



MDAS

MALLEE DISTRICT ABORIGINAL SERVICES



Mallee District Aboriginal Services

AGED CARE & DISABILITY SERVICES

CLIENT HANDBOOK

***"SELF-DETERMINED, HEALTHY, ROBUST
AND CULTURALLY STRONG
ABORIGINAL COMMUNITIES
ACROSS THE MALLEE REGION"***

- Mallee District Aboriginal Services





OUR VISION

Self-determined, healthy, robust and culturally strong Aboriginal communities across the Mallee Region



OUR PURPOSE

Healing, supporting, serving and protecting our communities throughout the Mallee Region.

Healthy, resilient and capable Aboriginal people and families who can be their very best selves and exercise true self determination. Caring for, strengthening, empowering, motivating and guiding our Mob.

OUR VALUES

“OUR PEOPLE’S HEALTH & WELLBEING COMES FIRST”

MIND: Integrity, Accountability, Confidentiality

SPIRIT: Respect, Elders, Culture

BODY: Compassion, Empathy, Nurturing

MDAS AGED CARE & DISABILITY SERVICES

Our aim is to help Aboriginal and Torres Strait Islander people live as independently as possible with a focus on working with you to continue to perform daily tasks independently for as long as possible, rather than doing for you.

It is about building on your strengths and abilities to help you remain living independently and safely at home.

The program also includes support services for prematurely aged Aboriginal and Torres Strait Islander people on a low income and are homeless or at risk of homelessness.

Eligibility Criteria

Aged Care & Disability Services are funded by the Commonwealth Home Support Program (CHSP) and the Department of Health and Human Services (DHHS) and are provided to assist Aboriginal people who fit within the defined criteria, whilst still being flexible enough to allow services to operate in a culturally responsive manner for the target clientele.

You may be eligible if you have:

- noticed a change in what you can do or remember
- been diagnosed with a medical condition or reduced mobility
- experienced a change in family care arrangements, or
- experienced a recent fall or hospital admission.

Eligibility Criteria is determined by independent assessors



EXAMPLES OF COMMONWEALTH HOME SUPPORT PROGRAM SERVICES

There are different services to help you manage your day-to-day activities. Depending on your needs, you may be eligible to receive from MDAS Aged Care & Disability Services, the following in home supports -:

Domestic Assistance

Is normally provided in the home and refers to:

- general house cleaning
- linen services (changing of bed sheets) It can include:
- clothes washing and ironing
- dishwashing
- help with meal preparation (where this is not the primary focus of service delivery)

Domestic Assistance services may also include demonstrating and encouraging the use of techniques or specific aids and equipment to improve the person's capacity for self-management, build confidence and support client participation where appropriate.

Personal Care

Personal care provides assistance with activities of daily living self-care tasks in order to help a client maintain appropriate standards of hygiene and grooming.

Support can include assistance with:

- bathing/showering
- toileting
- dressing
- grooming

Services may also include demonstrating and encouraging the use of techniques to improve the person's capacity for self-management and building confidence in the use of equipment or aids, such as a bath seat or handheld shower hose to support wellness and reablement goals.



Home Maintenance

To provide home maintenance services that assist clients to maintain their home in a safe and habitable condition. Maintenance services provided must be linked to assisting clients to maintain their independence, safety, accessibility and health and wellbeing within the home environment. Maintenance services can also assist in creating a home environment that facilitates a client's reablement goals.

Services refer to:

- garden maintenance
- minor home maintenance and repairs
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A home-based assessment by a RAS is important for developing initial home and yard maintenance plans.

The provision and frequency of on-going home maintenance services (lawn mowing and garden pruning) must directly relate to assessed client need in terms of maintaining accessibility, safety, independence or health and wellbeing and be subject to regular review.

Social Support Group

To assist frail, older people to participate in community life and feel socially included through structured, group-based activities that develop, maintain or support independent living and social interaction. These activities can include activities at MDAS or group excursions.

Services may include light refreshments and associated transport and personal assistance (e.g., help with toileting) involved in attendance at the centre.

