provided.

## Seniors social groups

We support a diverse range of cultural senior social groups, including Italian, Greek, Chinese, Serbian, and Yugoslavian groups. Groups meet regularly to enjoy cultural experiences and activities together.

## Support for Carers Program

The Support for Carers Program aims to support unpaid carers of all backgrounds and ages, with a focus on the needs of hard to reach or under recognised carers.

We do this by providing: transport to community activities such as hydrotherapy and exercise programs; digital equipment and training (in partnership with our Library Services) and; respite care both in and out of the home.



## Home maintenance service

We provide minor repairs and general maintenance to help you keep a safe and secure home environment. This can include tasks, such as:

- Replacing light globes
- Smoke detector installation and maintenance
- Lawn mowing
- Window cleaning
- High level dusting
- Helping with hard waste and green waste services.

We also provide some home modification work based on an appropriate health assessment, such as installing grab rails, ramps and handheld showers.

Home maintenance is provided on weekdays during regular working hours and you will need to pay for the cost of any materials.

## Community transport

We can help you get to and from a range of activities to support your independent living.

We provide bus hire to groups supporting older residents, residents with disability and residents who are unable to access public transport for a variety of reasons including financial disadvantage and social isolation.





## Our staff

All staff undertake pre-employment screening checks and are required to complete bi-annual police checks. This includes any staff delivering services on behalf of Council by our contracted service providers.

We support our staff with the necessary training and guidance to support your independence, health, wellbeing and quality of life.

We have a diverse workforce available to support you, including bi-lingual staff, and we will arrange interpreters to meet your needs.

We try to provide consistent support staff, where possible, to create a trusting and comfortable relationship.

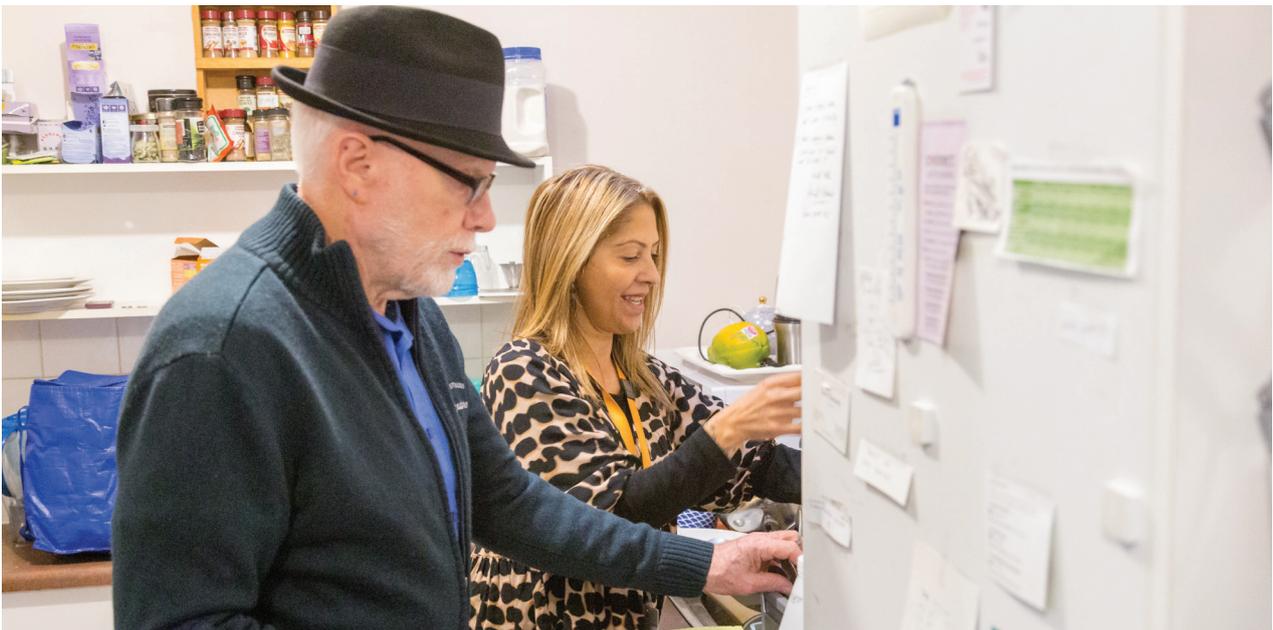
We are responsible for ensuring high standards are maintained and are bound by a duty of care to:

- Provide reasonable care throughout our services.
- Act to protect health, wellbeing and safety of you and your household.
- Treat you and your home with respect, understanding and professionalism.
- Respect your privacy and dignity.
- Respond to your requests in a respectful and sensitive manner.

