

Community Wellbeing

Client Information Booklet



**Working together to keep you active,
independent and socially connected**



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Djaara Country

For any inquiries about the services outlined in this book, please **contact us**:



Phone: (03) 5471 1766



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Community Wellbeing

25 Lyttleton Street

P.O. Box 185 Castlemaine 3450

Office hours: 8.30 am – 5 pm (Monday – Friday)

Service delivery hours: 7.30 am – 7.30 pm

Only essential personal care and respite care will be provided on weekends and public holidays.

Our office is closed on weekends and public holidays

The Commonwealth Home Support Program is funded by the Australian Government Department of Health, Disability and Ageing.

Visit the Department of Health, Disability and Ageing website (www.health.gov.au) for more information.

The Home and Community Care Program for Young People (HACC PYP) is funded by the Victorian Department of Health.

Veterans Home Care is funded by the Department of Veterans' Affairs.

Although funding for the above programs has been provided by the Australian and Victorian Government, the material contained herein does not necessarily represent the views or policies of the Australian or Victorian Government.

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Introduction

We acknowledge and celebrate the diversity of the Mount Alexander Shire community and the range of needs and characteristics of this community. We acknowledge that the Traditional Custodians of this land, the Dja Dja Wurrung and Taungurung peoples, proudly survive. We also recognise all other Indigenous people of the shire. We acknowledge their continued practices of custom and their close cultural, spiritual, physical, social, historical and economic relationship with the land and waters that make up their Country, including Mount Alexander Shire.

This booklet is designed to tell you about the services offered by Mount Alexander Shire Council.

These services are intended to preserve and enhance your well-being, health and independence by providing a quality service that focuses on maintaining your quality of life, whilst living in the comfort and security of your own home.

This booklet describes the services we provide and how you can access them. It explains your rights in areas such as advocacy, feedback and complaints, the Aged Care Quality Standards, and your responsibilities in areas such as the health and safety of yourself and our workers.

It is important that you read this booklet in order to understand your rights and responsibilities, and our responsibilities to ensure you receive the services you need.

We welcome any questions or comments you may have about how our Community Wellbeing Unit can help you. Any feedback we receive, positive or negative, will assist us to improve our services to you.



Our Vision

- To work together to provide and maintain quality, support at home services for clients and their carers/supporters. We achieve this by promoting best practice models that encourage safety, independence, social engagement and activity.

Our Objectives

- to support you to remain living independently in your own home for as long as you can and wish to do so,
- to support your family members or other primary care givers in their role, and
- to provide our services in an effective, efficient and accountable manner in partnership with our clients and staff.

Our Philosophy

To respect your right to:

- make informed choices and maintain your independence in your own life
- dignity, respect, privacy and confidentiality
- be valued as an individual
- access services on a non-discriminatory basis, and
- receive accountable and responsive services in line with agreed support plans.

Our approach to care is based on principles which deliver person-centered care, partnering with you to build your confidence and support your independence and dignity. We seek to understand your skills, abilities and interests, and encourage ongoing involvement in meaningful activities to support you.

The Community Wellbeing team at Mount Alexander Shire Council are funded to provide services under a number of funding streams and follow the standards of the relevant authority to ensure you receive high quality services.

Home and Community Care Program for Young People (HACC PYP)

The Home and Community Care Program for Young People (HACC-PYP) provides support services to people from birth to 65 years, and Aboriginal and Torres Strait Islander people aged 50 and under. The program provides support for those people who are ineligible for NDIS. It provides a range of basic services to people who are experiencing difficulty in managing daily tasks, due to chronic illness, mental health, disability or other conditions.

Accessing Home and Community Care Program for Young People

Living at Home Assessment

You will have an assessment before you can receive services provided by Mount Alexander Shire Council. An appointment will be made for a suitably skilled and experienced assessment officer to visit your home.

- We start by listening to you and exploring:
 - What you can do for yourself
 - What you need help with to stay safe and well in your home
 - What you want to be able to do or keep doing.
- At assessment you can choose to have a support person, family member, carer or an advocate present.
- An assessment takes into account your needs and circumstances focusing on your strengths and individual goals.
- We work in partnership with other people who support you such as family members, friends, local community groups, your doctor and other health professionals.
- The assessment officer will develop an Individual Support Plan (ISP) with you outlining your goals and how these will be achieved. With your consent, your care plan may include referrals to other services.
- An occupational health and safety check of your home will be carried out during the assessment.

Your Assessor determines what services you may receive such as:

- Home visits
- Meal preparation or delivered meals
- Personal care
- Domestic tasks
- Community access
- Leisure and lifestyle activities
- Social interaction
- Occupational Therapist recommendations for installations of modifications such as – Ramps, hand held shower heads, hand rails and grab rails

Please note that an assessment does not always guarantee that you qualify for our service, or that our service will meet your needs. In this case we will talk to you about other services available

Commonwealth Home Support (CHSP) Program

The Commonwealth Home Support Program services are available to eligible people aged 65 and over and Aboriginal and Torres Strait Islander people aged 50 and over. It provides a range of services to people who are experiencing difficulty in managing daily tasks. This program also supports carers and families.

