



Supported and connected living

Services in your home
and in the community

2021-2023

English

Darebin Council offers services and support to help you to stay independent in your own home and connected to the community. If you would like to speak with someone at Council in your own language, please call 8470 8828 and ask for an interpreter.

Arabic

يقدم مجلس داربين الخدمات والدعم لمساعدتك على البقاء مستقلاً في منزلك وملتصلاً بالمجتمع. إذا كنت ترغب في التحدث مع شخص ما في المجلس (Council) بلغتك الأم، فيرجى الاتصال بالرقم 8470 8828 وطلب مترجماً.

Chinese

戴瑞宾市议会提供相关服务和援助，以帮助您在自己家中保持独立生活能力和与社区的联系。如果您想使用自己的母语联系市议会工作人员，请致电8470 8828并要求提供传译服务。

Greek

Ο Δήμος Darebin προσφέρει υπηρεσίες και στήριξη για να σας βοηθήσει να παραμείνετε ανεξάρτητοι στο σπίτι σας και συνδεδεμένοι με την κοινότητα. Εάν θέλετε να μιλήσετε με κάποιον στο Δήμο στη γλώσσα σας, παρακαλούμε καλέστε το 8470 8828 και ζητήστε διερμηνέα.

Italian

Darebin Council offre servizi e supporto per aiutarvi a rimanere indipendenti a casa vostra e connessi alla comunità. Se desiderate parlare con qualcuno al Comune nella vostra lingua, chiamate il numero 8470 8828 e chiedete di un interprete.

Macedonian

Општина Даребин нуди услуги и поддршка за да ви помогне да останете независни во вашиот дом и поврзани со заедницата. Ако сакате да разговарате со некого во општината на вашиот јазик, ве молиме јавете се на 8470 8828 и побарајте преведувач.

Somali

Golaha degaanka Darebin wuxuu bixiyaa adeegyo iyo taageero kaa caawinaya inaad gurigaaga u joogtid si madax bannaan oo aad bulshadana ku xirnaatid. Haddii aad jeclaan lahayd inaad kala hadashid qof Golaha degaanka adoo isticmaalaya luuqadaada, fadlan wac 8470 8828 oo weydiiso turjubaan.

Vietnamese

Hội đồng Thành phố Darebin trợ giúp và cung ứng các dịch vụ để giúp quý vị tiếp tục sinh hoạt tự lập trong nhà riêng và kết nối với cộng đồng. Nếu muốn nói chuyện với người tại Hội đồng Thành phố bằng ngôn ngữ của quý vị, vui lòng gọi số 8470 8828 và yêu cầu thông dịch viên.

Darebin Council support services

Our services are funded by the Commonwealth Home Support Program (CHSP) for older people.

The CHSP program is part of the national aged care system, called My Aged Care. You can call My Aged Care on 1800 200 422 or visit their website: www.myagedcare.gov.au, if you have any questions about services and supports you may need.

At Darebin we value diversity. We support all members of our community, regardless of their cultural background, disability, gender, religion or sexual orientation.



Contents

How we work with you	4
Your Council services - in your home	6
Your Council services - in the community	8
How we support you	10
Your safety and wellbeing	14
Your information - it's private	16
How we respond to your complaints	18
Feedback and complaints form	19

How we work with you



Learning about you

We welcome the chance to talk to you about your story and how we can best assist you. You can also give consent for someone else to speak to us on your behalf.

Your Service Plan

We will work with you to develop your service plan. This plan will focus on your goals. To make sure we stay up to date with your needs, we will review this plan with you every year.

Your Support Worker

Council staff support people across Darebin every day. Our trusted workers are qualified and assist residents with a range of different needs.

Speak with us

Do you have questions about your service? Are you interested in enquiring about an additional service, like Community Transport and Delivered Meals?

Call us on 8470 8828



Equipment and products

Cleaning equipment

- We ask that you provide all cleaning equipment. Here are some examples of equipment that will make cleaning easier for our Community Support Workers.

Mops

- We recommend a cloth strip mop.
- Or something that is light and can be adjusted is also suitable.

Vacuum cleaners should:

- Be lightweight and in good working order.
- Have good suction.
- Vacuum cords should not be frayed.

Cleaning products

We ask that all cleaning products are kept in their original containers. Our Community Support Workers cannot use any products that contain caustic soda or ammonia.

Examples of products that CANNOT be used:



Examples of suitable cleaning products:

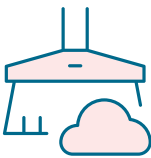


Your Council services - in your home



Personal Care

Personal hygiene, grooming, dressing, toileting and meal preparation support.



