

Cultural Vitality **Social Equity** Economic Prosperity
Environmental Sustainability



Home Support Program *Information Guide*



City of
Norwood
Payneham
& St Peters

*The City of Norwood Payneham & St Peters
Home Support Program enables the Council to provide
support services to the frail older and younger disabled
members of the community and their carers.*

Contents

The Home Support Program has been designed to work in partnership with clients and carers, to help frail older and younger disabled members of the community stay in their own homes and to promote independence.

If you are unable to read or understand this brochure and would like assistance to interpret or translate it, please contact the City of Norwood Payneham & St Peters on (08) 8366 4555.

Korean

이 책자를 읽거나 이해하는데 어려움이 있어서, 번역 및 통역사의 도움을 받고 싶으시다면, 노우드 페인햄 & 세인트 피터즈시 (08) 8366 4555번으로 연락바랍니다.

Italian

Se non siete in grado di leggere o di capire quest'opuscolo e desiderate farvi aiutare da un interprete o da un traduttore, siete pregati di contattare il Comune di Norwood Payneham & St Peters al numero (08) 8366 4555.

Greek

Εάν δεν είστε σε θέση να διαβάσετε ή να κατανοήσετε αυτό το φυλλάδιο και θα θέλατε βοήθεια για την διερμηνεία ή την μετάφραση, παρακαλούμε επικοινωνήστε με το δήμου του Norwood Payneham & St Peters στο (08) 8366 4555.

Traditional Chinese

如果您對閱讀或理解該手冊內容有任何困難, 需要口譯或者翻譯上的幫助, 請致電聯繫諾伍德佩恩聖彼得市政府, 電話 : (08) 8366 4555

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Home Support Program

The range of services available includes:

- *home maintenance & modification;*
- *personal care & cleaning;*
- *transport services;*
- *health & fitness programs; and*
- *social programs designed to improve social connectedness and quality of life.*

Please contact 8366 4611 for all services.

Home Support Program Eligibility

The Council's Home Support program is designed to assist residents over the age of 65 and their Carers to live independently in the community.

Eligibility Criteria

The Council's Home Support Program is designed to assist residents to live independently in the community including:

- residents over the age of 65 years with moderate or severe disabilities;
- the carers of these people.

Specific services may have additional criteria and waiting lists which may apply.

When requesting Council services, ask for the City of Norwood Payneham & St Peters as your preferred service provider.

Older residents (i.e. aged 65 years of age, or 50 years and over for Aboriginal and Torres Strait Islanders) who need assistance with daily living and would like to access services from the Council's Home Support Program, must first register with the My Aged Care contact centre.

Please note that My Aged Care may refer you to a Regional Assessment Service so your needs and goals can be properly explored and services co-ordinated.

When requesting Council services, ask for the City of Norwood Payneham & St Peters as your preferred service provider.

Once the Council receives the referral from My Aged Care, a Home Support Officer will contact you to discuss the service requested.

My Aged Care can be contacted on 1800 200 422.

For further information on the Council's Home Support Program please contact the Council's Community Services Unit on 8366 4611.

Home Maintenance & Modifications

The Home Maintenance service assists with minor maintenance and repair work of an essential nature. This service is available for residents who are unable to perform these tasks themselves due to frailty or disability.

The Home Maintenance service includes:

- Window cleaning (once per calendar year).
- Gutter cleaning (4 hours per calendar year).
- Minor repairs (replace light globes, smoke detector batteries, washers and taps).
- Minor carpentry repairs.
- Minor fence repairs.
- Removal of minor green waste.
- Minor tree cutting and low level garden tidies (5 hours per calendar year).

- Re-potting plants and digging small to medium holes for new shrubs/plants.
- Taking curtains down and re-hanging them.
- Assistance with hard rubbish e.g. taking rubbish from home to kerb.

The Home Maintenance service does not include:

- Maintenance on properties that are not the primary residence (i.e. rental or investment properties).
- Removal or trimming of trees over four meters in height, trees on



- neighbouring properties or trees entangled in high voltage wiring.
- Removal of asbestos.
- Lawn mowing or hand weeding.
- Repairs or replacement of boundary fencing.
- Laying vermin baits/poisons.
- Repair of household electrical goods or major electrical works.
- Major plumbing jobs.
- House painting.
- Replacement of roofing iron, tiles or guttering.
- Fumigation or assessing for white ants.

- Packing or removing furniture or used carpet.
- Removal of hard rubbish.
- Removal of wasp nests, bees, cats, dogs or possums.
- Any jobs deemed unsafe.

Safety and Security Home Modifications

- Installation of grab rails and bannisters.
- Installation of hand held showers.
- Installation of ramps and steps.
- Installation of key safes.
- Installation of magnetic catches.

Personal Care

Personal Care may be of assistance when a person is recovering from surgery/illness for a short period.

Personal Care offers residents an equivalent of up to ten visits per program, for an average of 1 to 1.5 hours duration per visit (i.e. a total of 15 hours per year).

