



# AGED CARE SERVICES HANDBOOK



## **WELCOME TO YOUR SERVICE HANDBOOK**

This handbook is about the Aged Care and Carer services that we provide. It offers a range of support services to benefit your physical and mental wellbeing. Please reach out to us if you are interested in joining any of the programs listed in this handbook.

If you would like to know more about the programs, we are happy to provide you with more information.

### **Staffing**

We have qualified staff who speaks languages other than English to understand your needs.

### **Assessment**

A service assessment is necessary for us to look after you while you attend the program. It involves a discussion with the program's staff Coordinator. .

### **Your Goal Directed Care Plan**

A Goal Directed Care Plan is a plan where you and the program coordinator discuss what you need, and what you would like to achieve from our services. Your Goal Directed Care Plan is reviewed yearly or when your situation changes. Our services can provide you with great help, but we depend on you to tell us your needs:

- Notify the program coordinator of which programs you are interested in.
- You can bring a family member or friend to the meeting.
- You may review, see or change your plan at any time.



## AGED CARE AND CARER SERVICES

### Here are our aged care services:

- Specialised Support Services (over 65 years)
- Access and Support Program (under 65 years)
- Social Support Groups
- The Hive Program
- Outing Programs
- Positive Ageing Programs – Strength Training and Warm Water Exercise
- Allied Health Therapy Services – Warm Water Exercise
- Social Support Individual (Friendly Visiting)
- Aged Care Volunteer Visitors Scheme (ACVVS)
- Support for Carers
- Flexible Respite
- Centre Based Respite Program
- Mid-Week Centre Based Respite Program
- Domestic Assistance – Unaccompanied Shopping



## DESCRIPTION OF SERVICES

### **Specialised Support Services (over 65 years)**

Our Specialised Support Services Program assists older people to navigate support services and access essential services.

To provide services that meet the specialised needs of older people living at home with a clinical condition and/ or specialised needs.

Individuals requiring access to services are referred via our intake program or through other service providers. Our team listens to your concerns, while helping you find and navigate services that suit your specific needs. We arrange support through in-person or over the phone consultation and we keep in touch afterwards, so you know we are with you every step of the way.

### **Access & Support Program (under 65 years)**

Our Access and Support Program assists people living with a disability to navigate support services and access essential services.

The Program supports individuals by helping them navigate services in order to find the best support available, advocating on behalf of the individual, connecting individuals to relevant services, including NDIS.

## Social Support Groups

Our Social Support Groups are weekly groups to improve and maintain general wellbeing, while making new friends. These groups are delivered by our friendly staff and are offered in multicultural or culturally specific groups.

We have many social support groups that you can choose from:

- Mixed multicultural groups
- Chinese group
- Cambodian group
- Men's group
- Filipino group
- Spanish group
- Vietnamese group

## Outing Programs

The Outing Programs that SMRC runs are language specific, where they are delivered by our friendly bicultural workers. Our outing programs offer a chance for our clients to socially engage with others from their own cultural background, while going out to a variety of places.

These groups go out on day trips to places of interest and have lunch, and transport is provided.

- Polish (monthly)
- Spanish (fortnightly)
- Romanian (monthly)
- Turkish (monthly)

## The Hive Program

The Hive Program is a social support program that encourages individuals to celebrate and enhance healthy eating and wellbeing, through the love of gardening.

Our Hive Program improves the lives of individuals by providing weekly on-going social support centered around growing and eating culturally diverse healthy food. It aims to enhance not only physical, but also mental health as well. Education and exercise with likeminded new friends.

Groups operate on every day of the week.

## Creative Minds Program

The Creative Minds program is a multicultural group, where creativity comes to life. It helps individuals to participate in art and craft in a friendly space. Different art projects are run every second week to suit individuals' interests, and refreshments are provided, allowing individuals to connect with one another.

This program runs fortnightly. Transport may be provided if needed.





## Allied Health Therapy Services

SMRC's Allied Health Therapy promotes physical and mental wellbeing. The programs are made to improve or to maintain your physical wellbeing, such as balance, strength, flexibility and fitness. We provide an option for strength training and cardio in the gym, or warm water exercise. An exercise physiologist can be arranged to design an appropriate fitness plan to suit your needs.

