



TAILEM BEND COMMUNITY CENTRE

2024/2025

CONSUMER INFORMATION BOOKLET



COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP)

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

**MURRAY MALLEE COMMUNITY PASSENGER NETWORK
(MMCPN)**

141 RAILWAY TERRACE, TAILEM BEND SA 5260
TEL: 8572 3513
WWW.TBCC.ORG.AU

CONTENTS

- 4.**
Tailem Bend Community Centre Vision, Mission & Values
- 5.**
Service Information
- 6-8.**
Commonwealth Home Support Program (CHSP) Services
- 9.**
National Disability Insurance Scheme (NDIS) Services
- 10.**
SA Charter of the Rights and Freedoms of Vulnerable Adults
- 11.**
Murray Mallee Community Passenger Network -Medical Bus
- 12.**
Murray Mallee Community Passenger Network -Cars & Eligibility
- 13.**
Murray Mallee Community Passenger Network -Fees
- 14-15.**
MMCPN Client Non-Response Procedures
- 16.**
MMCPN Fire Risk Days Procedure & COVID-19 Checklist
- 17.**
Charter of Care Recipients' Rights and Responsibilities
- 18.**
Advocacy - who to speak to?
- 19.**
Complaints - where to go?
- 20.**
Tips for Registering with My Aged Care
- 22.**
Useful Contacts
- 23.**
Where to seek help for over 65's
- 24-27.**
Aged Care Quality Standards

CLIENT INFORMATION BOOKLET

COORONG COMMUNITY LINKS COMBINED PROGRAM

PROVIDED BY
THE TAILEM BEND
COMMUNITY CENTRE
AND THE
COORONG DISTRICT COUNCIL



PLEASE KEEP THIS BOOKLET FOR YOUR RECORDS

- > CHSP funded by the Australian Government Department of Health
- > MMCPN funded by the Australian Government Department of Health and the South Australian Government Department of Human Services
- > Medical bus funded by the Department for Planning Transport & Infrastructure
- > NDIS funded by the Australian Federal Government

For more information visit:

- > Department of Health www.health.gov.au
- > Department of Human Services SA www.dhs.sa.gov.au
- > Department for Planning Transport & Infrastructure www.dpti.sa.gov.au

The material contained herein does not necessarily represent the views or policies of the Australian Government.

VISION, MISSION AND VALUES

VISION

The Tailem Bend Community Centre Incorporated (TBCC) will be a self-sustaining enterprise that supports the diverse needs of the community.

MISSION STATEMENT

Provide social interaction and lifelong learning opportunities for our community.

CORE VALUES

Equality and Empathy
Honesty and Integrity
Tolerance and Understanding
Non-discriminating

Support and Encouragement
Safety and Security
Social Inclusivity
Positive Partnerships

KEY OBJECTIVES

1. Advance community connections, individual health, wellbeing and independence.
2. Reduce isolation, encourage and support social inclusion, volunteering and training.
3. Increase the community's access to information, services and support transport options.
4. Expand programs, secure grant funding and social enterprise opportunities.
5. Develop facilities, environmental resilience and cultural diversity.
6. Maintain service excellence and audit frameworks and continuous improvement.



TBCC prides itself as being diverse, respectful, inclusive, accepting and welcoming, with safe space for everyone.

We welcome the following and more: seniors, all nationalities, people living with disabilities, assistance dogs, LGBTI, breast feeding, wheel chair accessible, homeless or becoming homeless.

SERVICE INFORMATION

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)
NATIONAL DISABILITY INSURANCE SCHEME (NDIS)
MURRAY MALLEE COMMUNITY PASSENGER NETWORK (MMCPN)

ASSESSMENT/REASSESSMENT

An assessment is required before the commencement of any CHSP and MMCPN service. Please call My Aged Care, the national gateway for Aged Care Services on free call number 1800 200 422 and request the *Coorong Community Links Combined Program – Tailem Bend Community Centre* (for CHSP) or *Murray Mallee Community Passenger Network (MMCPN) - Tailem Bend Community Centre* (for MMCPN). Alternatively, you can visit the My Aged Care website www.myagedcare.gov.au. Tailem Bend Community Centre (TBCC) staff can assist you with registration - please call 8572 3513 to make an appointment time.

Younger people living with a disability (under 65 years or 50 for ATSI) can have their assessments conducted by TBCC staff. Please call 08 8572 3513.

Regular reviews will be performed by TBCC staff to ensure that the services delivered still meet your needs. All services are subject to eligibility, availability, priority of services and funding. Service delivery in the Coorong region may be delayed due to the large (8,830 square kms) delivery area. Contractor availability/timeframes for services will be negotiated by TBCC staff and communicated once confirmed.

PRIVACY AND CONFIDENTIALITY

Your privacy and confidentiality is respected by the TBCC staff we are committed to protecting your personal information and dignity. We will not disclose any personal information without your prior consent. You have the right to withdraw your consent at any time by contacting TBCC. TBCC adheres to the Information Sharing Guidelines (ISG) decision making steps and practice guide. www.ombudsman.sa.gov.au/wp-content/uploads/ISG-Decisions-Making-Steps-and-Guide.pdf

ACCESSING YOUR PERSONAL INFORMATION

TBCC has a legal obligation to comply with the *Freedom of Information Act 1997*. With your consent, information may be provided to other CHSP service providers to support continuity of care. You may access your information at any time by contacting the TBCC.

REFUSAL AND/OR WITHDRAWAL OF SERVICE

If you refuse or withdraw from a service you may re-apply at any time without fear of prejudice. TBCC may refuse / withdraw its services if a client does not meet the funding requirements and you will be advised of reasons for this should it happen. We will refer you to another CHSP/NDIS provider if applicable.



COMMONWEALTH HOME SUPPORT (CHSP) SERVICES

PRINCIPLES OF THE CHSP PROGRAMME

The programme will:

- Promote each client's opportunity to maximise their capacity and quality of life through:
 - Being client-centred and providing opportunities for each client to be actively involved in addressing their goals.
 - Focusing on retaining or regaining each client's functional and psychosocial independence.
 - Building on the strengths, capacity and goals of individuals.
- Provide services tailored to the unique circumstances and cultural preference of each client, their family and carers.
- Ensure choice and flexibility is optimised for each client, their carers and families.
- Emphasise responsive service provision for an agreed time period and with agreed review points.
- Support community and civic participation that provide valued roles, a sense of purpose and personal confidence.
- Develop and promote strong partnerships and collaborative working relationships between the person, their carers and family, support workers and grant recipients.

