

Community Care

- Social Support
- Home Modification
- Home Maintenance
- Domestic Assistance
- In Home Linen Service
- Transport



COMMUNITY CARE SERVICES

Community Care Services are jointly funded through Commonwealth and State Grants and the City of Marion.

Our aim is to promote, provide and support your independence by focusing on re-enabling and maintaining your strength.

We will work with you to achieve your goal, support your independence as much as possible in all aspects of your life. We offer flexible services to suit the individual and promote lifestyle choices.

WHO IS ELIGIBLE TO USE THESE SERVICES?

Frail older people 65 and over living independently in their homes.

People between 18 and 65 on a disability support pension.

Carers for either of the above.

Eligibility criteria to use these services apply. A waiting list may exist for some services.



HOW TO ACCESS SERVICES?

65 years and over

You can telephone My Aged Care contact centre on 1800 200 422 to register and have your eligibility assessed.

When contacting My Aged Care, you can request to have a service provider of your choice. To access Council's Community Care Services you need to request the City of Marion Community Care by advising the contact centre or assessor.

For assistance to register with My Aged Care or for further information, contact Community Care Team on 8375 6649.

18 to 65 years on a disability support pension

You can telephone Community Care direct on 8375 6649 or via email community.care@marion.sa.gov.au to have your eligibility assessed.

A referral form for all ages can be forwarded to Community Care from a hospital on your behalf.

Referral forms are available on our web site marion.sa.gov.au

Once Community Care receives your referral, we will contact you to discuss your eligibility, complete your registration and implement the service/s.

WHAT SERVICES CAN COMMUNITY CARE PROVIDE?

Domestic Assistance

Various levels of Domestic Assistance are available to meet your identified goals which will assist you to remain living independently in your own home.

SHORT TERM Re-enablement focus

MEDIUM TERM While transitioning to another service/s

LONG TERM Supporting your ongoing independence

SPRING CLEAN Making your home manageable

Social Support

Individually tailored service to promote your physical and emotional wellbeing by socialising, connecting and participating in your community. An opportunity for people who are socially isolated to build friendships, confidence and learn new skills. Services include:

- Volunteer assisted shopping
- Friendly visiting
- Coffee and a chat
- Assisting with non-legal forms
- Supporting you at your first visit to a Community Centre
- Visiting a relative in hospital
- Building your confidence to reconnect to your community



Home Maintenance

Basic maintenance work to ensure your safety by:

- Changing tap washers and minor plumbing
- Replacing light globes and minor electrical
- Installing smoke detectors and batteries
- Gardening (annual limit applies)
- Gutter cleaning (annual limit applies)

Home Safety and Security

Ensuring your safety and security by:

- Repairing/replacing fly wire
- Installing a key safe
- Performing safety audits
- Fitting security locks and devices

Home Modification

Promoting your independence and mobility by:

- Installing grab and hand rails
- Changing to handheld showers
- Mounting magnetic catches
- Door reversal
- Installing small ramps

Home modification requires occupational therapy assessment.



FEE POLICY

A fee is incurred for all services provided. The fee structure will be discussed with you during the initial telephone call. The cost of some materials for home maintenance or home modification will be at your own expense.

PLEASE NOTE No person will be denied access to service/s due to their inability to pay.

OUR COMMITMENT TO YOU

We aim to provide a quality service with fair access and inclusion. If we are unable to provide you with a service, we will provide you with information on alternative services to suit your needs.

You have the right to be informed, make decisions between available services and to expect that your right to dignity, privacy and confidentiality be respected.

You also have the right to refuse a service and appeal any decision about service provision that you are not happy with. If you wish, you are able to involve an advocate of your choice to act on your behalf.



FEEDBACK/COMPLAINTS

We appreciate your feedback about our services which assists us to continuously improve the quality we offer.

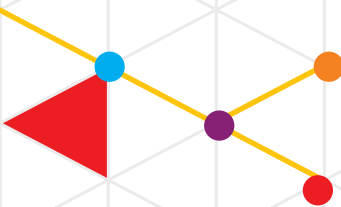
We encourage you to voice any concerns regarding your service/s.

In the first instance, you may contact:

Team Leader Community Care	8375 6649
Manager Community Wellbeing	8375 6705

Should you still have concerns other organisations you may contact:

Aged Rights Advocacy Service (ARAS)	8232 5377
Aged Care Complaints Scheme	1800 550 552
Disability Advocacy and Complaints Service of SA	8297 3500
Health and Community Services Complaint Commissioner	8226 8666
Multicultural Communities Council of SA	8345 5266



COMMUNITY CARE

Monday to Friday 8.30am - 5pm

TEL 8375 6649

FAX 8375 6699

ADDRESS

245 Sturt Road STURT SA 5047

PO Box 21 OAKLANDS PARK SA 5046

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