

Campbelltown Meals on Wheels



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More than just a meal



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Let us provide dinner for you



Shopping Service

Library Service



Serving the community since 1972



Tel. 4645 4523

Tel. 4645 4523

CHSP SERVICE TYPES

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The CHSP program funds a range of service types. In smaller towns one organisation may provide several types of service.

Services include:

- **Personal Care**— help with bathing, dressing or eating
- Help in your home – with housework or jobs that are too difficult to do on your own
- **Home Nursing**— a nurse who visits to help with health problems
- **Food Services**— help people who have trouble preparing their own meals. This may be food delivered to your home, sharing a meal with a group, or help with shopping.
- **Respite Care** – provides a rest for carers. The person that you are caring for can be looked after in your home or taken on an outing.
- **Day Care Centres**— provide a chance for people to meet with others and do things they enjoy. Transport is usually arranged.
- **Transport** – help with going to doctors, day care centres or shopping. You can be picked up by a Volunteer Driver or by a community bus.
- **Home Maintenance and Modification**— help with making changes to your home so that you can live there in safety and comfort. This may be as simple as help with light globes or tap washers, or may be a bigger job such as hand-rails in the bath or fixing up a toilet or kitchen.
- **Community Health Centres**— such as physiotherapy or podiatry.

If you believe that any of these Services would help you, please talk to our Staff

Phone: 4645 4523

MY AGED CARE

“My Aged care” has been established by the Australian Government to help you navigate the aged care system.

The Gateway is part of the Australian Governments changes to the aged care system which have been designed to give more people more choice, more control and easier access to a full range of aged care services.

MyAgedCare is a website and national contact center.

Together they will provide you with information on aged care for yourself, a family member, a friend or someone you are caring for.

You can find more information about these and other improvements to the Australia's aged care reforms by contacting the MyAgedCare center on 1800 200 422 between 8am and 8pm Monday to Friday and 10am until 2pm on Saturdays.

For more information you can visit
www.myagedcare.gov.au



Australian Government
Department of Social Services

WHAT IS CAMPBELLTOWN MEALS ON WHEELS?

Campbelltown Meals on Wheels which provides meals, a Shopping Service, a Housebound Library Service, for people who are frail aged, have a disability, and their carers, to enable people to continue to live comfortably and independently in their own homes.

The Service covers
Campbelltown Local Government Area and Appin

The Campbelltown City Meals on Wheels Service started in 1972 and since July, 1992 the service has operated from the Meals on Wheels Centre at 91 Queen Street, Campbelltown.

(The old Library building)

Campbelltown Meals on Wheels is managed by a Community Based Volunteer Committee which is elected annually.

The day to day operations are carried out by paid Staff, but many of the services are provided by Volunteers.

STAFF

Coordinator
Support Workers

VOLUNTEERS

Driver
Helpers
Shoppers

Office Hours: 7am to 2.00pm Monday to Friday

Phone: 4645 4523

Messages can be left on answering machine after hours

Fax: 4645 4426

Email: clientsmowcamp@outlook.com

Website: www.campbelltownmealsonwheels.org.au

STATEMENT OF PURPOSE

The purpose of the Campbelltown Meals on Wheels is to provide a **Food, Shopping, Library Service** to maintain frail aged and people with disabilities, who are at risk of premature or inappropriate institutionalization, in their own homes.

PHILOSOPHY

Campbelltown Meals on Wheels believe in;

- The right of people to make choices in their own lives;
- The right of people to dignity, respect, privacy and confidentiality;
- The right of people to be valued as individuals;
- The right of people to access services on a non-discriminatory basis;
- The right of the community to accountable and responsive service.

OUTCOMES

The outcomes pursued by the Campbelltown Meals on Wheels are;

- That people who are frail aged or disabled can remain in their own homes;
- That family and other primary caregivers are supported in their role;
- That the agency operates in an effective, efficient and accountable manner

ACCESS

- 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.



CARE RECIPIENTS' RESPONSIBILITIES - HOME CARE

Each care recipient has the following responsibilities:

GENERAL

- 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

- 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

- 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;
- Before the care recipient changes approved providers, to tell the approved provider and their staff of the day, the care recipient intends to cease to receive home care services from the approved providers.

WHAT SERVICES ARE AVAILABLE ?

FOOD SERVICE

Our menu has a range of nutritious affordable meals offering frozen main, mini meals, sandwiches, breggie bakes, soups, desserts and juices catering for most dietary requirements.

Our meals are delivered by our dedicated and trained team of volunteers, Monday to Friday between 9am-11am.

The volunteers provide wellbeing checks and a social connection.



Under “Our Duty of Care” we cannot leave the meals if there is no one home to accept them.

Please notify the Manager or Support Worker on 4645 4523 if you are not going to be home.

Arrangements can be made to have meals delivered on another day or ask a neighbor to accept the meals for you.