ELIGIBILITY



Frail, older person who:

- Is aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander peoples); and
- Has difficulty performing activities of daily living without help due to functional limitations (eg. communications, social interaction, mobility or self care).

PLEASE NOTE

There are costs associated with the provision of the services listed in this information brochure. Please check with TBCC staff of the relevant service. The services are used to assist with your care needs. Contact the TBCC CEO to discuss criteria for fee waivers to assist people who have limited capacity to pay for services required.

CHSP SERVICES CONT...

CHSP FEES

CHSP contributions are set at the same scale for each individual delivery of service and will not exceed the actual cost of a service provision.

- The funding percentage determined by the TBCC Board of Management (dependent on the client's capacity to pay) will be calculated as follows :
 - > 70% CHSP/30% pensioners
 - > 50% CHSP/50% non-pensioners
- The CHSP staff are delegated the responsibility to determine the ratio of funding allocation.

SOCIAL SUPPORT

Regular social interaction classes are offered at the TBCC and throughout the Coorong. Call 08 8572 3513 or visit www.tbcc.org.au for the current timetable. TBCC host a monthly 'Our Goldies' lunch with information sessions, guest speakers and at least four bus trips per year as requested by clients. Contact us for a copy of the annual calendar of events.

HOME MAINTENANCE

The Home Maintenance Program provides essential minor and major home maintenance to ensure your home is in a safe and habitable condition. Minor home maintenance and repairs include replacing light bulbs, minor plumbing, gutter and window cleaning. Garden maintenance may include clearing paths, mowing, trimming shrubs (not trees above 2m) and rubbish removal (dump fees may be required for non-green waste).

HOME MODIFICATION

Minor and major modifications are available to improve safety and accessibility as directed by Occupational Therapist (OT) recommendations. Modifications may include grab rails, banister rails, half steps, ramps, hand held shower heads and door shields/magnets/reversals.

To receive these services, contact My Aged Care on 1800 200 422 for your *request for service application* or via the My Aged Care Website www.myagedcare.gov.au

If you require assistance to access the website, or help with calling My Aged Care, please call the TBCC to arrange an appointment.



CHSP SERVICES CONT...

DOMESTIC & PERSONAL ASSISTANCE

Country Health SA Local Health Network
Murray Mallee Community Health Service
PO Box 346 Murray Bridge SA 5253
Tel: (08) 8535 6800 Mobile: 0427 715 114
Website: www.health.sa.gov.au

Murray Mallee Aged Care Group
2 Myall Avenue, Murray Bridge SA 5253
Tel: (08) 8532 2255
www.murraymalleeagedcareservices.com.au



TRANSPORT

Transport can be arranged to attend TBCC events and activities. When you book an event or activity, please let us know if you require transport.

Transport can also be arranged for people of all ages to attend medical appointments, visit a doctor or a hospital. It is a community service that can be accessed by calling TBCC and requesting the MMCPN staff.

CARER'S SUPPORT/RESPIRE

Arrangements can be made for a support person to come to your home for a few hours and look after the person you care for, so that you can have a rest - this service is called Respite Care. If you care for someone at home, you may also like to be part of a group to receive support and information. Please contact Carer Gateway Program on 1800 422 737 for details, or visit the website at www.carergateway.gov.au.

ABORIGINAL AGED CARE (AGED 50+ YEARS)

The Aboriginal Aged Care Program is driven by the Elders of the region and is focused on ensuring the delivery of services that the Elders have deemed as the most appropriate outcomes for their communities.

There is a referral process for Aboriginal Specific Community Aged Care Packages offered by Moorundi Aboriginal Community Controlled Health Service.

Contact Murray Bridge direct on 8531 0289 or visit the website at www.moorundi.org.au. Please note registration is still required via My Aged Care on free call number 1800 200 422 or via website www.myagedcare.gov.au

NATIONAL DISABILITY INSURANCE SCHEME (NDIS) SERVICES

NATIONAL DISABILITY INSURANCE SCHEME (NDIS) - 1800 800 110

The NDIS works with suitably experienced and qualified partner organisations to deliver Local Area Coordination (LAC) and Early Childhood Early Intervention (ECEI) services to Australians with disability. They are the face of the NDIS in the community. The ECEI Coordinator will assist consumers to understand and access the most appropriate supports for their children.

If you are between the ages of seven and 64 years of age, call the Local Area Coordinator (LAC) partner in your local government area. The LAC will be your main contact point for the NDIS - **1800 931 543** lac.missionaustralia.murraymallee@ndis.gov.au

If you are under seven years of age with a developmental delay or disability, call the Early Childhood partner in your local government area. **Please contact Kudos Services directly on 1800 931 190, or email ecei.southaustralia@ndis.gov.au.**

For more information about the ECEI approach, visit NDIS ECEI. Follow on Twitter @NDIS 1800 800 110 or Facebook/NDISAus [ndis.gov.au](https://www.facebook.com/ndis.gov.au) community.engagement@ndis.gov.au

Get started by visiting the National Disability Insurance Scheme website: www.ndis.gov.au



South Australian Charter of the Rights and Freedoms of Vulnerable Adults¹

Based on International Human Rights Principles, The Charter will guide the Adult Safeguarding Unit's actions to prevent, identify and respond to abuse or neglect. It does not create legally enforceable rights.