## Your rights

When accessing our services, you have the right to:

- Safe and high-quality care and services.
  - Be treated with dignity and respect.
  - Have your identity, culture and diversity valued and supported.
  - Live without abuse and neglect.
  - Be informed about your care and services in a way you understand.
  - Access all information about yourself, including information about your rights, care and services.
  - Have control over and make choices about your care, and personal and social life, including where the choices involve personal risk.
- Have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions.
  - Your independence.
  - Be listened to and understood.
  - Have a person of your choice, including an advocate, support you or speak on your behalf.
  - Complain free from reprisal, and to have your complaints dealt with fairly and promptly.
  - Personal privacy and to have your personal information protected.
  - Exercise your rights without it adversely affecting the way you are treated.





## Your responsibilities

When accessing our services, you also have responsibilities including:

- To treat staff and other service users with courtesy and respect.
- To respect the human worth and dignity of staff and other service users.
- To provide a safe work environment for staff when accessing your home.

## Advocacy

An advocate is an impartial person who can help you to understand and stand up for your rights. This includes making sure you have a say in decisions that affect you, providing options to ensure your care needs are met and helping you resolve complaints and concerns.

To find out more about advocacy services contact:

### **Older Persons Advocacy Network**

1800 700 600

[opan.com.au](http://opan.com.au)

### **Disability Justice Australia**

1800 808 126

[dja.org.au](http://dja.org.au)

### **Officer of the Public Advocate**

1300 292 152

[publicadvocate.vic.gov.au](http://publicadvocate.vic.gov.au)

### **Victorian Equal Opportunity and Human Rights Commission**

1300 292 153

[humanrights.vic.gov.au](http://humanrights.vic.gov.au)

## Feedback and complaints

We are committed to working to deliver high quality services and a great customer experience for you. If you have a suggestion or are not satisfied with the services provided, please let us know.

If you are not satisfied with a decision, the quality of our services or the behaviour of a council employee or contractor, it is important that we hear about it. We will engage with you in a meaningful and respectful way to resolve the issues and ask that you do the same.

### How to provide feedback or make a complaint

- Lodge a request at [yarracity.vic.gov.au](http://yarracity.vic.gov.au)
- Call us on **9205 5285**
- Email us at [info@yarracity.vic.gov.au](mailto:info@yarracity.vic.gov.au)
- Send a letter to:  
Aged and Disability Services  
PO BOX 168  
Richmond 3121
- Visit one of our customer service centres.

### What happens next?

If you make a complaint, we will aim to resolve the issue the first time you contact us, where possible.

If the complaint has not been resolved at first point, it will be referred to the most appropriate Council officer for further investigation and we will respond to you within 10 days.

If you are dissatisfied with the process or outcome provided, you can request an internal review and we will respond to you within 20 days.



## What if I am not satisfied with the outcome of a complaint provided to Council?

If you are still not satisfied with the outcome of the complaint or the complaint remains unresolved, you can contact:

### **Victorian Ombudsman**

9613 6222

[ombudsman.vic.gov.au](http://ombudsman.vic.gov.au)

### **Aged Care Quality Safety Commission**

1800 951 822

[agedcarequality.gov.au](http://agedcarequality.gov.au)

