

Senior Support Services in Yarra



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.

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

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

This service is jointly funded by the Australian Government Department of Health, Disability and Ageing and the City of Yarra.

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Welcome to Senior Support Services

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

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.

Our Senior Support Services are delivered as part of the Commonwealth Home Support Program.

This Guide sets out:

- Eligibility for the Commonwealth Home Support Program and how to apply
- Your rights and responsibilities under the Aged Care Act
- Senior Support Services available in the City of Yarra

How to access Commonwealth Home Support Program Services

The Commonwealth Home Support Program (CHSP) connects older people with support services to help them to continue to live independently and safely at home.

Who is eligible?

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

- Are registered with My Aged Care,
- Assessed as eligible for support through My Aged Care, and

Service area

Council's Senior Support Services are available to people living in the City of Yarra.

How to access

To access aged care services, or to discuss significant changes in care, **contact My Aged Care:**

- Call **1800 200 422**

For translation and interpreting services, call **131 450**.

- Apply online **myagedcare.gov.au/apply-online**

For more information visit **myagedcare.gov.au**

Next Steps

Once you have been assessed and referred through My Aged Care, you can contact Council on **9205 5285** to:

- Provide your referral code
- Check the status of your referral
- Ask for any information or support

Understanding the Support Plan and review process

Following your My Aged Care assessment you will have an initial service assessment with our team before services begin. This helps us understand your needs and preferences, complete any necessary paperwork with you and identify how we can safely deliver support within our services.

We will review your services regularly (at least annually or if your needs change) to make sure they remain appropriate, safe and within CHSP program guidelines.

As a CHSP provider, there are limits to the level of support we can provide, particularly when needs become more complex. We are required to assess and manage risks to ensure the safety of both clients and staff. Where your needs fall outside our service scope, we will work with you to explore more suitable support options.

The **Support at Home Program (SAHP)** is designed for people with more complex and intensive needs. The SAHP provides funding to access services, products, equipment, and home modifications to help you remain living independently at home for longer.

People with SAHP funding may be able to access Senior Support Services where places are available. The full service cost will apply.

Please call City of Yarra's Senior Support Services on 9205 5211 to discuss availability, access arrangements and further information about fees.

For more information about the SAHP contact My Aged Care

- Call **1800 200 422**
- Online **myagedcare.gov.au**

The Aged Care Act

The City of Yarra is a registered aged care provider for Category 1–3 services. We must meet specific responsibilities including the Code of Conduct and the Statement of Rights.

Code of Conduct

The Aged Care **Code of Conduct** describes how registered providers and the people delivering your care must:

1. Respect your rights to express yourself and make your own decisions about how you want to live.
2. Act with integrity, honesty and transparency.
3. Treat you with dignity and respect, and value your diversity.
4. Take action promptly about matters that may impact on the safety and quality of your care.
5. Respect your privacy.
6. Deliver care free from all forms of violence and abuse, including discrimination, exploitation, neglect and sexual misconduct.
7. Deliver funded aged care services in a safe, competent manner, with care and skill.
8. Prevent and respond to all forms of violence and abuse, including discrimination, exploitation, neglect and sexual misconduct.

Your Rights

When you access aged care services funded by the Australian Government you have a right to:

- Independence, autonomy, empowerment and freedom of choice
- Equitable (fair) access to aged care services
- Quality and safe aged care services
- Have your privacy and personal information protected
- Receive good communication
- Raise issues without the fear of reprisal (negative consequences)
- Access to an advocate
- Stay connected to the people who are important to you.

If you experience a serious incident or wrongdoing Council has a responsibility to act. Anyone can raise concerns without fear of being identified. For more information see the **Your Voice** section of this guide.

More information

Read the full **Statement of Rights**, including how you can make sure your rights are upheld www.health.gov.au/resources/publications/a-new-aged-care-act-for-the-rights-of-older-people

Your right to an advocate when accessing services

Under the Aged Care Act 2024 and the Statement of Rights, you have the right to be supported by an advocate or another person you trust when accessing aged care services.

An advocate can help you understand your rights, express your views, make decisions about your care, or raise concerns or complaints. This could be a family member, trusted friend, or a representative from an advocacy organisation.