Dignity, respect and self-determination	<ul style="list-style-type: none"> > The right to be treated with dignity and respect. > The right to live autonomous and self-determined lives, to take risks and be supported to make their own decision/choices. > The right to freedom of movement and to choose where they live. > These rights shall only be restricted in accordance with the law.
Liberty and security	<ul style="list-style-type: none"> > The right to liberty and security and to be free from exploitation and physical, social, psychological, financial, chemical and sexual abuse, or neglect. No person shall be deprived of their liberty except in accordance with the law. > The right to be free from torture and other forms of cruel, inhumane or degrading treatment.
Equality and non-discrimination	<ul style="list-style-type: none"> > The right to live free from all forms of discrimination, whether on the basis of age, disability, sex, gender identity, colour, sexual orientation, location, religion, political opinion, educational qualification, national origin, culture or ethnicity. > The right to be treated equally before the law.
Standards of living and care	<ul style="list-style-type: none"> > The right to food and water to nurture them nutritionally and emotionally, adequate clothing and shelter, adequate means and resources, to enable them to enjoy the highest attainable standards of physical and mental health and wellbeing. > The right to make their own decisions about their health care and end of life, including in advance and for this to be respected.
Privacy and family	<ul style="list-style-type: none"> > The right to live free from arbitrary or unlawful interference with their privacy, family, home or communications. > The right to a family life and to have their family unit respected by others, including government agencies and officials.
Social and economic participation	<ul style="list-style-type: none"> > The right to freely associate with others and to participate fully in the social, economic and cultural life of their community. > Aboriginal and Torres Strait Islander vulnerable adults have the right, with other members of their community, to maintain and use their language, their kinship ties and connection to land and culture.
Freedom of thought, conscience, spirituality, religion and expression	<ul style="list-style-type: none"> > The right to exercise freedom of thought, conscience, spirituality and religion. > The right to freedom of opinion and expression and to seek, receive and share information and ideas, and to lifelong learning. > The right to seek, and be provided with, personal information about them held by government agencies or officials.

¹ Vulnerable adult is defined in the *Ageing and Adult Safeguarding Act 1995* as an adult who, by reason of age, ill health, disability, social isolation, dependence on others or other disadvantage, is vulnerable to abuse (s3). For the first three years this is defined as people 65 years of age and over, and 50 years of age and over for Aboriginal and Torres Strait Islander people.

ADULT SAFEGUARDING UNIT 1800 372 310

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MURRAY MALLEE COMMUNITY PASSENGER NETWORK (MMCPN)

The Murray Mallee Community Passenger Network (MMCPN) is managed by the Taillem Bend Community Centre. We assist people living in regional communities who are transport disadvantaged by:

- Assessing eligibility;
- Providing advice on transport options;
- Arranging/booking transport;
- Advising you of your Passenger Rights and Responsibilities; and
- Assisting with general transport enquiries.

MMCPN SERVICES

MEDICAL BUS

The Medical Bus service is a vital link for regional communities to attend medical appointments that are not accessible within their own towns, and is the most cost effective mode of travel for consumers.

The MMCPN is the brokerage service for the Medical Bus.

THE SERVICE:

- Operates from Keith to Adelaide, Monday - Friday (excluding Public Holidays).
- Coaches are air-conditioned and wheelchair accessible.
- Service is for medical appointments only.
- Medical appointments in Adelaide need to be between 11.00am and 2.00pm (finished by 2.30pm).
- A carer or travel companion can travel free (conditions apply) and can be provided by MMCPN volunteers.
- Eligibility and conditions apply.
- Fee for service applies.

SERVICE AREA:

For eligible people of all ages living in the District Council areas of:

Coorong / Karoonda East Murray / Southern Mallee / Rural City of Murray Bridge / Mid Murray / Tatiara

CONDITIONS:

- Transport will not be available for a period of six weeks following hip replacement surgery (medical certificate required).
- Passengers are responsible for their own dietary needs.
- Passengers need to be respectful and considerate of fellow passengers and the driver.
- Passengers to advise any special needs for transport (eg. oxygen cylinder, wheelchair) at the time of booking.
- No smoking.



MMCPN SERVICES CONT...

COMMUNITY PASSENGER NETWORK (CPN)

The Community Passenger Network provides transport with a volunteer driver where no other appropriate transport is available within the region, for medical appointments, shopping and social visits. The MMCPN coordinates this service with the support of volunteer drivers.

THE SERVICE:

- Is for medical and social outings and operates Monday - Friday (excluding Public Holidays)
- Comfortable air-conditioned vehicles
- A carer or travel companion can travel free to support the passenger (conditions apply) and can be provided by MMCPN volunteers upon request
- Eligibility and conditions apply
- Fee for service applies (subsidised and non-subsidised rates)
- Service is subject to volunteer and vehicle availability

CONDITIONS:

- Passengers are responsible for their own dietary needs.
- Passengers need to be respectful and considerate of volunteer drivers.
- Passengers to advise any special needs for transport (eg. oxygen cylinder, wheelchair) at the time of booking.
- No smoking.

SERVICE AREA:

Eligible people living in the District Council areas of:

- Coorong / Karoonda East Murray / Southern Mallee (all ages)
- Rural City of Murray Bridge (O65s only or 50 years+ for ATSI)



MMCPN ELIGIBILITY (MEDICAL BUS & CPN VEHICLES)

If you are unable to drive yourself, do not have family or friends that can assist or do not have access to public transport, then you may be eligible to use MMCPN transport services.

Eligibility for these services:

- People of all ages who are transport disadvantaged.
- People over 65 years (or over 50 years for Aboriginal and Torres Strait Islander people) who are registered with My Aged Care.
- People under 65 years (or under 50 for Aboriginal and Torres Strait Islander people) who are mobility constrained, limiting their ability to access general public transport services.



PATIENT ASSISTANCE TRANSPORT SCHEME (PATS)

PATS is a subsidy scheme funded by the Government of South Australia, providing financial assistance towards people's transport and accommodation costs when they're required to travel more than 100km each way to access necessary medical specialist services that are not available locally.

To find out more about eligibility and how to submit a claim, visit the website <https://www.pats.sa.gov.au/> or phone 1300 341 684.

MMCPN FEES



MEDICAL BUS

KEITH - MT BARKER / ADELAIDE	—————>	\$39.00 RETURN
KEITH - MURRAY BRIDGE	—————>	\$24.00 RETURN
MURRAY BRIDGE - ADELAIDE	—————>	\$28.00 RETURN
MURRAY BRIDGE - MT BARKER	—————>	\$18.00 RETURN
TAILEM BEND - MT BARKER / ADELAIDE	—————>	\$33.00 RETURN
TAILEM BEND - MURRAY BRIDGE	—————>	\$18.00 RETURN

- Tailem Bend prices incorporate Tintinara, Coonalpyn, Coomandook, Yumali, Meningie & Wellington East.
- One-way trips are half the listed price.
- Prices listed are for eligible consumers of all ages and are subject to change.