We are one of a number of health and community service providers in your area that work in partnership to meet the needs of local residents.

Accessing Commonwealth Home Support Program services

To access Commonwealth Home Support Program services from Mount Alexander Shire Council, your eligibility has been determined by an aged care assessment service access via My Aged Care (1800 200 422).

Your Assessor determines what services you are eligible to receive such as:

- Domestic assistance
- Shopping assistance
- Meal preparation
- Personal care - assistance with showering, dressing, eating, compression stockings, in-home foot care services, home exercise program
- Flexible respite
- Transport to appointments (subject to availability)
- Home maintenance & garden maintenance
- Home adjustments including home modifications
- Meal delivery
- Social support – individual visiting including digital inclusion
- Social support – group

Brokerage Services

Some clients' services are brokered by other agencies for their Home Care / Support at Home Packages, Dhelkaya Health Post Acute Care and Veterans Home Care.

Home Care Packages / Support at Home

A number of Home Care Package providers have contracts for Council to provide services to their Home Care Package clients. Providers can purchase services including domestic assistance, personal care, in-home respite care, and home & garden maintenance services.

Post Acute Care

Council is also contracted to provide short-term Post Acute Care support as part of hospital discharge. This may include personal care, home care or shopping support. Post Acute Care program support is available to patients of public hospitals to support them to have a successful discharge.

Veterans Home Care (VHC)

The Veterans Home Care Program provides in-home care and support services to assist eligible Department of Veterans Affairs (DVA) clients and carers to maintain their independence at home.

We provide services to eligible Veterans in the Mount Alexander Shire, as well as client's residing in the neighbouring shire of Maryborough.

To access VHC services, you will receive an assessment from the VHC assessment agency (1300 550 450) to identify the services you need and provide you with a VHC care plan. Once Mount Alexander Shire Council receives your plan from the VHC assessment agency, we will be in contact with you to arrange suitable times for your services. Services you may receive include:

- Domestic assistance
- Personal care
- In home respite care
- Home and garden maintenance

The VHC assessment agency will contact you for a reassessment every 6 to 9 months to ensure the services continue to meet your needs.

Wellness and Reablement

We apply a Wellness and Reablement approach to our service delivery. Wellness emphasises identifying your needs, aspirations and goals. It acknowledges and builds on your strengths and has a focus on integrating support services as a path to assisting you to obtain greater independence and quality of life. You are actively involved in the planning to work toward your goals.

Reablement assists you to regain your ability to do the things that are important to you and improve your independence. Reablement is goal-oriented – it seeks to enable you to live your life to the fullest. This may include:

- Helping you to recover from an accident or illness, including after a hospital stay
- When you have had a setback and want to get your independence back

Maintaining your Independence

We Work with You

We work in partnership with you to meet your changing needs and to maintain your independence. Sometimes this may mean providing more support at times when you need it and at other times reducing support to ensure that you do not lose your independence. Any changes are fully discussed with you before they occur.

Sometimes an older person's support needs are greater than we can provide. If this occurs, we will discuss it with you and may arrange a referral to My Aged Care or contact your case manager (if you have one) who can organise to reassess your needs.

How You Can Help - Keeping Well

The most important thing you can do to work with us in maintaining your independence, is to keep well. This can include:

- Make sure you get adequate fluids
- Eat adequate amounts of healthy and nourishing food
- Take your medications as per your doctor's instructions
- Speak to your doctor or health professional about continence if needed
- Get your vision, hearing and teeth checked regularly

- Avoid infection with good hygiene practices, speak to your doctor about relevant vaccinations and stay away from others with infections
- Learn fall prevention strategies: for example, clearing clutter, adequate lighting, good fitting footwear, non-slip flooring, using your walking aid and seek support from others for maintenance tasks
- Consider a personal alarm
- Keep as mobile as you can through regular activity
- Do the things you like to do
- Keep alert through learning and doing new things
- Maintain your social connections and make new ones
- Pamper yourself
- Get good sleep and relax

If you are concerned about an adverse event from a medication or vaccine, you can report a side effect, reaction or other unexpected problem that has happened when using a medication, vaccine or medical device to the Therapeutic Goods

Administration. You can report:

- Online via Therapeutic Goods Administration website <https://www.tga.gov.au/>
- Contact a health professional – your GP, nurse, midwife or community pharmacist who can help you report the adverse event.

Choice and Risk

We support you to live the life you choose and recognise that an important part of this is for you to 'do the things you want to do'. We respect your right to make choices that may involve a risk to your health and/or safety. We will discuss the risks and potential consequences for you and others, and determine ways in which the risks can be managed to support your choice, where possible.