Advocacy services are free, confidential and independent of aged care providers. The Older Persons Advocacy Network delivers the National Aged Care Advocacy Program, supporting people who receive or are seeking government-funded aged care.

In Victoria, advocacy services are delivered by organisations such as Elder Rights Advocacy, which helps older people understand and exercise their rights in aged care.

To speak with an aged care advocate, call **the Aged Care Advocacy Line on 1800 700 600**. This service will connect you with an advocate in your state or territory.

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.

Senior Support Services

Council offers the following services for people in the Commonwealth Home Support Program.

Food support

Food services

We help you access regular, nutritious meals at home. We deliver a three-course chilled meal to your home, which you can heat and eat at your convenience, along with some fresh fruit.

We cater for most dietary needs, including texture modified meals. We can also help you with heating your meal. More than just a meal, our food service provides important social connection.

Community lunch

We offer a community lunch on Tuesdays from 12.00pm to 1.15pm at the Djerring Centre in Abbotsford. This is a great opportunity to enjoy a meal, connect with others, and spend time in your community.

Group social support

Willowview Centre

Willowview's programs help to create independence and social connections by offering a range of activities for people aged 65 years and older.

Our program includes morning tea, lunch and afternoon tea and we offer transport to and from the centre. We provide a range of activities, including:

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

Willowview operates Monday to Friday. The Centre is located next to the Djerring Centre in Abbotsford.

Seniors exercise group

Our exercise classes focus on exercising and moving the body through a range of stretching, resistance and muscle activation techniques. Our instructor takes the group through various exercises, accompanied to music, to get you moving and to help improve strength and mobility.

Classes are held at the Djerring Centre in Abbotsford.

Home maintenance and repairs

Our minor repairs and general maintenance services help make sure your home is safe and accessible.

Home maintenance is provided on weekdays during regular working hours.

You will need to pay for the cost of any materials.

General home maintenance and minor repairs

We can help with tasks such as replacing light globes, smoke detector installation and maintenance, minor repairs and more. Tasks that require a qualified tradesperson are not included.

Home adjustments

We provide home modification work, such as installing grab rails, ramps and handheld showers.

Gardening

We can assist with limited garden and nature strip maintenance where it is required to maintain safe access to and around your home.

Services focus on safety and accessibility and may include lawn mowing, whipper snipping path edges, and pruning or trimming to clear walkways and access points.

General weeding, aesthetic pruning, and ongoing garden maintenance are not provided.

Deep cleaning

We can provide up to 2 hours of cleaning 2 times a year, to help:

- Dust hard to reach spots
- Clean filters for clothes dryers, rangehoods and exhaust fans
- Clean windows
- Rehanging curtains
- Clean windowsills, skirting boards, venetian blinds and flyscreens

Community transport

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

We provide accessible buses to support older residents and residents who are unable to access public transport for a variety of reasons including financial hardship and social isolation.

The service supports independence, wellbeing and social participation.

Trips may include:

- Shopping bus (range of local destinations)
- Social support groups (attendance at Willowview, the Djerring Centre and other group activities such as at Neighbourhood Houses)
- Planned hydrotherapy classes

To find out more about any of our services, contact Senior Support Services on 9205 5285.

Fees

Service fees vary depending on your personal circumstances and the type of service. We will discuss fees when we arrange your services.

If you are experiencing financial hardship or if your circumstances change, please let us know. We will work with you to ensure you are able to access our services.

Fees are adjusted annually and confirmed in writing.

How does CHSP funding work?

Council receives funding through the Commonwealth Home Support Program (CHSP) to subsidise the cost of eligible services. These subsidies are applied directly to the services we provide, helping to reduce the fees for clients who have been assessed as eligible under CHSP. This funding does not impact your pension.

You will be required to pay a client contribution. The amount you pay will depend on your capacity to contribute, as well as the type and level of services you receive. This is determined when you are onboarded onto Council Services via our Client Fee Contribution Framework and as part of any review of your services. Please notify us if your financial circumstances change.

How does Support at Home Program funding work?

The Support at Home Program (SAHP) is for people with more complex and intensive needs. If eligible, you will receive an agreed budget from which you pay for the services you need. Your budget is based on your assessed care needs, the amount of government funding and your contribution.