### **Disability Services Commissioner**

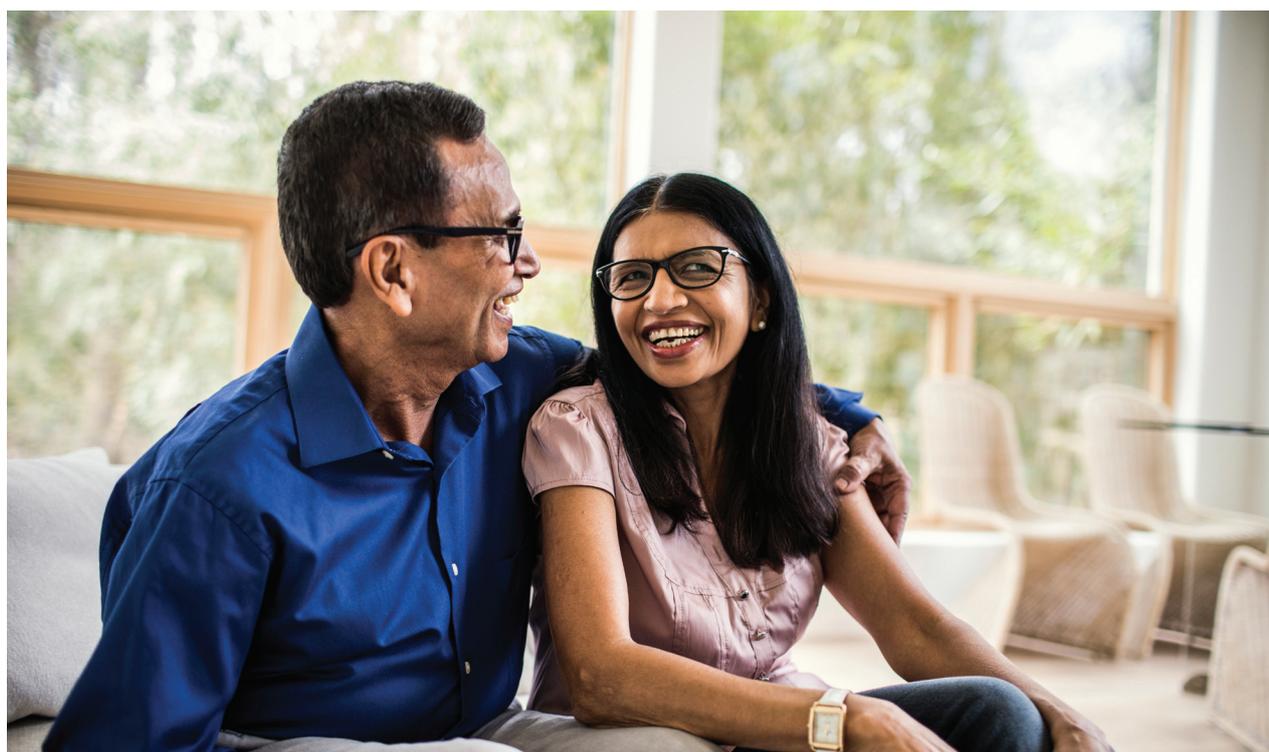
1800 677 342

[odsc.vic.gov.au](http://odsc.vic.gov.au)

## Information privacy

We will only collect information when necessary and are committed to maintaining your confidentiality by storing it securely. We will not disclose your personal information without your prior knowledge and consent, except if it is required by law or in a medical emergency.

You can request a copy of Yarra City Council's privacy policy by phoning **9205 5555** or by visiting [yarracity.vic.gov.au](http://yarracity.vic.gov.au)



## Occupational health and safety

We have a responsibility to ensure staff are safe when they visit your home. A safety check will be completed with you before we provide care or services, and any concerns will be discussed with you. We will work with you to minimise risks and reserve the right to suspend or withdraw services where the environment is deemed to be unsafe.

For safety reasons, you must:

- Refrain from smoking while staff are working, or immediately prior to their arrival.
- Confine pets in an area where staff are not present or restrain them using a lead.
- Maintain the safety of appliances used by staff.
- Provide council approved cleaning equipment that's in good repair, lightweight and suitable for the task, and approved cleaning products as specified when commencing services.
- Allow the use of safety switches by staff.
- Understand that staff are required to use safe working practices to avoid injury.
- Discuss any potential risks or hazards identified in your home with our staff.
- Not be under the influence of alcohol and non-prescribed substances.



### Footwear

If you have cultural needs and preferences for footwear in your home, our staff can wear cloth shoe covers over their shoes. For safety reasons staff are not permitted to remove shoes.