Specialised support services

Access and Support

To provide services that meet the specialised needs of older people living at home with more complex needs and also helping people to connect to level entry supports and to make referrals to the appropriate services required. Eg. NDIS, My Aged Care, Housing etc.

PATHWAY TO ACCESSING COMMONWEALTH HOME SUPPORT PROGRAMME SERVICES

1. Contact My Aged Care
2. Have a home support assessment
3. Agree on a home support plan
4. Select service providers and work out your fees
5. Manage your services

1. Contact My Aged Care

If you would like support signing up to My Aged Care, make an appointment with MDAS Aged Care & Disability Services staff and they will sit with you whilst contacting My Aged Care and support you through the process of signing up to My Aged Care.

Which Involves:

Finding out if you meet the requirements for an assessment. The contact centre staff will ask questions to help them understand your needs and care arrangements to inform the next steps.

You will be asked to provide permission to have a personalised client record created. This will hold up-to-date information on your needs, the results of any assessments and any services that you receive. The client record will reduce the need for you to retell your story.

- You can also nominate family and friends as your representatives. They can act as a representative on your behalf to discuss your care needs.

What happens at the initial assessment?

- Gather statistical information on the person according to assessment documents, e.g., date of Birth, family name.
- Present information on services provided by the service and any associated costs.
- Gather information on services requested by the person or their family'
- Gather information on the family supports available to the person or their family
- Gather information on the family supports available to the person, note who is responsible for assessed care needs tasks where the family indicates a preference to provide; and
- Complete a risk assessment.
- Obtain permission from client for information sharing.
- Medicare details

2. Have a home support assessment

If the My Aged Care contact centre refers you for a home support assessment, a Regional Assessment Service (RAS) assessor will contact you to arrange a face-to-face assessment in your home.

During your home support assessment, the RAS assessor will ask you about your day-to-day activities, your needs and your preferences — what you can do well, what you need some help doing, and what you want to be able to do.

You may wish to have a family member, friend, carer or MDAS Aged Care & Disability Services Support Worker at the assessment to support you, or to speak on your behalf.

If your assessment shows you are eligible for services under the Commonwealth Home Support Program, you can work with the RAS assessor and/or MDAS Aged Care & Disability Services Support Worker to decide which service provider(s) you want to receive services from.

If choosing MDAS Aged Care & Disability Services for Home Care Service Provider your home support plan will be reviewed every 12 months, to ensure you are receiving services and supports that continue to be right for you.

During the assessment and care planning phase

- All information on a person will be contained in an individual client file and stored according to the MDAS privacy policy.
- The initial information gathered will form the basis of a care plan
- Assessment information may need to be gathered over a period of one month to complete the plan

3. Agree on a home support plan

The RAS assessor will work with you to develop a personalised home support plan.

Your home support plan will be tailored to your needs and will be developed to maximise your independence and quality of life.

Your RAS assessor might also suggest options for you that are not part of the Commonwealth Home Support Programme (e.g., local community services, groups and activities).

For example, your home support plan might include advice or referrals about:

- assistive devices or equipment to help you stay independent and safe in your home
- meals and food preparation

- transport to appointments, groups and activities to keep you connected with friends, services and the local community
- an exercise and/or daily activity program
- strategies to reduce falls.

4. Select service providers

To find out which service providers offer what you need in your area, ask your RAS assessor or call My Aged Care or speak to MDAS Aged Care & Disability Services Support staff, Or you can also use the My Aged Care website to search for providers at myagedcare.gov.au/find-a-provider.

Your RAS assessor can arrange to have a 'referral for service' sent to the relevant provider(s) in your local area. A referral for service notifies providers there is a new client wanting a service and prompts them to contact you to make arrangements.

If you choose MDAS Aged Care & Disability Services staff member will call you and make arrangements for your services to start.

If you first want to visit or call a service provider to decide if their services are right for you, ask your RAS assessor to give you a 'referral code'. You can pass this to the service provider when you speak with them. This allows them to view your client record, accept the referral and start organising services for you, if you choose to accept their services.

If there are no services available, you may be placed on a waitlist. Once services become available, people on the waitlist with the highest level of need will be offered services first.