Personal care assistance may include:

- dressing;
- feeding; and
- showering.

This service may be of assistance when a person is recovering from surgery/illness for a short period.

Please note that a cancellation fee will be charged if a person fails to reschedule a personal care visit.

Cleaning Services

Both short and long term cleaning services are available to eligible residents.

Short term cleaning offers an equivalent of up to ten visits per year for an average of 1.5 hours duration per visit. A maximum of 15 hours per year is available for people who need assistance to recover from illness/surgery.

Long term cleaning provides a basic cleaning service of up to 1.5 hours per fortnight for residents who need assistance on a long term basis.

Please note that a cancellation fee will be charged if a person fails to reschedule a cleaning service visit.

Cleaning services include:

- Sweeping floors.
- Vacuuming carpets with a standard vacuum cleaner.
- Mopping floors.
- Wiping down bench tops in kitchen and bathroom.

- Wiping down bathroom tiles and shower screen.
- Cleaning of toilet.
- Changing bed linen.
- Laundry.
- Dusting.

Cleaning services do not include:

- Window cleaning (this is a separate service).
- Sweeping outdoor areas.
- Taking down curtains.
- Cleaning fans or exhaust fans.
- Cleaning walls.
- Cleaning fridges or ovens.
- Turning mattresses or moving furniture.
- Disposing/cleaning of animal excrement.
- Any task where climbing is required.

Transport Services

Door to door transport is available to residents who no longer drive and are unable to access public transport.



Community Bus Shopping Services

The Council's Community Bus service provides these services weekly:

Wednesday – The Avenues Shopping Centre

A morning service is available for residents who live in Hackney, College Park, St Peters, Joslin, Stepney, Maylands and Evandale.

Thursday – Marden Shopping Centre

A morning service is available for residents who live in Glynde, Payneham, Royston Park, Marden and Felixstow.

Friday – The Parade, Norwood

A morning service is available for residents who live in Kent Town, Norwood, Kensington, Marryatville and Heathpool.

Friday – Firlle Plaza

An afternoon service is available for residents who live in Payneham South, Firlle, Trinity Gardens, St Morris and Glynde.

Car Shopping Services

For residents who are unable to access the Council's Community Bus, the Council can provide car transportation for the following services.

- Transport to local supermarket.
- Escorted shopping.
- A shopping list, where shopping is completed by a Community Care staff member on the resident's behalf.

The transport service is available on a weekly or fortnightly basis. All shopping and account paying services are offered within the City of Norwood Payneham & St Peters.



Social Programs

Excursions are currently held on selected Tuesdays throughout the year.

Excursions

Excursions are between 4–6 hours in duration depending on the destination. Door to door pickup in the Community Bus is included. There are three styles of excursion for you to participate in. These include: going to the movies, long excursions where you explore a destination and choose a lunch venue, and shorter excursions where a lunch venue has been booked. Lunch is at your own expense. A program is distributed to participants twice a year.

Day: Tuesdays once per month from 9.30am.

Lunch at the Pub

Enjoy a delicious meal at one of the local hotels within the City of Norwood Payneham & St Peters. This is a wonderful opportunity to spend a few hours in a relaxed and welcoming environment.

Day: Mondays, twice a month

Time: 11.45am–2.00pm

Limited transport is available to eligible residents.

Stepping Out

Do you have an interest or hobby (i.e. to go out to the movies, walk, go to art exhibition) that you would like to pursue, but don't want to do it alone? The Stepping Out program will match you with a Council Volunteer who is dedicated to sharing their own skills and interests. The Council Volunteer

will accompany you in your choice of activity. Costs associated with the program only apply if the activity has expenses associated with it (i.e. costs of entry or materials). You will only need to pay for your own expenses.

Health & Fitness Programs

Excursions are currently held on selected Tuesdays throughout the year.

Strength & Balance Class

A qualified fitness instructor provides a structured program of strength and balance techniques.

The program can be modified taking into consideration the individual needs of the participant. Classes are available weekly.

Venue: Payneham Community Centre, 374 Payneham Road, Payneham

Time: Thursday, 10.00am–11.30am

Donne e Benessere

Italian Women's Health & Fitness Class including refreshments and health and wellbeing guest speakers.

This is a collaborative program between the City of Norwood Payneham & St Peters, Campbelltown City Council and the Coordinating Italian Committee (CIC).

Venue: Payneham Library
2 Turner Street, Felixstow

Time: Monday, 12 noon–1.30pm
Followed by tea/coffee and guest speaker.

Limited transport is available.

For more information, please contact the coordinating Italian Committee Ethnic Ageing Officer on 8362 0233.

Payment

Payment for Home Support Program services can be made by:

Phone

Please call to speak with one of the Councils Customer Services staff on 8366 4555. Please have your Visa or Mastercard ready.

Website

Payments can be made on the internet via the eSecure section on the City of Norwood Payneham & St Peters website, www.npsp.sa.gov.au

Post

Cheques can be made payable to 'City of Norwood Payneham & St Peters' and cross 'Not Negotiable'.