MMCPN FEES



COMMUNITY PASSENGER NETWORK

PRICING SCALE SUBSIDISED (as of 1st July 2022)

	RETURN TRIP	ONE WAY
0-5 KM	\$10	
6-50 KM	\$30	\$20
51-150 KM	\$50	\$40
151-250 KM	\$70	\$50
251-450KM	\$90	\$60
450-600 KM	\$110	
600 KM +	TBA (ON APPLICATION)	

SUBSIDISED:

Under 65 (Disability Support Pension/transport disadvantaged) and Over 65/50+ ATSI (CHSP)

PRICING SCALE NON-SUBSIDISED RATES (CHSP PACKAGE LEVEL AND NDIS CONSUMERS)

	RETURN TRIP	ONE WAY
0-5 KM	\$20	
6-50 KM	\$60	\$40
51-150 KM	\$100	\$80
151-250 KM	\$140	\$100
251-450KM	\$180	\$120
450-600 KM	\$220	
600 KM +	TBA (ON APPLICATION)	

NON-SUBSIDISED:

Non-CHSP (package levels 1-4) and NDIS

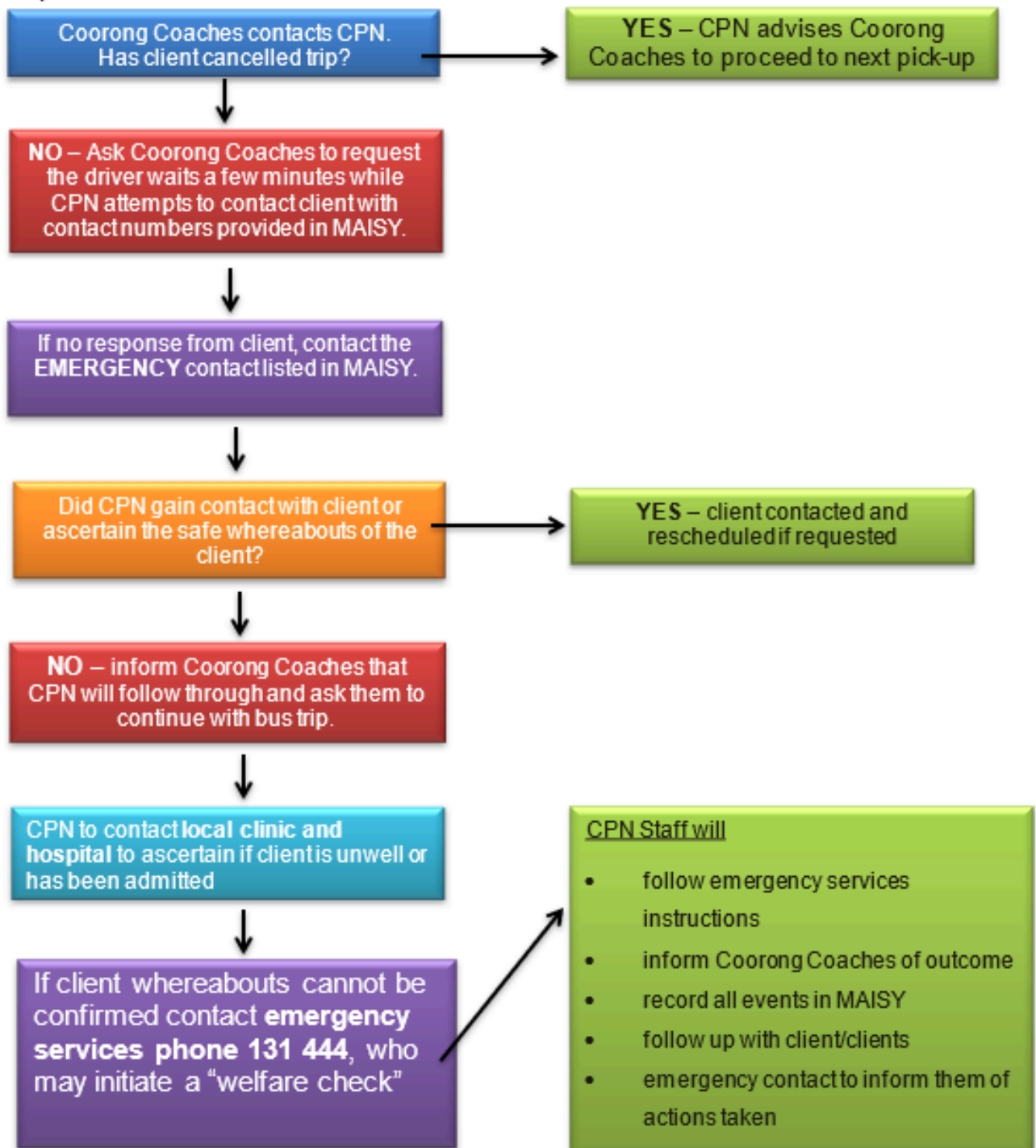
Prices negotiated per consumer based on distance from consumers home. Prices are subject to change. See page 12 for eligible Council areas for CPN transport.

PLEASE TAKE NOTE OF THE FOLLOWING MMCPN POLICIES AND PROCEDURES

Murray - Mallee Medical Bus

Coorong Coaches contacts CPN office – 8572 3513 or mobile when the driver has informed them that the client did not respond, not at home or at pre-arranged location for their scheduled pick-up time

NOTE – drivers are not permitted to enter client premises, but should knock on the front door and wait for a response. If no answer follow flow chart below.