When the number of eligible Aboriginal people wishing to participate in a particular program exceeds the number of places available in the Aged Care & Disability Program, a waiting list will be established. The waiting list will be used to prioritise eligible Aboriginal people for the services. Priority of access will be given to those people, with the highest need.

Clients who are placed on the waiting list will be informed both verbally and in writing about waiting list process and their right to appeal a decision or make a complaint.

All people on the waiting list will receive regular contact from Aged Care & Disability Team Leader. This contact will occur every eight weeks.

If lengthy delays in access to the service are anticipated, clients and carers will be informed and advised of their options, including referral to another suitable service.

5. Manage your services

What can you expect from service providers?

They will help you to continue to live as independently as possible by focusing on your needs and preferences and building on your strengths.

They should provide services tailored to your unique circumstances, working in partnership with you, your family, friends and carers.

MDAS Aged Care & Disability Services review your services every 12 months to make sure they continue to meet your needs.

What happens if your care needs change?

If your needs change over time, you can discuss this with MDAS Aged Care & Disability Services staff to discuss your changing care needs. MDAS Aged Care & Disability Services staff can assist and support you during this phone call.

If your care needs increase or become more complex, you may need new services or a different type of aged care, such as a Home Care Package. Call My Aged Care to arrange an appropriate assessment, either with a Regional Assessment Service (RAS) or with an Aged Care Assessment Team (ACAT). Once there's a clear picture of what your new needs are, you will be given options about the care and services best suited to you. MDAS Aged Care & Disability Services support staff can assist in this process





FREQUENTLY ASKED QUESTIONS

Can you change providers?

What if you move to another location?

You should talk to your service provider(s) in the first instance, who will refer you back to My Aged Care. You can also choose to contact My Aged Care directly to talk about your needs. Depending on your circumstances, you may be required to have another assessment. MDAS Aged Care & Disability Services staff can assist and support, you during this time.

What happens if you go into hospital?

Speak to MDAS Aged Care & Disability Services Support staff let them know, so your services can be suspended while you're away from home.

You may be able to receive additional Commonwealth Home Support Programme services for a short period of time to help you get back on your feet after you return home. Speak to MDAS Aged Care & Disability Services staff in the first instance.

If your needs have changed significantly, your services might need to change as well, or perhaps another type of aged care might now be more appropriate. You might need another assessment to find out what is best for you and to make sure all your needs are being met. MDAS Aged Care & Disability Services Staff might request an assessment for you, or you can call My Aged Care directly to find out more. MDAS Aged Care & Disability Services Staff can support you during this time.

You might also be eligible for transitional care (TCP), which is short-term support for older people after a hospital stay.

To access transition care services, you must be assessed by an Aged Care Assessment Team (ACAT) while you are still in hospital. The ACAT will work out if you will benefit from transition care and explain your options to you. To arrange an assessment, talk to the hospital staff or call My Aged Care or contact MDAS Aged Care & Disability Services and a staff member can assist in this process.

What are your legal rights and responsibilities?

The Charter of Aged Care Rights sets out your rights as a client receiving Commonwealth-funded aged care services.

MDAS Aged Care & Disability Services support worker will give you a copy of the charter.

For help understanding your rights and responsibilities, MDAS Aged Care & Disability Services Support Worker will be happy to go through them with you and answer your questions.





RAISING YOUR CONCERNS

Concerns about the services you are receiving

If you have a problem with a service, try to talk with your MDAS Aged Care & Disability Services support staff first. It may be something that can be resolved easily.

Your provider should tell you about their internal complaints handling process and how to make a complaint. You have the right to make a complaint without it affecting your care and services.

MDAS Aged Care & Disability Services clients have a right to provide feedback and the 'right to complain' and where possible clients are encouraged to raise any concerns directly with MDAS organisation. MDAS Aged Care & Disability Services support workers are trained to make sure clients of MDAS organisation feel confident that any feedback (compliment or complaints) made to the organisation will be handled appropriately and in a timely manner.

Feedback can be obtained formally by client survey, written client feedback form or informal feedback (verbal).

- Client feedback surveys are provided to staff and feedback is requested on a periodic basis as per program audit plan.
- Client Feedback forms are provided to staff and feedback is recorded when clients provide feedback in relation to service delivery or program.
- Client feedback is requested when clients exit the service, to assist in improving service delivery.