SAHP participants are not eligible for CHSP subsidised services. SAHP participants may be able to access Senior Support Services where places are available. The full service cost will apply.

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 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 for more information.

Pay by direct debit

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

Changes and cancellations

You need to provide one working days' notice for cancellation of 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 weather, we may need to reschedule your service to protect the health of both you and our staff. In these circumstances you will not be charged.

Public holidays

Our services do not operate on public holidays. We will deliver extra meal services prior to any public holidays to ensure you have a meal available for this period.

Breakages

Staff take all due care while working, so breakages are rare. However, if something does get broken, we'll work through it with you and may ask that a Request for Compensation form is completed, and that you provide supporting documentation such as proof of purchase, invoices or quotes.

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.

Our staff

All staff undertake pre-employment screening checks and are required to complete 3 yearly 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 the Aged Care Code of Conduct.

Your Voice

Feedback and/or complaints

We are committed to delivering high quality services and a great customer experience.

If there are concerns regarding the quality of our services, the behaviour of those providing our services, or a safety concern it is important that we hear about it.

Anyone can make a complaint: clients, carers, family members, staff and community members.

We will engage with complainants in a meaningful and respectful way to resolve any issues and ask that you do the same.

How to provide feedback or make a complaint

There are a number of ways you can provide feedback or make a complaint:

- Lodge a request at yarracity.vic.gov.au
- Call us on 9205 5285
- Email us at info@yarracity.vic.gov.au
- Send a letter to:
Senior Support Services PO BOX 168, Richmond 3121
- Visit one of our customer service centres at the Richmond and Collingwood Town Halls.

What happens next?

1. We listen

Our service staff receive your complaint. We try to resolve all matters straight away.

2. We investigate

If we need more time to resolve your complaint, one of our council officers will investigate further. You should have an answer within 10 days.

3. Ask for an internal review

If you're unhappy with our answer or complaints management, you can request an internal review. You should have an outcome 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

Aged Care Quality Safety Commission

1800 951 822

Web: agedcarequality.gov.au

Write: Aged Care Quality and Safety Commission GPO Box 9819, in your capital city

Serious wrongdoing or misconduct

If a serious wrongdoing or misconduct occurs, we need to know about it. The Serious Incident Response Scheme (SIRS) is designed to reduce abuse and neglect by ensuring aged care providers identify, report, and manage serious incidents.

How do I know if it's serious?

The Scheme identifies 8 types of reportable incidents for funded aged care services:

1. unreasonable use of force
2. unlawful sexual contact or inappropriate sexual conduct
3. psychological or emotional abuse
4. unexpected death
5. stealing or financial coercion by a staff member
6. neglect
7. inappropriate use of restrictive practices

8. unexplained absence during delivery of care and services.

All government-funded aged care providers are legally required to report these SIRS incidents to the **Aged Care Quality and Safety Commission**.

Whistleblower protections - what you need to know

The Aged Care Act includes explicit protections for people who raise concerns about suspected wrongdoing or risks to the safety and quality of aged care. These are called whistleblower protections. This means:

- **Anyone** - staff, contractors, volunteers, or even family members – **can raise concerns without fear of being identified** if they choose anonymity.
- The complaint can be made orally or in writing
- The person making the complaint and anyone named will not be disclosed if they wish to remain anonymous. Identities must only be revealed if required by law or with consent.
- Anyone making a disclosure will receive support and fair treatment - **no one will suffer reprisals, victimisation, or discrimination for speaking up.**

If a serious incident occurs, please let us know immediately by calling **9205 5285** or emailing info@yarracity.vic.gov.au so we can take action under the **Serious Incident Response Scheme (SIRS)**.

If you wish to report this incident as a **Whistleblower**, or if your report involves serious misconduct or illegal activity, you will receive additional legal protections. These reports are handled through a separate, confidential process to ensure you are protected from any unfair treatment. For more information, please refer to our **Whistleblower Policy** at yarracity.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

Health and safety

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 our service and any concerns will be discussed with you. We will work with you to minimise risks. We reserve the right to modify, 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.
- 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 when receiving services.
- Treat staff and other service users with courtesy and respect

Footwear

If you have cultural needs and preferences relating to 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.