Safety for our staff is also paramount when supporting you at home, and this may impact our ability to provide services.

Supported Decision-Making

Everyone has the right to make decisions about their life.

Some older people may want or need support to make these decisions. Supported decision-making is the process of providing support to older people to help them to make and communicate their own decisions and remain in control of their lives.

Under the new Aged Care Act 2024, older people can choose to register a supporter. Although, it is not mandatory. You can have more than one registered supporter if you wish.

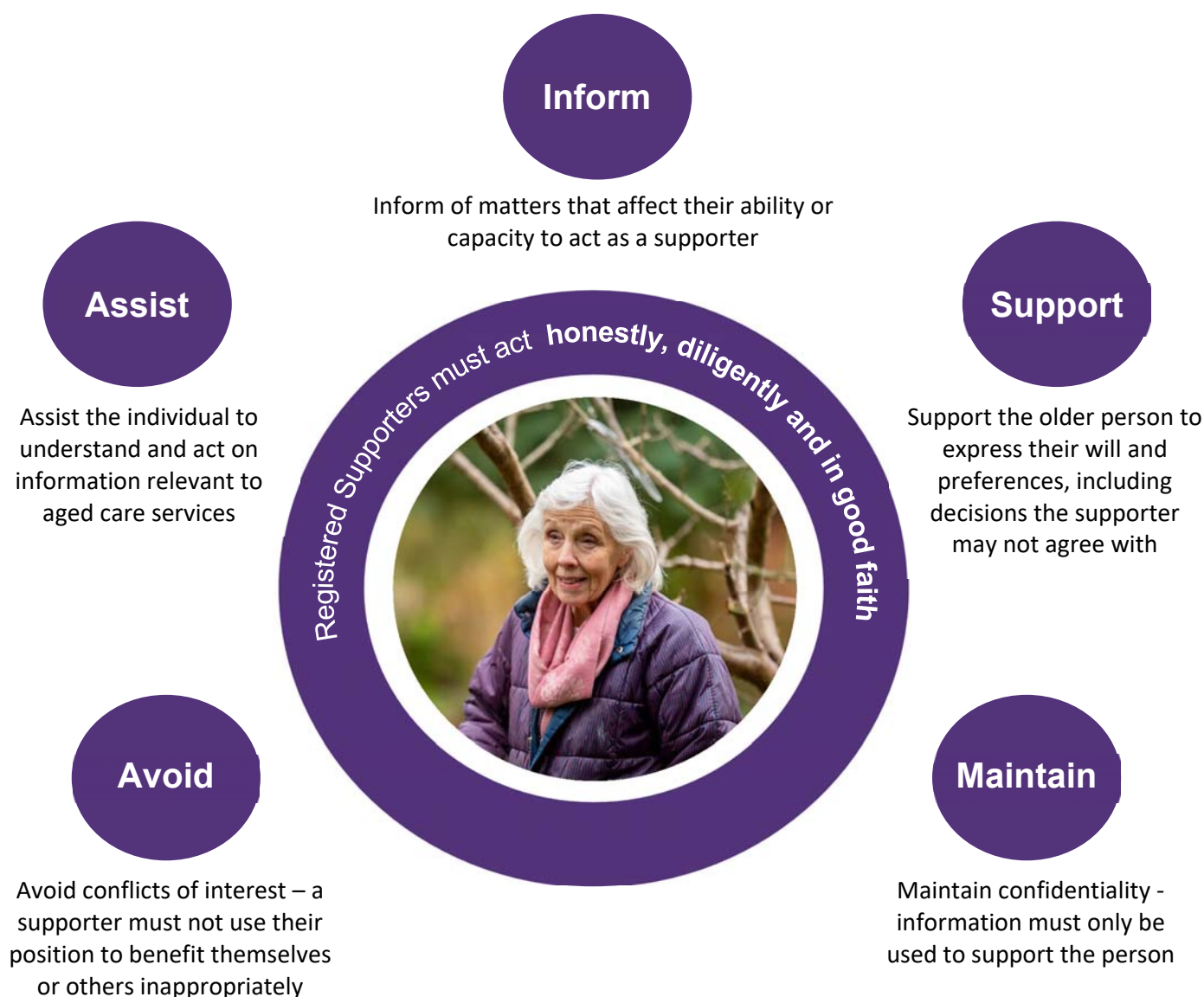
A registered supporter's role is to support the older person to make their own decisions, they must follow your wishes and cannot take over decisions you can make yourself (it does not give them with decision-making authority). With your consent, the registered supporter can do the following to support you:

- request, access or receive information or documents
- communicate information, including the will, preferences and decisions of the older person

We will still go directly to you as the client for any decisions, even when there is a registered supporter involved. Although if you wish, you can ask your registered supporter to communicate your decisions after discussing it with you. If you do not have a registered supporter, you can still ask your aged care provider to speak and work with a third party to support you.