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

Another way to raise your concerns or make a complaint

You are also able to make a complaint to the Aged Care Quality and Safety Commission (a free service) in the following ways:

- website — agedcarequality.gov.au
- telephone — call 1800 951 822
- in writing — address your written complaint to:
Aged Care Quality and Safety Commission
GPO Box 9819
[Your capital city] [Your state/territory]





GETTING HELP FROM AN ADVOCATE

(SOMEONE WHO CAN HELP YOU RAISE YOUR CONCERNS)



If you want help to raise your concern, you can have an advocate work with you to resolve the matter. The Older Persons Advocacy Network (OPAN) helps people access and interact with Commonwealth-funded aged care services. OPAN is funded by the Australian Government. It is free, independent and confidential. OPAN helps older people get the information they need to make decisions, understand their aged care rights, and resolve problems and confusion. OPAN can be contacted on 1800 700 600 from 9:30am to 4:30pm Monday to Friday. (If you are receiving services from another service provider MDAS Aged Care & Disability Services Support Worker can assist in this process).

Using an Advocate: An advocate is someone who can support you to:

- Make decisions for yourself
- Stand up for your rights
- Make your voice heard
- Protect and promote your interest

An advocate can be a family member, friend or organisation.

People often use an advocate in a situation where they feel confused, overwhelmed, intimidated or who are not confident. Sometimes people use advocates to speak on their behalf or support them to speak for themselves.

We encourage you to use an advocate when dealing with our organisation if you feel confused, overwhelmed, intimidated, or not confident or if you think an advocate would be useful. For example, you could use an advocate if you want to make a complaint or when you want to make a complaint or when you are being assessed for services. You can choose your own advocate, or we can assist you to find one. You can change your advocate or stop using an advocate at any time.

Further Assistance

If you need further assistance MDAS Aged Care & Disability Services can assist you in accessing other specified services such as

- Allied Health Services
- Dementia
- Homelessness
- Or any of MDAS's other support services/groups





WHAT HELP IS AVAILABLE FOR ELDER ABUSE?

If you witness, suspect, or experience elder abuse, call the National Elder Abuse phone line for free and confidential information, support, and referrals.

Call 1800 ELDER Help (1800 353 374) Australian Human Rights Commission.

Elder abuse may involve physical harm, misuse of your money, sexual abuse, emotional abuse or neglect.

You can also visit the COMPASS website at compass.info for information, a support directory and resources about elder abuse.

If you are experiencing Elder abuse MDAS Aged Care & Disability Services Support Worker can assist and support, you in accessing services to support you during this time.

WHAT ASSISTANCE IS AVAILABLE FOR YOUR CARER?

If your carer is in need of additional support, contact the Carer Gateway on 1800 422 737 or go to the website at carergateway.gov.au to find out more. MDAS Aged Care & Disability Services Support Worker can assist your carer in this process.

YOUR RESPONSIBILITIES AS A CONSUMER:

When visiting a MDAS venue or facility, and/or accessing a service, you are expected to:

- respect the human dignity and worth of MDAS staff and other clients and remain courteous at all times
- treat all MDAS property with respect and care i.e., buildings, equipment etc.
- help us in helping provide you with services
- provide feedback to MDAS on the service that you, as a client, receive
- let us know if you are not happy with any part of our service
- let us know if you want changes to your services
- let us know if you are going to be away and don't require our services, for any period of time
- ask questions if you are unsure of any part of our service
- take responsibility for any decisions you make
- make sure you tell us about any important medical conditions or requirements you have that would be necessary in an emergency situation
- act respectfully with honesty and integrity, make no allegations which are improper or derogatory, and refrain from any form of conduct which may cause any person offence or embarrassment





Mallee District Aboriginal Services Ltd

120 Madden Avenue | PO Box 5134 Mildura 3502 Phone (03) 5018 4100

Swan Hill | 70 Nyah Road Swan Hill (03) 5032 8600

Kerang | 9 Nolan Street Kerang (03) 5412 6004

www.mdas.org.au