Key Contacts

How to contact My Aged Care and Senior Support Services in the City of Yarra.

My Aged Care

To register for aged services, discuss significant changes in care or enquire about other services.

Ph: 1800 200 422

You can also visit myagedcare.gov.au

City of Yarra Senior Support Services

For all inquiries or bookings call Senior Support Services on 9205 5285.

City of Yarra General Enquiries

For other council issues such as rates, hard rubbish collection and parking contact Council.

Ph: 9205 5555

Email: info@yarracity.vic.gov.au yarracity.vic.gov.au

Other resources and supports

For translating and interpreting services call **131 450**

Community health centres

Cohealth Fitzroy 9448 5531

Cohealth Collingwood 9448 5528

cohealth.org.au

Access Health and Community Richmond 9810 3000

accesshc.org.au

North Richmond Community Health Centre 9418 9800

nrch.com.au

Culture specific agencies

Pronia 9388 9998

Supporting Greek and wider community

pronia.com.au

Co.As.It. 9349 9000

Supporting Italian and wider community

coasit.com.au

Australian Vietnamese Women's Welfare Association 9428 9078

avwa.org.au

Indochinese Elderly Refugees Association (IERA) 9429 1307

iera.org.au

Aboriginal community support agencies

Aboriginal Advancement League (AAL) 9480 7777

aal.org.au

Victorian Aboriginal Health Services (VAHS)	9419 3000
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vahs.org.au

Aboriginal Community Elders Services (ACES)	9383 4244
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acesinc.org.au

Disability support services

National Disability Insurance Scheme (NDIS)	1800 800 110
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For NDIS enquiries. You can also visit ndis.gov.au

Your Community Health	8470 1111
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<https://www.yourch.org.au/>

Other groups, neighbourhood houses and community centres

Yarra U3A (University of the Third Age)

u3ayarracity.org.au

U3A Chinese in Yarra Inc.	0430 040 322
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chap.chow@hotmail.com

Holden Street Neighbourhood House	9489 9929
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holdenstreet.org.au

Alphington Community Centre	9499 7227
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alphington.org.au

Belgium Ave Neighbourhood	0394 281 676
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banhinc.com.au

Collingwood Neighbourhood House	9417 4856
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North Carlton Railway Neighbourhood House	9380 6654
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railwayneighbourhoodhouse.org.au

Finbar Neighbourhood House	9428 7668
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finbar.org.au

Fitzroy Learning Network**9417 2897**fln.org.au**Carlton Neighbourhood Learning Centre****9347 2739**cnlc.org.au**Richmond Community Learning Centre****9428 9901**rclc.org.au**Yarra Recreation and Leisure Centres****9205 5522**leisure.yarracity.vic.gov.au**Yarra Library Services****1300 695 427**library.yarracity.vic.gov.au

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**Centrelink (Seniors)****132 300****Centrelink (Disability, Sickness and Carers)****132 717**servicesaustralia.gov.au**Veterans' Home Care****1300 550 450**dva.gov.au**Merri Health Carer Gateway (Carer Support)****1800 422 737**merrihealth.org.au

Bolton Clarke (Nursing Service) **1300 221 122**
boltonclarke.com.au

**St Vincent's Hospital Melbourne
(Fitzroy)** **9231 2211**
svhm.org.au

**St Vincent's Aged Care
Assessment Service** **1800 200 422**
svhm.org.au

Dementia Australia **1800 100 500**
dementia.org.au

**Aged Care Volunteer Visitors
Scheme** **0491 272 417**
health.gov.au

Multipurpose Taxi Program **1800 638 802**
safetransport.vic.gov.au

Link Community Transport **1300 546 528**
linkcommunitytransport.org.au

Companion Card **1800 650 611**
companioncard.vic.gov.au

Seniors Online Victoria **1800 675 398**
seniorsonline.vic.gov.au



Yarra City Council

PO Box 168, Richmond, VIC 3121

9205 5555

info@yarracity.vic.gov.au yarracity.vic.gov.au

Customer service centres

Richmond Town Hall

333 Bridge Road, Richmond

Collingwood Town Hall

140 Hoddle Street, Abbotsford