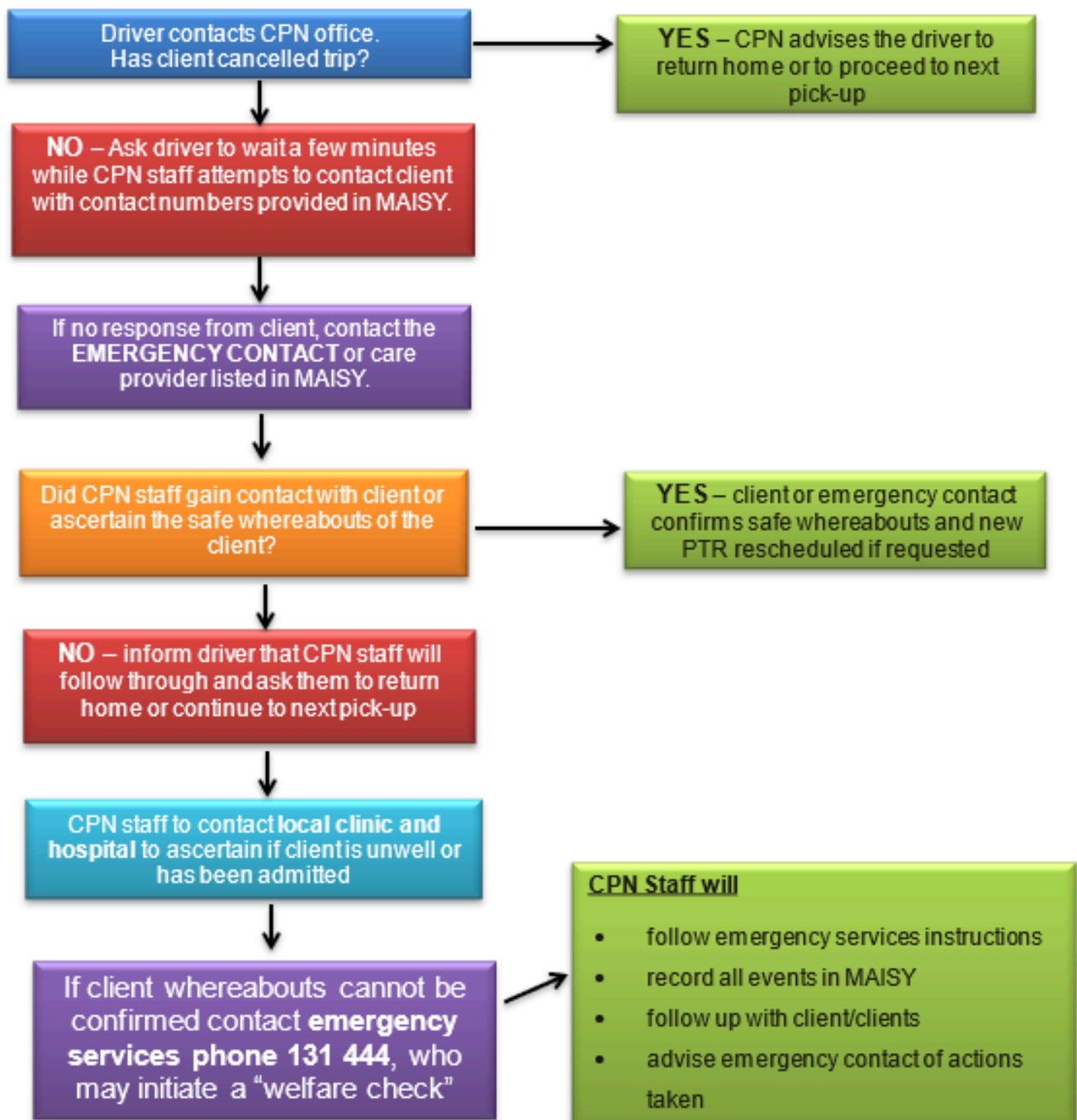


MMCPN Transport

Client Non-Response Procedure (CPN)

Driver contacts CPN office – 8572 3513 or mobile to inform office staff that the client did not respond, was not at home or at pre-arranged location for their scheduled pick-up time

NOTE – drivers are not permitted to enter client premises, but should knock on the front door and wait for a response. If no answer follow flow chart below. |



MMCPN FIRE RISK DAYS PROCEDURE

Overview

MMCPN provides volunteers across a number of Fire Ban districts: Murray Mallee, Riverland, Adelaide Hills and Adelaide Metro.

Bushfires can occur without warning and can quickly impact travel routes. In South Australia, bushfires occur regularly. Being out on the road during a bushfire is extremely dangerous as cars offer little protection from radiant heat and driving conditions are often difficult and stressful.

The TBCC/MMCPN office, including the Coordinator, will assist to monitor daily events through media outlets, and will direct this information accordingly should a situation become apparent.

CATASTROPHIC FIRE RATING:

- The Board has determined that NO VOLUNTEER TRANSPORT will be provided on any day where a fire danger rating of CATASTROPHIC is expected. Either within the regions of origin or destination and /or within a region that the transport will travel through to access the appointment, regardless of the distance travelled. Trips may be cancelled or rescheduled prior to or on the day of travel. MMCPN staff will provide client support to reschedule appointments for those who find this difficult.
- A Volunteer Bus Companion will not be provided to support and travel on the Health / Medical Bus Service on a catastrophic fire day.

EXTREME / SEVERE FIRE RATINGS

Volunteer drivers have the right to withdraw from any commitment to ensure their own welfare and wellbeing.

COVID-19 - WHAT SHOULD YOU DO?

Have you returned from overseas, travelled interstate or been on a cruise ship in the past 14 days?

YES - seek testing and self-isolate for 14 days.

NO - monitor symptoms and self-isolate for 14 days.

Have you been in close contact with a confirmed case of COVID-19?

YES - self isolate and seek testing.

NO - monitor your health.

Are you feeling unwell? Do you have any symptoms of COVID-19?

YES - self isolate and seek testing at a dedicated COVID-19 clinic.

Are you feeling well, but are concerned or worried?

- Visit the SA Health website to learn more about COVID-19: www.sahealth.sa.gov.au/COVID2019

- Seek professional help if needed, or speak to family or friends.

- Call the **SA COVID-19 Information Line - 1800 253 787**

- Call the **SA COVID-19 Mental Health Support Line - 1800 632 753**

BE COVIDSAFE

For more information
SA.GOV.AU or 1800 253 787



CHARTER OF CARE RECIPIENTS' RIGHTS AND RESPONSIBILITIES - HOME CARE



Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission

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. services;
8. Have control over and make choices about my care, and personal and social life, including
9. where the choices involve personal risk;
10. Have control over, and make decisions about, the personal aspects of my daily life,
11. financial affairs and possessions;
12. My independence;
13. Be listened to and understood;
14. Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
15. Complain free from reprisal, and to have my complaints dealt with fairly and promptly;
16. Personal privacy and to have my personal information protected;
17. 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, www.agedcarequality.gov.au. The Commission can help you resolve a complaint about your aged care provider.