Domestic Assistance

General house cleaning and laundry. We assist you to manage everyday domestic tasks.



Flexible Respite

Respite during the day - in the home or in the community - to provide a break for carers.



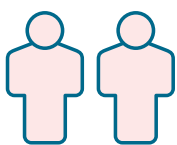
Delivered Meals

A variety of nutritious and tasty meals delivered to your home.



Escorted Shopping

We pick you up from home and support you to do your own shopping and other errands such as going to the bank or chemist.



Individual Social Support

A support worker can keep you company at home, help you with technology, work alongside you in the garden or support you to go out to a social event.



Home Modifications

Minor changes to your home to improve safety and access, e.g. installation of rails, hand held showers etc.



Home Maintenance

Small repairs or general maintenance tasks to help keep your home safe and accessible.



Windows & Gutter Service

We cover part of the cost for a contractor that you choose to keep your windows and gutters clean once a year.

**Do you have a question about our services?
Call us on 8470 8828**



Your Council services - in the community



Community Transport

You can rely on our friendly door to door service within Darebin if you find taking public transport too hard. You can meet new people at one of our regular outings.

Getting Active

We help to connect you to a local seniors group or an activity in your community that suits your interests.

Support for Carers Program

We support people who care for another person. We help them to access the help that they need.

Positive Ageing Service

Get help to navigate the aged care system. We explore with you what help is available for you. Our team supports you to make your own choices and receive the help you need.

**Contact Positive Ageing on 8470 8543 or
on positiveageing@darebin.vic.gov.au**



Social Groups

A program of activities and outings for diverse interest groups.



Support for Carers Group

A safe place to talk to and listen to other carers. Our program includes speakers, outings and other activities.



Café Meals Program

Our meals vouchers cover part of the cost for a meal at selected local restaurants or cafés.

Older and Active Newsletter

Subscribe to regular updates on local activities and information. You can sign up for the electronic newsletter or receive a hard copy.



Call us on 8470 8828

How we support you



We work with you to stay active in your home and in the community.

You need to be home for your service to take place. You can call us if you require a change to your service. Please let us know at least 48 hours before your service if you would like to cancel or need changes.