If you remove or change who is your registered supporter, please let us know.

All registered supporters have duties under the Aged Care Act that they must comply with



There are consequences for registered supporters who do not follow their duties. It is an offence for registered supporters to act dishonestly and abuse their position.

Appointed Substitute Decision Makers

Please advise if you also have a guardianship, enduring power of attorney or similar. These people are appointed decision makers for an older person and can make decisions on behalf of the older person in line with their active, legal authority.

Abuse and Neglect

You have a right to feel safe, be treated with dignity and to live in an environment where you are protected from abuse or neglect. Abuse can be in the form of:

- Financial or material abuse
- Neglect
- Emotional or psychological abuse
- Social abuse
- Physical abuse
- Sexual abuse
- Cultural abuse
- Spiritual abuse

People can be at risk of abuse from family, friends, our staff, other clients or other people. Whilst we are aware that we cannot control all risks to you, we are committed to making sure you are safe in our service and with our staff. We may also be able to assist you if you experience abuse or neglect outside of our service.

If you have any concerns about your safety, please talk to us as soon as possible. We guarantee your confidentiality as far as possible. We will advise if we are required to report to the Age Care Quality and Safety Commission or the Police.

The following services are available online or via phone or email to anyone who wants to talk to someone if you feel unsafe, or about potential or experienced abuse:

- **The Orange Door** (Bendigo – 1800 521 359, Maryborough – 1800 512 359)
- **Safe Steps** (1800 015 188) - 24 hours, 7 days a week
- **1800Respect** (1800 737 732) - 24 hours, 7 days a week
- **Rainbow Door** (1800 729 367)
- **Djirra** (1800 105 303)
- **InTouch** – Multicultural Centre Against Family Violence (1800 755 988)
- **Men's Referral Service** (1300 766 491)

The following is also available to anyone who wants to talk to someone about potential or experienced elder abuse:

- **The National 1800ELDERHelp line** (1800 353 374)
- **Seniors Rights Victoria** (1300 368 821)

These services provide information on how to get help, support and referrals.

All our Community Wellbeing staff and volunteers undergo pre-employment checks before we allow them to work with you. These include police checks, working with children checks and Commonwealth banning order checks.

To ensure your safety and that of our employees, all incidents involving clients are reported to the appropriate staff member and investigated to prevent reoccurrence and mitigate risk.

As a home services provider, we are mandated to notify the Aged Care Quality and Safety Commission of certain reportable incidents as part of the Serious Incident Response Scheme. These 8 reportable incidents relate to the conduct of our staff and delivery of our services include:

- Unreasonable use of force
- Unlawful sexual contact or conduct
- Psychological or emotional abuse
- Stealing or financial coercion by a staff member
- Neglect
- Inappropriate use of restrictive practices
- Missing consumers
- Unexpected death

In the event that one of the above incidents occur and we have to mandatorily report it to the Aged Care Quality and Safety Commission or to the Police, we will consult you on Community Wellbeing's actions and any contact we have with organisations to support you through the incident.

Support Planning for your Funded Services

Our support may only be for a short time until you get back on your feet. This support can change over time as your circumstances change.

We will work with you to ensure that the services you receive are working for you.

Our trained staff will tailor a care plan to suit your needs, promoting your health and independence. We will provide you with copy of your care or support plan that specifies the type, frequency, days and times of your services.



When you commence receiving services from us, we will ask you about your preference for morning or afternoon services, your preferred days and times, and the preferred gender of your Direct Care Workers. These will be considered when rostering your service times.

Before we send a Direct Care Worker to your home, we provide them with information about the type of services you are receiving, your goals and your support needs.

We try to ensure you have regular Direct Care Workers attending to your services, but we cannot guarantee you will have the same worker for every service you receive from us.

Care and Support we offer can include:

Domestic Assistance

A basic home care service is provided to support you to remain active and independent in your own home. Our Direct Care Workers work with you to provide ways of improving your independence with household cleaning tasks.

- Services are planned according to need.
- The focus of cleaning tasks may be limited to areas within your home that are most frequently used and is based on your assessed needs.
- Your Flexible Care Plan enables you to prioritise which tasks you would like us to undertake each service. Tasks may include assisting you with vacuuming, mopping, sweeping, making beds, bringing in and folding your washing, removing cobwebs, ironing, cleaning bathrooms, kitchen and laundry, or simple pet care tasks to support you in managing your pet.



Personal Care

Skilled assistance can be provided to help with activities of daily living self-care tasks to maintain your hygiene and grooming including:



- Shower assistance (clients will receive a shower assessment by skilled staff)
- Dressing
- Grooming
- Eating and drinking
- Assistance with compression stockings (separate assessment by an allied health practitioner is required)

Only essential personal care services are provided on weekends and public holidays.