For detailed information on the **Charter of Aged Care Rights**, visit www.agedcarequality.gov.au/sites/default/files/media/ACQSC_Charter-of-Rights_A5_Booklet_V11b.pdf

ADVOCACY

ADVOCACY MAY BE ABLE TO HELP YOU

An advocate can:

- Provide you with information about your rights and responsibilities.
- Help you to raise your issues with us or the service provider.
- Support you at any stage during the complaints process.

Advocacy is free, independent and confidential. An advocate will always seek your permission before taking action. You can call the **National Aged Care Advocacy Line on 1800 700 600**. With your permission, they can phone an advocacy agency on your behalf to explain your concerns and arrange for the agency to contact you. Anyone can raise a concern and you are encouraged you to raise your concern with the service provider first.

You can submit your complaint anonymously or confidentially. However, this can limit what assistance you can be given, so it is best to submit your concern openly. The Hotline can explain the differences between open, anonymous and confidential complaints when you call. If you have a concern or feedback about the aged care, you or someone else is receiving, you can talk to the **Aged Care Quality and Safety Commission** (Engage Empower Safeguard) by phoning **1800 951 822** or visiting agedcarequality.gov.au. If you are deaf or have a hearing impairment, call Voice Relay 1300 555 727 (National Relay Service).

AGENCY	TELEPHONE
AGED RIGHTS ADVOCACY SERVICE INC. 175 FULLARTON RD, DULWICH SA 5065	(08) 8232 5377 1800 700 600
DISABILITY RIGHTS ADVOCACY SERVICE SHOP 4 / 80 HENLEY BEACH RD, MILE END SA 5031	(08) 8531 9500
TRANSLATING & INTERPRETING SERVICE	131 450
SENIORS INFORMATION SERVICES 149 CURRIE ST, ADELAIDE SA 5000	1800 636 368
ADVOCACY FOR CARERS CARERS SA	(08) 8291 5600

YOU MAY ALSO CONTACT YOUR STATE OR FEDERAL MEMBER OF PARLIAMENT.

IF YOU ARE UNHAPPY WITH THE SERVICE PROVIDED...

It is important to inform your CHSP or MMCPN service provider if you have any concerns with the service you receive. Complaints will not affect your entitlement to services. We encourage your feedback if you are not satisfied with, or you have a question about the CHSP or MMCPN services administered by TBCC - please tell us so we can improve.

If you wish to make a complaint, or you have grievance with services provided by TBCC or MMCPN, please call **8572 3513**. Alternatively, you can contact TBCC in writing (email: ceo@tbcc.org.au or post: PO Box 203, Taillem Bend SA 5260). If in writing or by email, you should receive written confirmation of receipt of the written complaint within three (3) working days). If you are not happy with the way your complaints have been addressed, you can take it further by contacting either of the agencies below.

Aged Care Quality and Safety Commission: anyone can lodge a concern - it is free and you can be anonymous or confidential. You can also provide feedback about the care you or someone else is receiving to help when they check a service against quality standards, The commission can be contacted on 1800 951 822 or visit agedcarequality.gov.au for more information

AGENCY	TELEPHONE
AGED CARE QUALITY & SAFETY COMMISSION WWW.AGEDCAREQUALITY.GOV.AU	1800 951 822
AUSTRALIAN COMPETITION & CONSUMER COMMISSION LEVEL 2 / 19 GRENFELL ST, ADELAIDE SA 5000 GPO BOX 922, ADELAIDE SA 5001	(08) 8213 3444
AGED CARE RIGHTS ADVOCACY SERVICE INC.	(08) 8232 5377 1800 700 600
HEALTH & COMMUNITY SERVICES COMPLAINTS COMMISSIONER	1800 232 007
OMBUDSMAN SA WWW.OMBUDSMAN.SA.GOV.AU	1800 182 150 (08) 8226 8699
OFFICE FOR AGEING WELL WWW.SAHEALTH.SA.GOV.AU	(08) 8226 6000

TIPS FOR REGISTERING WITH MY AGED CARE

REGISTRATION IS EASY IF YOU'RE PREPARED WITH THESE TIPS



CALL MY AGED CARE (MAC) ON 1800 200 422

You may have to hold for a while before the process begins. Tell them you want to register yourself (or another person). If you are registering another person, have that person close by so he/she can authorise you to speak on his/her behalf. They will ask to speak to him/her. You will need his/her pension card, and Medicare card.

Go through all the questions and if they have trouble finding the Tailem Bend Community Centre, tell them to search under the Tailem Bend Community Centre Service Name: **MURRAY MALLEE COMMUNITY PASSENGER NETWORK**. Please make sure that MAC and the Assessor know what the above service name is.

If you reside in the Coorong District Council area, tell them if you get social support from your local town (e.g. local medical centres or hospitals). During the assessment, be very clear about what services you need to enable you to stay in your own home as long as possible.

HAVE YOUR PENSION CARD AND MEDICARE CARD WITH YOU.

WHEN ASKED IF YOU ARE SOCIALLY ISOLATED, YOU SHOULD ANSWER YES DUE TO YOUR RESIDENTIAL LOCATION.

Tell them if you receive services from TBCC (eg. social support/Our Goldies or classes; home maintenance or transport).

Once registered you will need to be assessed by a regional assessor. The assessor will ring when they receive a referral from My Aged Care (this may take up to two weeks). Don't be afraid to change their suggested appointment time if it doesn't suit you.

Please call TBCC if you require assistance with your registration. Our staff are happy to make an appointment time to assist you.

DISCLAIMER

THE TAILEM BEND COMMUNITY CENTRE

Every care has been taken in checking the accuracy of details in this brochure. The Tailem Bend Community Centre does not guarantee that this brochure is without error of any kind, or wholly suitable for your particular use. It disclaims liability for error or other outcomes which may come about from your dependence on any information contained in this brochure.