Call us on 8470 8828



Your Community Support Worker

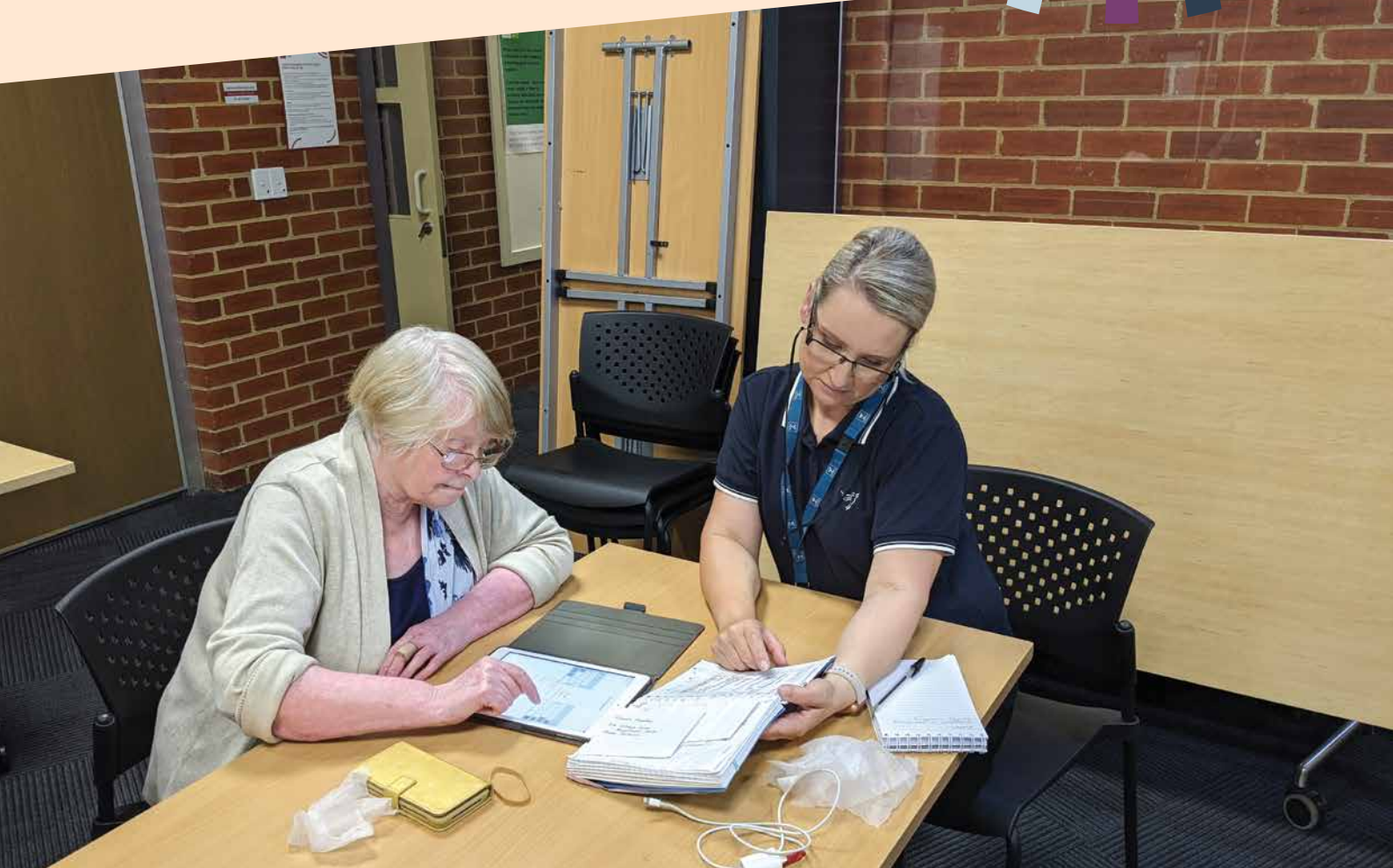
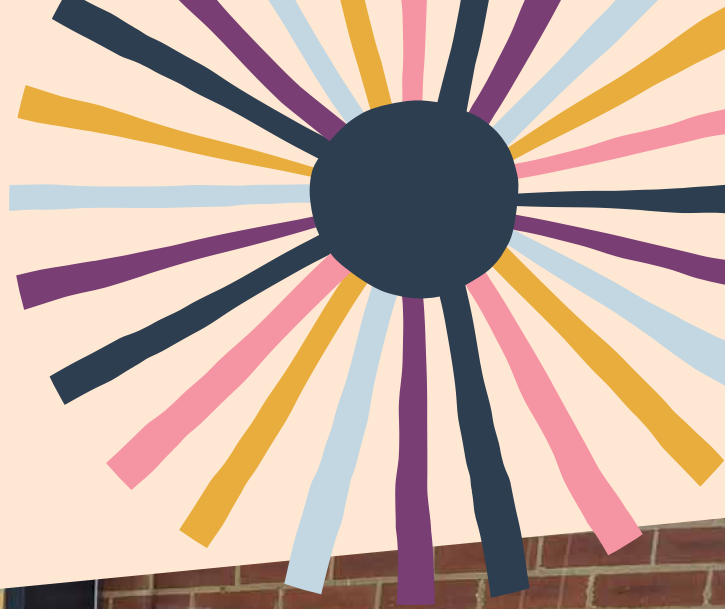
Darebin's trusted workers are qualified and committed to assist you in your home and in the community. Your worker cannot support other members of your family. Please let us know if someone else in your household needs support.

Do you need support with medication?

At Darebin we do not administer medication. We can support you to access a nursing service to visit you.

Please remember that our staff are not able to accept gifts and favours from you.

How we support you



Before our Community Support Workers leave

They will ask you to sign a timesheet on their mobile device. This timesheet will say the day, and the length of time they spent with you. By signing this, you are saying that you agree and we will charge you for the provided service. Please call us if there is an issue with what you have been charged or if you do not wish to sign.

Call us on 8470 8828



Changes to your support

There may be times where we have to change the day or time that we visit you. We will give you as much notice as possible. When your services are set up, we will provide you with a window of time within which you can expect to receive your service. E.g. Domestic Assistance will be provided between 9am-12pm.

Changes to your service may apply during extreme weather or during public holidays.

Your safety and wellbeing



If you don't respond to a service

If you don't answer the door for your scheduled service, we want to ensure you are safe.

- We will call you and leave a message when there is no answer.
- Then we will try to call all your listed emergency contacts and leave a message if there is no answer.
- If we are not able to contact you or your emergency contacts, we will call your GP.
- If we are unable to confirm your safety, we will contact the main public hospitals.
- A support worker will revisit your home to check on your welfare.
- Finally, if we still cannot confirm that you are safe, the local police may be contacted to conduct a welfare check.