Meal Preparation

Our meal assistance program is designed to assist you to prepare and cook a range of healthy meals. Our Direct Care Workers will work with you to select and prepare these in your own home to allow you to freeze and then re-heat these as you require. You will need to supply ingredients.



Shopping Assistance and Accompanied Activities



Tasks can include assistance with shopping or paying bills. You may choose to attend to this task with one of our Direct Care Workers (accompanied activity), or you may prefer to provide our Direct Care Worker with a shopping list and have them attend to this task for you (shopping assistance). We may also be able to provide you with assistance to attend appointments, such as medical appointments in the local area.

Service limitations:

- Direct Care Workers can only collect prepared Webster Packs from the Pharmacy.
- Direct Care Workers may purchase limited alcohol or cigarettes if required.
- A cash only service is provided. Direct Care Workers cannot use your EFTPOS card or be given access to your PIN. A receipt will be completed by the staff member and signed original receipt provided for any monies exchanged.

In Home Foot Care Program

This service is provided in partnership with Dhelkaya Health Podiatry. Following an assessment by a Podiatrist, a basic in-home toenail care service may be provided to you as recommended by the Podiatrist. The Podiatrist will determine the frequency of your foot care service. Our Foot Care Program has a setup cost for the supply of a podiatry kit to each client.

Home Exercise Program

An individualised falls prevention in-home exercise program can be provided in partnership with Dhelkaya Health.

This is designed for people who are at high risk of falls, have difficulty accessing the community and unable to participate in group exercises.



Flexible Respite Care (in your home)



The service is aimed to be as flexible as possible. Respite Services can be provided in a variety of ways and in a range of locations. It may be provided in the home to enable the carer the opportunity to go out or can be provided as an outing for the client. Our respite service aims to support the caring role by providing carers' with a short break from their caring responsibilities. An individualised care plan will be developed with you around

activities of interest.

Meal Delivery

A nutritious balanced meal is delivered to clients who are assessed as being nutritionally at risk.

- Chilled meals are delivered on a Tuesday and/or Friday morning from 9.15am.
- Meals must be heated according to the instructions provided before being eaten.
- Gluten free, vegetarian, dairy free, diabetic, vitamised and minced meals can be catered for.



- Please let us know if you have any allergies, swallowing difficulties, dietary or cultural requirements.
- Meals are not delivered on public holidays. You will be advised of an alternative delivery day.
- Any cancellations need to be received by 12.00 noon the day before your delivery (Monday or a Thursday), or you will be charged for the meal/s.
- We cannot leave your meal/s if you are not home.
- Assistance by a Direct Care Worker to heat your meals can be provided if you are unable to do this independently.

Community Lunches



A healthy low-cost lunch is provided in the following locations:

- Castlemaine Town Hall, Tuesday, 12:30pm – 1:30pm
- Newstead Community Centre, Wednesday 12:30-1:30pm
- Maldon Community Centre, Wednesday, 12.00 noon – 1.00pm

Lunches are not available on public holidays and during the school holiday period.

Home Maintenance and Adjustments – Home Safety

The Program provides Property Maintenance, Garden Maintenance (limited and assessed for Veterans Home Care) and Home Modification services that focus on client safety and maintaining your independence at home. The program provides services that do not require the skills of a qualified tradesperson such as a licensed electrician or plumber. Community Wellbeing can provide the following services:

- Installation of smoke detectors and annual smoke alarm battery checks / replacement
- Installation of ramps, rails, shower aids and special taps (following occupational therapy assessment) – quotes will be provided for your approval
- Improvement to unsafe paths and step(s)
- Spring cleaning – de-cobwebbing, cleaning fans, air conditioning filters, fridges, curtains, furniture moving and decluttering
- Installation of security door viewers
- Window cleaning internal and exterior
- Installation of key safes
- Changing of light globes
- Minor household repairs (after consultation with service supervisor)
- Pruning of shrubs – for safety purposes only
- Safety clearing for fire prone areas where clients safety is at risk (1m around the house and access to letter box and clothesline)
- Removal of green waste (tip fees apply)
- Removal of hard rubbish (tip fees apply)
- Gutter cleaning (single story buildings only) to 3.5 m height (annually)
- Gardening (for Veterans Home Care and brokerage clients only)

Please note:

- A 50% deposit on quotes is required upfront for manufacturing of items and purchase of building supplies.
- Services are charged at 1 hr of service for each staff member attending i.e. if two staff members attend for 1 hr, you will be charged for 2 hrs of service, plus any material costs or expenses including replacement batteries.
- Lengthy wait times apply for cleaning of spouts, window cleaning and minor garden maintenance. A list of alternate tradespeople can be provided.

Social Support

The Social Support Program is designed for older people who need assistance with getting out; socialising and doing the things they enjoy doing. We provide a range of fun and friendly programs to cater for different needs and interests including home visits, walking, outings and activity groups.