### Infection control

We are trained in infection control practices. The use of standard precautions such as hand hygiene, personal protective equipment (PPE) and environmental controls aim to minimise, and where possible, eliminate the risk of transmission of infection. We will also adjust services where necessary based on government health advice, such as during a pandemic.

## What if something goes wrong?

Your health and wellbeing is importance to us, and we strive to provide safe services.

If something goes wrong that has harmed you or had the potential to harm you while receiving services, we will have open discussions with you and any other representative that you would like involved.

This means that we will communicate what went wrong, what we are doing to fix it, and what we will do to make sure it doesn't happen again.

If something has gone wrong, we need to know about it. Please let us know by calling us on **9205 5285** or at **info@yarracity.vic.gov.au**.

## Emergency plan

An emergency plan helps us prepare and respond to emergencies. The Red Cross REDIPLAN can support you in your planning. Please contact us if you would like a printed copy.

## Breakages

We will always try to maintain care when working in your home. If an accidental breakage occurs during a support shift, we encourage you to contact the office. This is so we can advise you of the next steps and any supporting information required by us to follow up this concern.



## Handling money

We avoid handling your money where possible but understand staff may be required to handle cash from time to time for things like grocery shopping. Cash handling will be clearly documented on the support plan and staff will provide receipts for any cash exchange.

## Gift giving

We understand that you may want to show your appreciation to our staff. Instead of giving gifts, we ask you to express your gratitude directly to our staff by thanking them at the time of the service or by contacting our office so that your gratitude can be passed on to our staff from their supervisors.

## Changes and cancellations

You will need to provide one working day's notice for cancellation for all services or meals, otherwise, fees may be applied. If the circumstances relating to your cancellation are out of your control, cancellation fees may be waived on a case-by-case basis.

In cases of extreme heat, we may need to reschedule your service to protect the health of both you and our staff.

## Public holidays

Personal care services may be provided on public holidays, on a limited basis for people with more complex needs. We will also deliver extra meal services prior to any public holidays. All other services will not operate on public holidays.



## Fees

Fees for our services vary depending on your personal circumstances and needs. We will discuss fees when we arrange your services and we encourage you to let us know if your circumstances change. Fees are adjusted annually and are confirmed in writing.

## Pay in person

Richmond Town Hall  
333 Bridge Road, Richmond

Collingwood Town Hall  
140 Hoddle Street, Abbotsford

## Pay by mail

Separate the payment slip on your paper statement and enclose a cheque or money order. Then post to:

City of Yarra  
PO BOX 168  
Richmond VIC 3121

## Pay online (Mastercard or VISA)

Go to [yarracity.vic.gov.au/payments](http://yarracity.vic.gov.au/payments) and select 'pay a debtor account'

## Pay via BPAY (Telephone and internet banking)

Contact your bank, credit union, or building society to make a payment from cheque or savings account. Go to [bpay.com.au](http://bpay.com.au) for more information.

## Pay by direct debit

Complete a direct debit form to arrange for automatic payments from your nominated bank account.





## Useful numbers and contacts

The organisations and services listed below may be able to provide useful resources and supports for you.

### Community health centres

**Cohealth Fitzroy** 9448 5531

**Cohealth Collingwood** 9448 5528

[cohealth.org.au](http://cohealth.org.au)

**Access Health and Community Richmond** 9810 3000

[accesshc.org.au](http://accesshc.org.au)

**North Richmond Community Health Centre** 9418 9800

[nrch.com.au](http://nrch.com.au)

### Culture specific agencies

**Pronia** – supporting Greek and wider community 9388 9998

[pronia.com.au](http://pronia.com.au)

**Co.As.It.** – supporting Italian and wider community 9349 9000

[coasit.com.au](http://coasit.com.au)

**Australian Vietnamese Women’s Welfare Association** 9428 9078

[avwa.org.au](http://avwa.org.au)

**Indochinese Elderly Refugees Association (IERA)** 9429 1307

[iera.org.au](http://iera.org.au)

### Aboriginal community support agencies

**Aboriginal Advancement League (AAL)** 9480 7777

[aal.org.au](http://aal.org.au)