We run a range of fitness programs across the week:

- Cardinia Strength Training and Warm Water Exercise group
- Dandenong Strength Training group
- Noble Park Warm Water Exercise group
- Casey Strength Training group
- Casey Warm Water Exercise group
- Monash Warm Water Exercise group
- Dari Ladies Strength Training group

## Social Support Individual (Friendly Visiting)

The Friendly Visiting Program is an on-going social support program offering friendship and assistance to over 65-year-old individuals who are living at home and have not received or have not been allocated a Home Care Package.

This program supports those who are socially isolated, through weekly or fortnightly visits by our culturally and linguistically diverse volunteers. Our friendly visitors can also assist with transport, accompany individuals to medical appointments and shopping.

We offer this service for those living in the Southern Metropolitan Region of Melbourne.



## **Aged Care Volunteer Visitors Scheme (ACVVS)**

The Aged Care Volunteer Visitors Scheme is an on-going social support program providing friendship and companionship to older people. Visits are available to anyone who is lonely and isolated, living in an Aged Care Home or anyone receiving or waiting for a Home Care Package.

This Program supports socially isolated individuals who are 65 years or older, through on-going weekly or fortnightly visits from bilingual volunteers. The Program provides one-on-one or group visits in an aged care home and one-on-one visits for those receiving a Home Care Package.

Activities can include:

- Going for a walk
- Sharing a coffee and a chat
- Playing cultural games or watching TV shows
- Sharing skills, such as knitting, drawing, playing musical instruments, learning digital skills

## **Support for Carers Program:**

The Support for Carers program is eligible to those who are looking after a family member or friend who is affected by illness, disability, mental health concern or addiction.

As a carer, it is also important to take care of yourself, as it can be quite challenging, and carers can often feel isolated. Our services are designed to give our carers the time they need for their own wellbeing, along with extra support they need while they are a carer.

SMRC has a range of activities and services available, such as:

- Peer support meetings
- Information sessions to support carers in their caring role
- Emotional support
- Monthly social outings
- Additional wellness activities
- Flexible respite
- Counselling
- Life coaching

Support for Carers Program is always looking for ways to enhance carers quality of life. If you are an unpaid carer to someone, please let your GP know so that you can be better supported. Many people do not see themselves as carers when they care of their family.

- Additional wellness activities
- Warm water program
- Exercise program
- Flexible Respite is a break from your caring role.



## **Centre Based Respite Program**

The Centre Based Respite Program is a centre-based respite program held weekly in a friendly and supportive environment. SMRC's bilingual staff run various activities which include gentle exercises, quizzes, mind games, and monthly group outings. Morning tea and lunch are provided, and transport can be arranged if needed.

We run this program weekly.

## **Mid-Week Centre Based Respite Program**

Our Mid-Week Program is a friendly and supportive group for those who may experience memory problems or be diagnosed with dementia. Our supportive bilingual staff provide a range of activities, such as stimulating mind games, exercise and social activities. We provide an outing once a month to different places.

Morning tea and lunch are provided, and transport can be arranged if needed.

The program runs weekly.

## **Domestic Assistance**

This service supports you if you are unable to go shopping.

One of our friendly workers will contact you for your grocery needs, shop locally, and then deliver it straight to your door. This service runs weekly. A reimbursement for groceries is required to be given to the worker after the grocery delivery.



# Charter of Aged Care Rights

**All people receiving Australian Government funded residential care, home care or other aged care services in the community have 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 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.