**MURRAY MALLEE
COMMUNITY
PASSENGER NETWORK**



**TAILEM BEND
COMMUNITY CENTRE**



**COORONG DISTRICT
COUNCIL**



USEFUL CONTACTS

COVID-19 Hotline		1800 020 080
Aged and Community Services SA & NT Inc		8338 7111
Aged Care Industry Association Australia SA		8338 6500
Aged Rights Advocacy		1800 700 600
Alzheimer's Australia - SA		8372 2100
Carers Advisory Service		1800 242 636
Commonwealth Respite and Carelink Centre		1800 052 222
Coorong District Council		1300 785 277
Coorong Health Service—Meningie Campus		8575 2777
Coorong Health Service—Tailem Bend Campus		8572 5800
Dementia Helpline		1800 100 500
Ethnic Link Services		1800 648 598
Health & Community Services Complaints Line		1800 232 007
Independent Living Centre		1300 885 886
Legal Services Commission of SA (Legal Helpline)		1300 366 424
Murray Mallee Aged Care Group		8532 2255
Murray Mallee Community Health Service		8535 6800
Murray Mallee Community Passenger Network		8572 3513
My Aged Care		1800 200 422
National Disability Insurance Scheme (NDIS)		1800 800 110
Office for Ageing Well		8226 6000
Palliative Care SA		8271 1643
River Murray and Mallee Carers (Carers SA)	Murray Bridge	8539 1300
	Berri	8582 5485
Tailem Bend Community Centre Inc		8572 3513
Telephone Interpreter Services		13 14 50
Aboriginal Aged Care – Murray Bridge		8531 0289
Seniors Information Service (Catalyst Foundation)		1800 636 368



ARE YOU AGED 65+?

Know where to seek help.

Advance Care Directives (ACD)

An ACD dictates your wishes if you are unable to make important decisions yourself, such as future health care and living arrangements. It replaces the existing Enduring Power of Guardianship, Medical Power of Attorney and Anticipatory Direction with a single, ACD Form. The ACD is not a will, and can not be used to make financial or legal decisions.

You can write an ACD at any stage in your life, and if you already have a completed Enduring Power of Guardianship, a Medical Power of Attorney or an Anticipatory Direction, these will continue to be legally effective unless you complete a new ACD Form. For further information visit www.advancecaredirectives.sa.gov.au or contact the Legal Services Commission of South Australia on 1300 366 424.

Making a Will

Do you have a legal Will? Making a valid will is the only way you can be sure your property is distributed according to your wishes after your death. If you do not have a legal Will, South Australian laws will determine how your property or 'estate' will be divided. There are several services available to assist you to prepare a Will and appoint an Executor.

For more information visit www.sa.gov.au/topics/family-and-community/planning-ahead/making-a-will or call the Legal Services Commission of SA on 1300 366 424.

Enduring Power of Attorney

An Enduring Power of Attorney appoints someone to manage your financial, medical or personal affairs, and continues to operate even after you become legally incapacitated. Taking the time to make an enduring Power of Attorney means your financial affairs can be looked after by someone you know and trust.

For information on how to make a Power of Attorney, visit www.sa.gov.au/topics/family-and-community/planning-ahead/power-of-attorney-and-advance-directives or call the Legal Services Commission of SA on 1300 366 424.

Funeral Assistance SA

People who have recently experienced the death of a family member or friend, and who have exhausted all options to raise funds or obtain credit, may be eligible for assistance through Funeral Assistance SA.

For details on eligibility, what is covered and how to apply, call **Funeral Assistance SA on 1300 762 577** or visit www.sa.gov.au/topics/care-and-support/financial-support/concessions/funeral-assistance-program

The Adult Safeguarding Unit (ASU)

The ASU is part of the Office for Ageing Well, and it aims to safeguard the rights of adults at risk of abuse, aged 65 years and over, and 50 years and over for Aboriginal or Torres Strait Islander people. It can do so by referring a report of abuse to another more relevant service, or gather more information and develop a personalised safeguarding plan.

Established in November 2018, the ASU has statutory responsibility and accountability for receiving and responding to reports of suspected abuse or neglect of elderly South Australians. The elderly have rights, and the ASU can help you understand them.

Abuse often remains hidden. If you or someone you know is experiencing abuse, you can make a report or seek advice from the ASU:

SA Elder Abuse Prevention Line: 1800 372 310 (free call)

Email: stopelderabuse@sa.gov.au

www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/department+of+health/office+for+the+ageing/adult+safeguarding+unit



If you would like assistance with any of this information, please call Taillem Bend Community Centre on 8572 3153.





Aged Care Quality Standards

Standard 1

Consumer dignity and choice

Consumer outcome:

- 1(1) I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Organisation statement:

- 1(2) The organisation:
- 1(2) (a) has a culture of inclusion and respect for consumers; and
- 1(2) (b) supports consumers to exercise choice and independence; and
- 1(2) (c) respects consumers' privacy.

Requirements

- 1(3) The organisation demonstrates the following:
- 1(3) (a) Each consumer is treated with **dignity and respect**, with their identity, **culture and diversity** valued.
- 1(3) (b) Care and services are **culturally safe**.
- 1(3) (c) Each consumer is supported to exercise **choice and independence**, including to:
- i) **make decisions** about their own care and the way care and services are delivered; and
 - ii) **make decisions** about when family, friends, carers or others should be involved in their care; and
 - iii) **communicate their decisions**; and
 - iv) make connections with others and **maintain relationships** of choice, including intimate relationships.
- 1(3) (d) Each consumer is **supported to take risks** to enable them to live the best life they can.
- 1(3) (e) **Information** provided to each consumer is **current, accurate and timely**, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- 1(3) (f) Each consumer's **privacy is respected** and personal **information kept confidential**.

Standard 2

Ongoing assessment and planning with consumers

Consumer outcome:

- 2(1) I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Organisation statement:

- 2(2) The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

Requirements

- 2(3) The organisation demonstrates the following:
- (a) **Assessment and planning**, including consideration of risks to the consumer's health and well-being, informs the delivery of **safe and effective care** and services.
- 2(3) (b) Assessment and planning identifies and addresses the consumer's **current needs**, goals and preferences, including advance care planning and **end of life planning** if the consumer wishes.
- 2(3) (c) Assessment and planning:
- i) is based on ongoing **partnership with the consumer** and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
 - ii) **includes other organisations**, and individuals and providers of other care and services, that are involved in the care of the consumer.
- 2(3) (d) The outcomes of assessment and planning are effectively communicated to the consumer and documented in a **care and services plan** that is readily available to the consumer, and where care and services are provided.
- 2(3) (e) Care and **services are reviewed regularly** for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.