BPay

Payment can be made on the internet through BPay which can be accessed through your online Bank account. Quote the BPay Biller code of 267245 and the bill reference number which can be found on your invoice.

In Person

Present your account to the cashier at the following locations:

Norwood Town Hall

175 The Parade, Norwood
Telephone 8366 4555

St Peters Library

101 Payneham Road, St Peters
Telephone 8334 0200

Payneham Library

2 Turner Street, Felixstow
Telephone 8336 0333

Waiting List

There may be times when some services are at capacity due to funding limitations. Under these circumstances the Council may activate a waiting list on the My Aged Care Portal.

If at the time of the assessment the Regional Assessor identified that the services you have requested are full they will seek your agreement to place you on the waiting list. When you are on the waiting list the Regional Assessor will allocate a priority rating for the service based on their assessment this rating is documented on the My Aged Care portal.

You will be contacted at least every two months and be advised of developments in the availability of the

service. At this time it is important to let us know of any changes in your health or circumstances.

You may continue to stay on the waiting list or contact My Aged Care to review other service providers

Refusal of Services

There may be times when a service is refused. This may occur if:

- You do not live in the home for which you are requesting assistance (i.e. investment property).
- You no longer reside within the City of Norwood Payneham & St Peters.
- You request a service that we do not or cannot provide.
- Staff identify potential risks that cannot be managed relating to environment or behaviour and hence are unable to assist with services due to Work Health & Safety requirements.

At any time you can ask:

- to be reassessed if your circumstances change;
- that your assessment be reviewed;
- to appeal the final decision by referring to the complaints procedure; and
- to have an advocate of your choice involved in the process at any time.

Missed Visit Procedure

The Council's Home Support Program plays an important role in helping to keep people safe in our community.

Taking appropriate and timely action when one does not respond to a scheduled visit, may reduce the risk of an adverse event, or result in earlier discovery of a mishap.

At the time of your home visit, the Council's Community Services Co-ordinator will discuss the type of response that you wish to be followed in the instance of a missed visit. You have the option of choosing no planned response for a missed visit.

Service responses available include:

- Council Staff or care worker from an external agency attempts to contact you repeated times via knocking on the door and telephoning on more than one occasion.
- If no response, the worker will leave a business card/note requesting you contact the Council's Community Care Service on arrival home.
- Council staff will attempt to contact you at another time to ascertain a reason for a missed visit and if deemed appropriate, the service may be rescheduled.

Council staff may also contact:

- Next of kin/emergency contact to ascertain that you are safe.
- Your medical provider or the closest local hospital to ascertain that you are safe or hospitalised.
- If your regular health provider is not able to confirm that you are hospitalised and there is reasonable concern for your safety, then SAPOL may be contacted in order to conduct a welfare visit.

Contact Information

Home Support Program Services: 8366 4611

Useful Council Contact Numbers

Payneham Community Centre

374 Payneham Road, Payneham
Telephone 8365 4038

St Peters Library

101 Payneham Road, St Peters
Telephone 8334 0200

Payneham Library & Community Facilities Complex

2 Turner Street, Felixstow
Telephone 8336 0333

Norwood Library

110 The Parade, Norwood
Telephone 8366 4546

Glynde Depot

30 Davis Road, Glynde
Telephone 8360 9000

Other Contacts

Aged Care Assessment Team (ACAT)

Telephone 1800 200 422

Beyondblue Support Service

Telephone 1300 22 4636

Aged Rights Advocacy Service

Telephone 8232 5377

Dementia Australia

Telephone 8372 2100

National Dementia help line

Telephone 1800 100 500

Cancer Council SA

Telephone 13 11 20

Carer Gateway

Telephone 1800 422 737

Contact Information

Catalyst Foundation

Telephone 8168 8776

Council on the Aging (COTA)

Telephone 8232 0422

Diabetes SA

Telephone 1300 198 204

Ethnic Link Services

Telephone 8241 0201

My Aged Care

Telephone 1800 200 422

Independent Advocacy SA Inc.

Telephone 8232 6200

**Independent Living
Centre Australia**

Telephone 1300 885 886

**Independent Living and
Mobility Equipment**

Telephone 8266 5260

Meals on Wheels SA

Telephone 1800 854 453

Mental Health Triage Service

Telephone 13 14 65

**Eastern Community
Mental Health Centre**

Telephone 7425 5555

Public Trustee

Telephone 8226 9200

**Royal District Nursing
Service of SA (RDNS)**

Telephone 1300 364 264

Royal Society for the Blind (RSB)

Telephone 1300 944 306

**Multiple Sclerosis Society
of SA & NT**

Telephone 7002 6500

Veterans Home Care

Telephone 1300 550 450

**National Disability Insurance
Scheme (NDIS)**

Telephone 1800 800 110

Acknowledgement & Disclaimer

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Although funding for these services has been provided by the Australian Government the material contained herein does not necessarily represent the views or policies of the Australian Government.

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