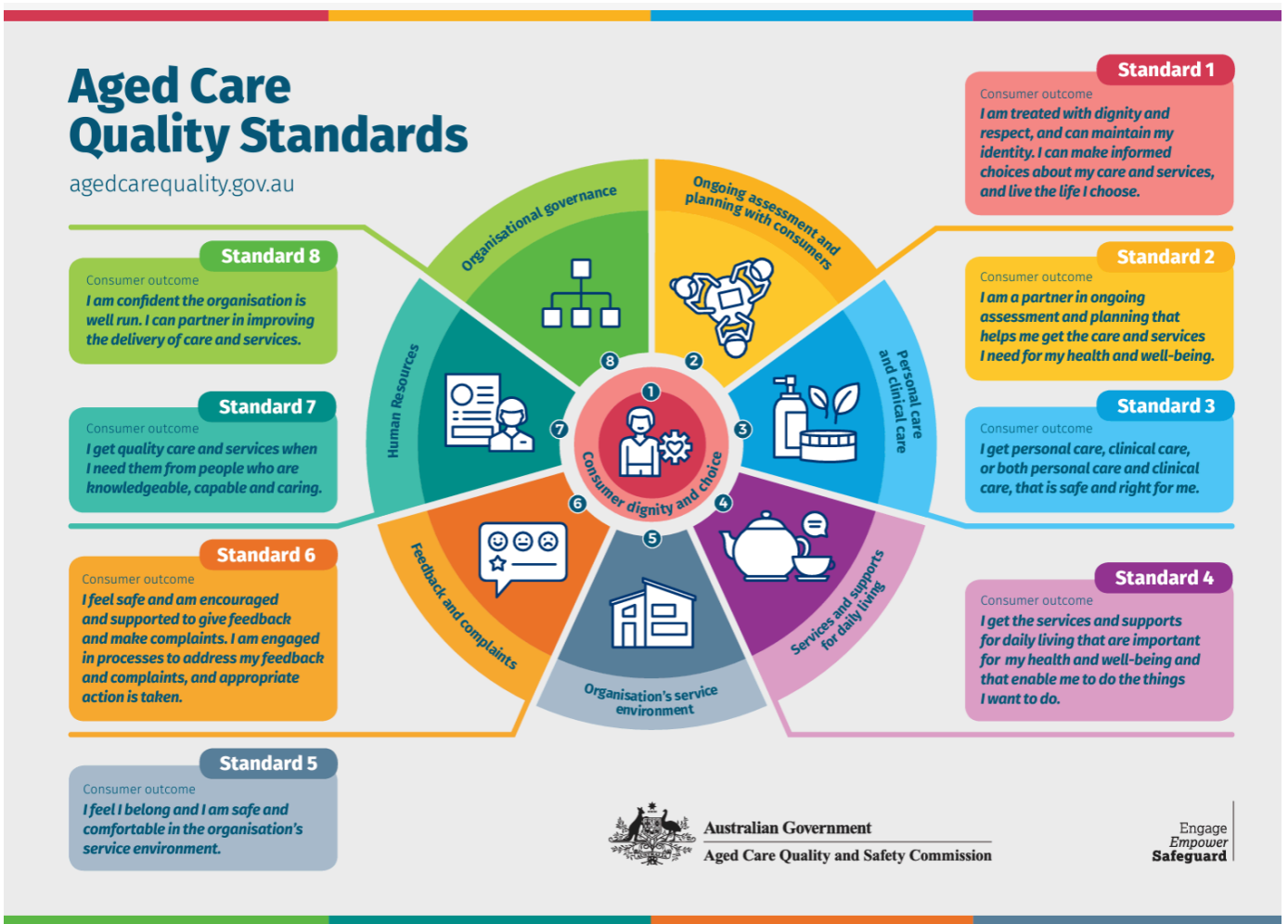
## **If you have concerns about the aged care you are receiving, you can:**

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.



## Aged Care Quality Standards

SMRC embraces the Aged Care Quality Standards below:





## Fees

You are expected to contribute a small fee for our services and this is called the Service Fee. Other optional costs depend on what other supports you need such as transport and meals.

We understand that this may contribute to financial stress upon you, or you may be facing financial difficulty. SMRC understands and is here to support your needs. A financial assessment can be arranged, and you will need to go through our financial assessment process to receive a fee reduction.

For more information regarding fees or to discuss a financial assessment, please speak directly to the program coordinator.