Activities depend on the person's interests and social needs including:

- Fun, friendly groups and outings supported by volunteers and staff.
- Individual volunteer visiting for companionship, and walking.
- Volunteer transport to community venues and activities.
- Individual and/or group assistance with digital technology, education and support.

To find out more or to join one of our activity groups telephone 5471 1797.



Senior Citizens Centres

Senior Citizen Centres provide opportunities for older people to meet socially at a convenient community location.

These centres provide social activities and centre based meals.

Senior citizens centres within Mount Alexander Shire are located at:

- Chewton
- Metcalfe
- Maldon

Senior Citizens Centres look forward to new members attending. Each centre organises a variety of activities for its members.

Service Reviews

We will review your services to ensure these remain relevant and continue to meet your needs.

What Happens if your Needs Change?

To continue to meet your needs we will undertake ongoing monitoring and formal reviews. Our staff are experienced and trained in identifying and monitoring your health and wellbeing and will escalate any concerns to the appropriate staff member. Our team coordinate your care with other staff involved your care to ensure you receive safe, consistent, and high-quality care that supports you.

If your circumstances change or your services are no longer meeting your needs, you can contact us at any time to request a review of your services.

Please phone our office on (03) 5471 1766 to discuss your needs.

Services on Public Holidays

We only provide essential services (personal care and respite) on Public Holidays. If your usual rostered service falls on a Public Holiday, unless it is an essential service, it will not proceed. Your service will not occur until your next scheduled time.

Service Refusal, Withdrawal and Suspension

Please note that your services may be refused, withdrawn or suspended under the following circumstances:

- You are not eligible for the service as determined by a My Aged Care Assessment Service
- A risk assessment identifies hazards that cannot be immediately minimised or corrected, potentially putting you and/or our staff members attending at risk.
- Client fails to adhere to the agreed client rights and responsibilities
- The requested service is not provided by us
- Funding availability is limited

Diversity

Diversity is about respecting, recognising and valuing all the things that make us who we are. We recognise that each person is unique, with varied needs, characteristics and life experiences. Diversity can refer to people's diverse experiences, relationships and identities, including cultural diversity, veterans, care leavers, sexual and gender diversity, health, dementia, disability, socio-economic circumstances, faith, spirituality and Indigenous heritage. You may have specific social, cultural, linguistic, religious, spiritual, psychological, medical and care needs that can be considered in the planning and provision of services.



We encourage you to advise us of any diverse needs you may have so we can tailor your services, such information will be treated respectfully and with confidentiality.

Everyone deserves to age with dignity and pride. We are recognised as an LGBTIQ+ specialised service, committed to providing safe, respectful and inclusive care for older people who identify as lesbian, gay, bisexual, transgender, gender diverse, intersex, queer and others in the LGBTIQ+ community.

We are working towards being recognised as a Veterans specialised service, committed to caring for the particular needs of the Veterans in our community, respecting and understanding the impact that their service may have had on them and their families lives.

We provide additional support as needed to access or use our services. Please contact us if you require additional support.

Our Care Finder role is available to support and address issues around accessing appropriate services for older adults (Care Finder program) and for those under 65 years (Access and Support program).



As a client, you have rights that are stipulated by Council and protected under legislation.

This section briefly explains those rights.

Your Right to an Advocate

Sometimes an older person may feel unable to communicate their needs or concerns. At any time, you are dealing with us, you have a right to ask someone else to represent you and your viewpoint – to be an advocate for you.

- An advocate is a person who, with your authority, represents you and acts on your behalf to ensure that your rights are upheld.
- An advocate can be a trusted friend, family member or advocacy service.
- We actively support your right to an advocate and will assist you to access advocacy service supports if you need them.

There may be times when you want to speak up for yourself, a self-advocacy toolkit is available via OPAN or we can provide you with a printed copy.

Who can I contact about advocacy?

Call the National Aged Care Advocacy Line (OPAN) on 1800 700 600 (free call) to find out more about advocacy services.

Alternative contact details include:

- **Elder Rights Advocacy (ERA)**

Phone (03) 9602 3066
or 1800 700 600 (free call)

Email era@era.asn.au

Website www.era.asn.au



- **Rights Information and Advocacy Centre (RIAC) - Bendigo**

Address 480 Hargreaves St BENDIGO 3550

Phone (03) 5443 0550

Open Disclosure

Open disclosure is a process that occurs if, harm could have or did occur when we deliver a service.

It involves an open and honest discussion/s and sharing of information between the consumer and staff, including senior management.

We participate in open disclosure to ensure we improve and prevent any recurrence of future incidents.

Feedback, Compliments and Complaints

Mount Alexander Shire Council conducts regular client satisfaction surveys. Survey results are incorporated into our program planning and service delivery. We also have a feedback form which we encourage you to complete to assist us to continuously improve our service.