SHOPPING SERVICE

A shopper will call at the client's home, pick up a shopping list and the money, do the shopping at the nearest shopping center and return the goods to the client's home. (\$7.50 fee)



HOUSEBOUND LIBRARY SERVICE

A member of the Library staff will assess the Client in likes and dislikes of library books, tapes and video's. A Meals on Wheels volunteer will call each fortnight to deliver and pick up books etc. (Free Service)



TARGET GROUP

CHSP stands for Commonwealth Home Support Program.

The Commonwealth Home Support program is a new Federally funded program encompassing existing state services that provides services to people with disabilities, aged people and carers to assist them to live independently in their own homes.

The CHSP Program is targeted towards assisting frail, older people with disabilities living in the community who, in the absence of basic maintenance and support services are at risk of premature or inappropriate long term residential care. The carers of these people are included in the target population.

The CHSP program was established to increase the range of care options available to individuals and to address the imbalance between residential and community services by;

- Providing a comprehensive and integrated range of basic support services for people in the CHSP target group;
- Helping these people to be more independent at home and in the community, thereby preventing their inappropriate admission to long term residential care, enhancing their quality of life; and
- Providing a greater range of services and more flexible service provision to ensure the responsiveness of services in meeting the needs of clients

WHO MAY USE CHSP SERVICES ?

Anyone of any age, who has a disability that makes independent living difficult, can apply for CHSP services.

That is people including those with dementia, who have difficulty carrying out any of the tasks of daily living (e.g. dressing, cooking, traveling, showering etc.).

People using CHSP services are often called clients.

CHSP services are also available to carers. Carers are the family members or friends who assist the frail aged person, or the person with a disability to live independently.

PERSONAL INFORMATION

- To privacy and confidentiality of his or her personal information;
- To access his or her personal information.

COMMUNICATION

- To be helped to understand any information he or she is given;
- To be given a copy of this Charter;
- To be offered a written agreement that includes all agreed matters;
- To choose a person to speak on his or her behalf for any purpose.

COMMENTS AND COMPLAINTS

- To be given information on how to make comments and complaints about the care and services he or she receives;
- To complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way;
- To have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern

FEES

- To have his or her fees determined in a way that is transparent, accessible and fair;
- To receive invoices that are clear and in a format that is understandable;
- To have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances;
- Not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

- To have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have the capacity;
- To choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes.

CARE AND SERVICES

- To receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs;
- To be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive;
- To receive care and services that take account of his or her other care arrangements and preferences;
- To ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

INDIVIDUALISED BUDGET AND MONTHLY STATEMENT OF AVAILABLE FUNDS AND EXPENDITURE

- To receive an individualised budget for the care and services to be provided;
- To have his or her individualised budget reviewed and, if necessary, revised if:
 - a) the care and services to be provided, or the cost of providing the care and services change or;
 - b) he or she requests the approved provider to review and, if necessary, revise the individualized budget.
- To receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

ASSESSMENT

All clients in the CHSP program are assessed. Sometimes people are assessed by more than one Service. Usually the assessment takes place by phone or in the person's home or in the Office of the Service.

There are a number of reasons for assessment;

- To find out if the person is eligible for CHSP services;
- To find out what services the person needs;
- To work out when the service will be delivered.

CLIENTS INFORMATION - PRIVACY AND CONFIDENTIALITY

The only information held by CHSP organisations will be necessary to provide safe and comfortable services. Information should be as non-obtrusive and objective as possible, yet relevant and up-to-date.

You have the right to withhold information for privacy reasons.

Your information will only be shared with other Service Providers with your informed consent. You will usually be asked to give consent in writing. In some circumstances verbal consent can be given, either in person or over the telephone. You have the right to withdraw your consent to the release of information at any time.

Some of your information will be passed on to government in data collections. These data collections are used to improve service provision. Identifying information, such as your name and address, will not be passed on to government.

You have the right to read any personal information about you, held by CHSP organisations. Just ask your Manager and your file will be made available. If any information on your file is incorrect please advise the Manager and corrections will be made.

Your information will be kept secure at all times.

CLIENT FEEDBACK

Your feedback is valued by CHSP services. If you have any minor concerns please talk them over with the Support Worker or the Manager. We can try to improve your service if we know that there is a problem. You have the right to complain about the service you are receiving without fear of retribution. You can expect to have your complaints dealt with promptly and fairly. Your complaints will be kept confidential. If it would make you feel more comfortable you can have a friend help you to make your complaint. Each organisation will provide you with a copy of their complaints mechanism.

FEES

Fees for CHSP services are determined by each organisation's Management and are reviewed annually. You will be given fee information before services are provided. Revenue from fees is used to provide more services for people who need them.

Clients who receive meals pay the full cost of the meal received. If you are having financial difficulties please inform the Coordinator.