## Feeling unwell

If you or anyone in your family have symptoms of a heavy cold, the flu, or are feeling unwell, **please do not attend your program at SMRC.**

Please feel free to speak to the staff or the Program Coordinator if you have any questions.

## Medication

Staff at SMRC can only help people with medications in very specific ways.

Medications include all tablets, eye drops, vitamins, paracetamol, sprays and creams.

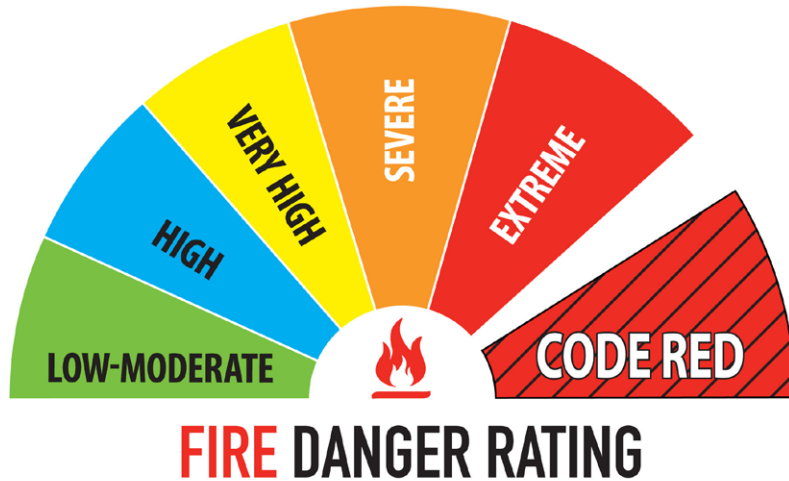
SMRC staff is unable to give or hand you your medication. We can remind you to take your prescribed medication but will be unable to hand or give you the medication.

Please contact the Program Coordinator if you have any questions about medications.

## Extreme Weather Management

During extreme weather, the Coordinator will check the weather conditions. During summer, if the temperature exceeds 35 degrees, outdoor activities will be cancelled and only indoor activities with cooling systems will operate. SMRC will determine what is safe for you and will communicate program closure with you.

The CFA has the following ratings for fire danger:



## Cancellation of the Program

If you cannot attend a program, cancellation is necessary. For all programs that we run, notifying the program coordinator or staff of your cancellation in a program is necessary within 24 hours. If there is a late cancellation, a fee may be charged.

The cancellation fee does not apply on Emergency situations where you are unable to contact us. This includes - being taken to hospital, having a fall, being sick unexpectedly.

## Stopping or Changing your Program

- If you do not attend a Social Support Group for 8 weeks, we will discuss your needs and help you find another suitable program.
- If your situation has changed or you no longer want to continue with our programs, for any reason, please tell us about it. We will help you find another program to meet your needs.
- If you want to change the days, please tell us about it, and we will discuss it.
- We can provide you with information about other services and make a referral.

## Privacy Policy

The organisation is committed to protecting the privacy of our clients, and so SMRC follows the National Privacy Principles in dealing with personal information. This policy applies to all clients and consumers of our services.

Personal information can be disclosed only to government agencies that provide services to you.

If you have questions about your personal information at SMRC, please contact our office and speak with the program coordinator.









## USEFUL PHONE NUMBERS:

- **My Aged Care** - government service to help you find information and help you navigate Aged Care Services.

**Phone 1800 200 422**

- **Elder Rights Advocacy** supports elders, their family and representatives who experience issues relating to Commonwealth funded aged care services through advocacy.

**Phone 9602 3066**

- **Seniors Rights Victoria** provides information, support, advice and education to help prevent elder abuse and to safeguard the rights, dignity and independence of older people.

**Phone 1300 368 821**

- **Office of the Public Advocate Victoria** promotes the rights, interests and dignity of vulnerable people.

**Phone 1300 309 337**

- **Carers Victoria** – provides advice, information and support to carers to improve their health, wellbeing, capacity and resilience.

**Phone: 9396 9500**

- **Carer Gateway** – provides information to those who are providing unpaid care to somebody with a disability, a medical or mental health condition.

**Phone: 1800 422 737**





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