Call us on 8470 8828



Safety for our staff

Darebin Council has to make sure that your home is a safe workplace for our staff.

We ask that you:

- Let us know if you feel unwell or are suffering from an illness that might be contagious.
- Are at home for the duration of the service.
- Do not smoke indoors.
- Make sure that getting into and around your home is safe and easy.
- Keep any animals in a separate room or outside.
- Have a working smoke detector.
- Make sure equipment and products are safe.
- Do not harass or abuse staff.

Your information – it's private

We will keep your name and contact details on your client record. When we come to visit you, we may also take notes about your service plan. These will be kept with your client record.

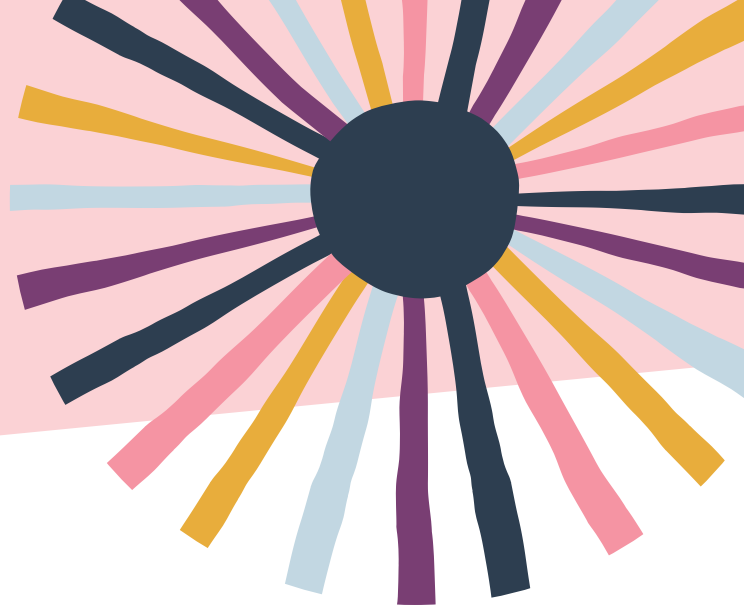
Your information will help us to stay up to date with your current needs and make sure that your services are working for you.

Who will see your information?

We only share your information with the staff who will support you. This helps them provide you with the specific service that you require. We store your information securely for it to remain private and confidential. There may be times where the law says, we must share your information, such as in a medical emergency.

It is your right to see your client record at any time and to decide what information you share. If you believe that your personal information is inaccurate, incomplete or out of date, you may request to correct the information.

Call us on 8470 8828



Tell us what you think!

We love to hear your positive feedback and welcome your complaints to improve our services. We will respond to your feedback in a respectful, private and timely manner.

Speak to your Community Support Worker, or Darebin's Customer Service. Call us or send us an email via adfeedback@darebin.vic.gov.au. If you prefer, complete the Feedback and Complaints form in the back of the brochure and send it by post.

The Aged Care Quality and Safety Commission can assist you with complaints about your Aged Care Provider. You can visit their website www.agedcarequality.gov.au or phone **1800 951 822**.

Victorian Ombudsman can assist you with complaints about Councils. You can visit their website www.ombudsman.vic.gov.au/complaints or phone **9613 6222**.

How we respond to your complaints

We will let you know that we have received your complaint or your request for an internal investigation within two business days.

- We will investigate your complaint and will inform you about the outcome within 14 business days.
- If the issue cannot be resolved within 14 days, we will let you know within 5 business days.
- We will be in touch with you once a week to provide you with updates about the investigation.
- If you have requested an internal investigation, we will inform you about the outcome within five business days.



Feedback and complaints form



Tell us what you think! You can fill in this form and send it back to:

City of Darebin - Community Response Team
PO Box 91, Preston, 3072

My feedback:

How I would like things to change:

Please leave your name and phone number if you would like someone to call you back

You can also write an email to adfeedback@darebin.vic.gov.au

CITY OF DAREBIN

274 Gower Street, Preston
PO Box 91, Preston, Vic 3072
T 8470 8888 F 8470 8877
E mailbox@darebin.vic.gov.au
darebin.vic.gov.au



National Relay Service
relayservice.gov.au

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.



Speak Your Language
T 8470 8470

العربية	Italiano	Soomalii
繁體中文	Македонски	Español
Ελληνικά	नेपाली	اردو
हिंदी	ਪੰਜਾਬੀ	Tiếng Việt