DISPUTES

CHSP Manager's will assist in the resolution of any conflict that may arise between you and your carer or family as a result of the use of CHSP services. Please ask your Coordinator to help.



CARE RECIPIENTS' RIGHTS - HOME CARE

Each care recipient has the following rights:

GENERAL

- To be treated and accepted as an individual, and to have his or her individual preferences respected
- To be treated with dignity, with his or her privacy respected;
- To receive care that is respectful of him or her, and his or her family and home
- To receive care without being obliged to feel grateful to those providing the care
- To full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care
- To have access to advocates and other avenues of redress
- To be treated without exploitation, abuse, discrimination, harassment or neglect

CHOICE AND FLEXIBILITY

- To be supported by the approved provider;
 - a) to set goals in relation to the outcomes he or she seeks from home care;
 - b) to determine the level of ongoing involvement and control that he or she wishes to have in the provision of the home care;
 - c) to make decisions relating to his or her own care;
 - d) to maintain his or her independence as far as possible.
- To choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available;
- To have choice and flexibility in the way the care and services are provided at home;
- To participate in making decisions that affect him or her;

WHAT DO I INCLUDE IN MY COMPLAINT?

If you are making a complaint online or over the telephone, you will be guided through the process and told what kind of information you need to give.

- If you are writing a letter of complaint, make sure it includes: your name, address and telephone number.
- the date you are lodging your complaint.
- details of your complaint, such as specific dates of events.
- the name of the aged care service provider and the state or territory where it is located.
- the name of the person receiving care.

WHAT HAPPENS AFTER I LODGE A COMPLAINT?

If you provide your contact details, the Scheme will contact you to discuss your complaint.



UNDER WHAT CIRCUMSTANCES MIGHT MY SERVICE CEASE?

There are several circumstances that may cause your CHSP services to be withdrawn. If your services are to cease you will be given an explanation and the Manager will try to help you to find alternative support if it is necessary. You will be given information explaining the circumstances that may result in you being eligible for CHSP service in the future. You will also be given an opportunity to give feedback on the quality of the services you have received. Because of legal requirements CHSP organisations may need to hold client files for seven years.

Your CHSP services may be withdrawn because:

- You request that the service cease;
- You relocate outside of the service area;
- Your level of disability or frailty becomes so great that providing services to you causes an Occupational Health and Safety risk to the workers;
- Your behaviour has become unsafe or unacceptable to workers or other service users;
- The CHSP organisation no longer has the resources to meet your needs;
- Demand for CHSP services is greater than the supply. When this happens the Manager may need to reallocate services to make sure that the people most in need receive support. This may mean that people with lower needs have service withdrawn.

If your circumstances change and you wish to apply for CHSP services again your request will be treated fairly

CAN SOMEBODY ELSE HELP ME TALK TO THE MANAGER?

Yes. CHSP organisations call this using and advocate. Your advocate could be a family member or a friend or another service provider. There are some organisations that specialize in providing advocacy services. All CHSP organisations and Community Health Centres in the Macarthur area have information on advocacy services and can help you contact a suitable advocate.

If needed, your Coordinator will help you with communication:

By arranging for a Worker to talk to you about your service needs or by arranging for an Interpreter Service to help you.

AIMS OF ADVOCACY

The common aims of advocacy are to:

- Increase the older persons control over goods and services
- Overcome barriers that restrict opportunities
- Ensure appropriate societal and service delivery responses
- Protect human rights
- Ensure a better quality of life
- Be responsive to and emphasize individual needs and wishes
- Be oriented towards outcomes for older people
- Aim for empowerment of disadvantaged individuals and groups
- Challenge stereotypes and stigma

ADVOCACY

- Involves representing and working with a person or group of people who may need support and encouragement to exercise their rights, in order to ensure that their rights are upheld.
- May involve speaking, acting or writing on behalf of another person or group.
- Differs from mediation or negotiation because these processes aim to reach a mutually acceptable outcome between parties.
- Has no prescribed or clearly determined method. What constitutes advocacy will differ in different circumstances and according to the skills and needs of the individual or group.
- May involve working against established or entrenched values, structures and customs, and therefore needs to be independent of service providers and authorities.
- Advocates are not impartial because they work entirely from the perspective and interests of the older person. Their role is to assist older people by representing the older persons wishes.

MAKING A COMPLAINT

TO THE AGED CARE COMPLAINTS SCHEME

Sometimes, complaints can't be resolved by the service provider, or you might not feel comfortable raising your concern with them.

Anyone who wishes to make a complaint has the right to contact the Aged Care Complaints Scheme (the Scheme). The Scheme is a free service.

For more information about how the Scheme can help you resolve your complaint, visit the Scheme's website.

How do I contact the Scheme?

- Online – make your complaint online
- Telephone – call 1800 550 552
- In writing – address your written complaint to:

Aged Care Complaints Scheme
Department of Social Services
GPO Box 9820
(Your capital city and state/territory)