**Victorian Aboriginal Health Services (VAHS)** 9419 3000

[vahs.org.au](http://vahs.org.au)

**Aboriginal Community Elders Services (ACES)** 9383 4244

[acesinc.org.au](http://acesinc.org.au)

## Other groups, neighbourhood houses and community centres

|  |                     |
|--|---------------------|
| <b>Yarra U3A (University of the Third Age)</b><br>u3ayarracity.org.au                | <b>9416 3443</b>    |
| <b>U3A Chinese in Yarra Inc.</b><br>chap.chow@hotmail.com                            | <b>0430 040 322</b> |
| <b>Holden Street Neighbourhood House</b><br>holdenstreet.org.au                      | <b>9489 9929</b>    |
| <b>Alphington Community Centre</b><br>alphington.org.au                              | <b>9499 7227</b>    |
| <b>Collingwood Neighbourhood House</b>   | <b>9417 4856</b>    |
| <b>North Carlton Railway Neighbourhood House</b><br>railwayneighbourhoodhouse.org.au | <b>9380 6654</b>    |
| <b>Finbar Neighbourhood House</b><br>finbar.org.au                                   | <b>9428 7668</b>    |
| <b>Fitzroy Learning Network</b><br>fln.org.au  | <b>9417 2897</b>    |
| <b>Carlton Neighbourhood Learning Centre</b><br>cnlc.org.au                          | <b>9347 2739</b>    |
| <b>Richmond Community Learning Centre</b><br>rclc.org.au                             | <b>9428 9901</b>    |
| <b>Yarra Recreation and Leisure Centres</b><br>leisure.yarracity.vic.gov.au          | <b>9205 5522</b>    |
| <b>Yarra Library Services</b><br>library.yarracity.vic.gov.au                        | <b>1300 695 427</b> |
| <b>Belgium Ave Neighbourhood</b><br>banhinc.com.au                                   | <b>0394 281 676</b> |

To contact Yarra City Council about any other service, such as rates, garbage collection or car parking permits, please contact **9205 5555** or visit **yarracity.vic.gov.au**.

## Other numbers

|   |                     |
|---|---------------------|
| <b>Centrelink (Seniors)</b>   | <b>132 300</b>      |
| <b>Centrelink (Disability, Sickness and Carers)</b><br>servicesaustralia.gov.au   | <b>132 717</b>      |
| <b>Veterans' Home Care</b><br>dva.gov.au  | <b>1300 550 450</b> |
| <b>Disability Services</b><br><b>(Department of Health and Human Services, Victoria)</b><br>services.dhhs.vic.gov.au/disability | <b>1300 650 172</b> |
| <b>Merri Health Carer Gateway (Carer Support)</b><br>merrihealth.org.au   | <b>1800 422 737</b> |
| <b>Bolton Clarke (Nursing Service)</b><br>boltonclarke.com.au   | <b>1300 221 122</b> |
| <b>St Vincent's Hospital Melbourne (Fitzroy)</b>  | <b>9231 2211</b>    |
| <b>St Vincent's Aged Care Assessment Service</b><br>svhm.org.au   | <b>1800 200 422</b> |
| <b>Dementia Australia</b><br>dementia.org.au  | <b>1800 100 500</b> |
| <b>Community Visitor Scheme</b><br>health.gov.au  | <b>9767 1900</b>    |
| <b>Multipurpose Taxi Program</b><br>cpv.vic.gov.au/passengers/mptp  | <b>1800 638 802</b> |
| <b>Link Community Transport</b><br>linkcommunitytransport.org.au  | <b>1300 546 528</b> |
| <b>Companion Card</b><br>companioncard.vic.gov.au   | <b>1800 650 611</b> |
| <b>Seniors Online Victoria</b><br>seniorsonline.vic.gov.au  | <b>1800 675 398</b> |



## **Yarra City Council**

PO Box 168, Richmond, VIC 3121

9205 5555

[info@yarracity.vic.gov.au](mailto:info@yarracity.vic.gov.au)

[yarracity.vic.gov.au](http://yarracity.vic.gov.au)

## **Customer service centres**

Richmond Town Hall

333 Bridge Road, Richmond

Collingwood Town Hall

140 Hoddle Street, Abbotsford