Aged Care Quality Standards

Standard 3

Personal care and clinical care

Consumer outcome:

- 3 (1) I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

Organisation statement:

- 3 (2) The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

Requirements

- 3 (3) The organisation demonstrates the following:
- 3 (3) (a) Each consumer gets **safe and effective personal care, clinical care**, or both personal care and clinical care, that:
- i) is **best practice**; and
 - ii) **tailored** to their needs; and
 - iii) optimises their **health and well-being**.
- 3 (3) (b) Effective **management of high-impact** or high-prevalence **risks** associated with the care of each consumer.
- 3 (3) (c) The needs, goals and **preferences** of consumers **nearing the end of life** are recognised and addressed, their comfort maximised and their dignity preserved.
- 3 (3) (d) Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is **recognised and responded to** in a timely manner.
- 3 (3) (e) Information about the consumer's condition, needs and preferences is **documented and communicated** within the organisation, and with others where responsibility for care is shared.
- 3 (3) (f) Timely and appropriate **referrals** to individuals, other organisations and providers of other care and services.
- 3 (3) (g) **Minimisation of infection**-related risks through implementing:
- i) standard and transmission-based precautions to prevent and **control infection**; and
 - ii) practices to promote **appropriate antibiotic prescribing** and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

Standard 4

Services and supports for daily living*

Consumer outcome:

- 4 (1) I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

Organisation statement:

- 4 (2) The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Requirements

- 4 (3) The organisation demonstrates the following:
- 4 (3) (a) Each consumer gets **safe and effective services** and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.
- 4 (3) (b) Services and **supports for daily living** promote each consumer's emotional, spiritual and psychological well-being.
- 4 (3) (c) Services and supports for daily living assist each consumer to:
- i) participate in their **community** within and outside the organisation's service environment; and
 - ii) have social and personal **relationships**; and
 - iii) do the things of **interest** to them.
- 4 (3) (d) Information about the consumer's condition, needs and **preferences** is **communicated** within the organisation, and with others where responsibility for care is shared.
- 4 (3) (e) Timely and appropriate **referrals** to individuals, other organisations and providers of other care and services.
- 4 (3) (f) Where **meals** are provided, they are varied and of suitable **quality and quantity**.
- 4 (3) (g) Where **equipment** is provided, it is safe, suitable, clean and **well maintained**.

* **Services and supports for daily living** include, but are not limited to, food services, domestic assistance, home maintenance, transport, recreational and social activities.

Aged Care Quality Standards

Standard 5

Organisation's service environment*

Consumer outcome:

- 5(1) I feel I belong and I am safe and comfortable in the organisation's service environment.

Organisation statement:

- 5(2) The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

Requirements

- 5(3) The organisation demonstrates the following:
- 5(3) (a) The service **environment is welcoming** and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.
- 5(3) (b) The service **environment**:
- i) is **safe, clean, well maintained** and comfortable; and
 - ii) enables consumers to **move freely**, both **indoors and outdoors**.
- 5(3) (c) Furniture, fittings and equipment are **safe, clean, well maintained** and suitable for the consumer.

* An organisation's **service environment** refers to the physical environment through which care and services are delivered, including aged care homes, cottage style respite services and day centres. An organisation's service environment does not include a person's privately owned/occupied home through which in-home services are provided.

Standard 6

Feedback and complaints

Consumer outcome:

- 6(1) I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Organisation statement:

- 6(2) The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Requirements

- 6(3) The organisation demonstrates the following:
- 6(3) (a) Consumers, their family, friends, carers and others are encouraged and supported to **provide feedback and make complaints**.
- 6(3) (b) Consumers are made aware of and have access to advocates, **language services** and other methods for raising and resolving complaints.
- 6(3) (c) Appropriate **action is taken** in response to complaints and an **open disclosure** process is used when things go wrong.
- 6(3) (d) Feedback and complaints are **reviewed and used** to improve the quality of care and services.



Aged Care Quality Standards

Standard 7

Human resources

Consumer outcome:

- 7(1) I get quality care and services when I need them from people who are knowledgeable, capable and caring.

Organisation statement:

- 7(2) The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

Requirements

- 7(3) The organisation demonstrates the following:
- 7(3) (a) The **workforce is planned** to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.
- 7(3) (b) Workforce interactions with consumers are **kind, caring and respectful** of each consumer's identity, culture and diversity.
- 7(3) (c) The workforce is **competent** and members of the workforce have the **qualifications and knowledge** to effectively perform their roles.
- 7(3) (d) The workforce is recruited, **trained, equipped and supported** to deliver the outcomes required by these standards.
- 7(3) (e) Regular assessment, **monitoring and review** of the performance of each member of the workforce.

Standard 8

Organisational governance

Consumer outcome:

- 8(1) I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Organisation statement:

- 8(2) The organisation's governing body is accountable for the delivery of safe and quality care and services.

Requirements

- 8(3) The organisation demonstrates the following:
- 8(3) (a) Consumers are **engaged** in the development, delivery and evaluation of care and services and are supported in that engagement.
- 8(3) (b) The organisation's governing body promotes a **culture of safe, inclusive and quality care** and services and is accountable for their delivery.
- 8(3) (c) Effective organisation wide **governance** systems relating to the following:
i) **information** management
ii) continuous **improvement**
iii) **financial** governance
iv) **workforce** governance, including the assignment of clear responsibilities and accountabilities
v) **regulatory** compliance
vi) **feedback** and complaints.
- 8(3) (d) Effective **risk management** systems and practices, including but not limited to the following:
i) managing **high-impact** or high-prevalence risks associated with the care of consumers
ii) identifying and responding to **abuse and neglect** of consumers
iii) supporting consumers to **live the best life** they can.
- 8(3) (e) Where clinical care is provided – a **clinical governance framework**, including but not limited to the following:
i) **antimicrobial** stewardship
ii) minimising the **use of restraint**
iii) open **disclosure**.