We encourage and welcome all feedback. You have a right to give us feedback at any time, especially if you feel that you have not been provided with the appropriate support or services. If you have a concern or you are not satisfied with any aspect of the support or services provided, please do not hesitate to raise your concern with us. All complaints are dealt with fairly, equitably and without retribution, and in accordance with Council's Complaints Policy (copy available on Council website – <https://www.mountalexander.vic.gov.au>).

You can provide feedback to us directly, or via an advocate. All concerns and complaints are handled in a fair and timely manner without bias, discrimination or retribution. Feedback and complaints can be provided to us anonymously and are always treated confidentially.

There are a number of ways you can provide feedback, compliments or complaints:

- Speak directly to one of our staff members
- Phone us on 5471 1766
- Send a letter or feedback form addressed to:
Manager Community Wellbeing, PO Box 185, Castlemaine VIC 3450.
- Complete the feedback forms provided in this Client Information Booklet.
- Email us: agedcarequality@mountalexander.vic.gov.au
- Email us: serviceprovision@mountalexander.vic.gov.au (HACC PYP)

You are encouraged to lodge complaints directly with the Manager, Community Wellbeing however, you may also wish to direct the complaint to any of the following:

- **Director Healthy Communities**
Mount Alexander Shire Council
PO Box 185, Castlemaine VIC 3450
- **Chief Executive Officer**
Mount Alexander Shire Council
PO Box 185, Castlemaine VIC 3450
- **Aged Care Quality and Safety Commission**
Online www.agedcarequality.gov.au
Email info@agedcarequality.gov.au
Phone 1800 951 822 (free call)
In writing address your written complaint to:
Aged Care Quality and Safety Commission
GPO Box 9819 MELBOURNE VIC 3001
- **Ombudsman Victoria**
Online www.ombudsman.vic.gov.au
Phone 1800 806 314

You have a right to an appeal if you dislike or disagree with a decision we make in addressing your feedback. In such case, you may ask for a review of the decision.

Help us to improve our services

Providing high quality services is important to us. We welcome the opportunity to work with our clients to improve our service and appreciate your feedback. We review our performance through monitoring and measuring outcomes, conducting audits and surveys and meeting regularly with clients.

You may like to be involved by participating in external reviews of our performance against the Aged Care Quality Standards, attending focus groups or by providing input into our operations and strategic direction. Let us know if you would like to be involved in our continuous improvement program by contacting our office on (03) 5471 1766.

We Respect Your Privacy

What information is collected?

You will be required to provide information such as your name, date of birth, address, country of birth, preferred language, Medicare number, pension details, emergency contacts, living situation, Indigenous status, LGBTQI status, information relating to your health, medical history and current illness, and contact information including phone or email.

Why is your information collected?

We need to ensure that we have current information about you, including what is important to you and your individual circumstances. We work together with you to develop your Care Plan and to ensure you receive services that meet your needs.

Access to your information

Your information is stored on a secure database and is only accessed by employees directly involved in the planning and administration of the services you receive.

Consumer Consent and Supported Decision-Makers

The collection of your information for the provision of services requires your consent. If you need support to understand what you are consenting to, a supported decision maker can support you to give consent or provide consent on your behalf after speaking with you.

Your consent is obtained prior to your information being provided to a third-party including family, unless they have active legal guardianship or are your Power of Attorney.

Do you have to disclose private information?

We rely on the information you provide to ensure that you receive appropriate assistance. You have the right to request access to your information and to ask for it to be corrected if necessary.

We operate in accordance with the Health Privacy and Personal Privacy Principles. We understand and respect your right not to share some personal information with us. We will always work with you to ensure you receive the services you need.

If you decide not to share some of your information or restrict access to your client records, this is your right, but it may affect our ability to provide you with the best possible support services.

Statement of Rights

The Statement of Rights replaces the Charter of Aged Care Rights on 1 November 2025.

The Statement of Rights

The Statement of Rights clearly identifies your rights when seeking or receiving aged care. Under the Aged Care Act 2024, your provider and aged care workers are legally required to deliver services in line with these rights.



Autonomy and freedom of choice

I have the right to make my own choices – about my care, relationships, lifestyle and taking risks – with support if I want it.



Equitable access

I have the right to have my needs assessed in a way that works for me including having my cultural background, past trauma or cognitive conditions, such as dementia, respected.



Safe, quality care

I have the right to be treated with dignity and respect by experienced aged care workers who value my identity, culture, spirituality and diversity.



Privacy and confidentiality

I must have my privacy respected and my personal information kept confidential, and be in control of who this information is shared with.



Communication and complaints

I have the right to be informed in a way I understand and to raise concerns without fear of reprisal. My feedback must be dealt with fairly and promptly.



Support and social connections

I can stay connected to important people, pets and culture including independent advocates. As an Aboriginal or Torres Strait Islander I can stay connected to Country and Island Home.



Statement of Rights in full - Aged Care Act 2024

Section 23 of the Aged Care Act 2024:

Independence, autonomy, empowerment and freedom of choice

- (1) An individual has a right to:
 - (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
 - (i) the funded aged care services the individual has been approved to access;
 - (ii) how, when and by whom those services are delivered to the individual;
 - (iii) the individual's financial affairs and personal possessions; and
 - (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
 - (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

- (2) An individual has a right to equitable access to:
 - (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
 - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
 - (b) palliative care and end-of-life care when required.

Quality and safe funded aged care services

- (3) An individual has a right to:
 - (a) be treated with dignity and respect; and
 - (b) safe, fair, equitable and non-discriminatory treatment; and
 - (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
 - (d) funded aged care services being delivered to the individual:
 - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) in an accessible manner; and
 - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.
- (4) An individual has a right to:
 - (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and

(b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Note: Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.

Respect for privacy and information

- (5) An individual has a right to have the individual's:
- (a) personal privacy respected; and
 - (b) personal information protected.
- (6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

- (7) An individual has a right to:
- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
 - (b) express opinions about the funded aged care services the individual accesses and be heard.
- (8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
- (9) An individual has a right to:
- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
 - (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
 - (c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:

- (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
 - (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
 - (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

Code of Conduct



Australian Government
Aged Care Quality and Safety Commission

Code of Conduct for Aged Care

Quick guide for consumers

The Code of Conduct for Aged Care describes how **providers and the people providing your care must behave and treat you**. It includes the 8 elements below.



Respect your rights to express yourself and make your own decisions about how you want to live



Act with integrity, honesty and transparency



Treat you with dignity and respect and value your diversity



Take action promptly about matters that may impact on the safety and quality of your care



Respect your privacy



Provide safe care free from all forms of violence and abuse



Provide high quality care in a safe and competent manner



Prevent and respond to all forms of violence and abuse

If you are ever concerned about the way we are providing your care or how we are behaving, it is important to let us know.

If you feel uncomfortable speaking up or you would like some support, there are people who can help. You could ask a friend or family member to help you raise a concern directly with us or get help from an independent advocate.

Strengthened Aged Care Quality Standards

The current Aged Care Quality Standards have been strengthened under the new Aged Care Act. The Aged Care Quality Standards are a set of requirements that define what good care looks like and reflect the quality of care clients should expect. From 1 November 2025 the following Aged Care Quality Standards apply:

Older person statement

I am valued and have choice over the life I lead.

Older person statement

I have confidence in my services provider.

Older person statement

My care is based around who I am and what's important to me.

Older person statement

I feel safe and supported where I live.

Older person statement

I get the right clinical care for me.



Clients interested in better understanding these Standards may discuss their rights with a member of Community Wellbeing or can access information on the Commission's website – <https://www.agedcarequality.gov.au>

Those who provide further care for our clients also have rights recognised by Council and mandated in the Carer Recognition Act 2010.

Carer Recognition Act 2010

The Statement for Australia's Carers

All carers should have the same rights, choices and opportunities as other Australians, regardless of age, race, sex, disability, sexuality, religious or political beliefs, Aboriginal or Torres Strait Islander heritage, cultural or linguistic differences, socio-economic status or locality.

Children and young people who are carers should have the same rights as all children and young people and should be supported to reach their full potential.

The valuable social and economic contribution that carers make to society should be recognised and supported.

Carers should be supported to enjoy optimum health and social wellbeing and to participate in family, social and community life.

Carers should be acknowledged as individuals with their own needs within and beyond the caring role.

The relationship between carers and the person for whom they care should be recognised and respected.

Carers should be considered as partners with other care providers in the provision of care, acknowledging the unique knowledge and experience of carers.

Carers should be treated with dignity and respect.

Carers should be supported to achieve greater economic wellbeing and sustainability and, where appropriate, should have opportunities to participate in employment and education.

Support for carers should be timely, responsive, appropriate and accessible.

Client Responsibilities

We work with you to ensure a safe environment for you and our staff, so we can provide quality services. We expect you will:

- respect the rights of staff to work without exploitation, abuse, discrimination or harassment
- respect the rights of other clients to receive care and support without exploitation, abuse, discrimination or harassment
- accept responsibility for your actions and choices
- participate in and express your needs, preferences and any concerns regarding the care and services you receive.



Home Safety Check

Before we begin providing services, Council staff will conduct a safety audit of the areas where our Direct Care Workers will be working.

We will advise you in detail and clearly explain any concerns we may have.

You are required to provide suitable products and/or equipment for our Direct Care Workers to use while they are providing services to you in your home. This may include approved mops, buckets, vacuum cleaners and approved cleaning products.



Occupational Health and Safety

Council is required by legislation to provide a safe workplace for all staff and to ensure that you are not at risk in your home.

Your Direct Care Workers have been trained in safe work practices and are able to identify risks that might be harmful to you and/or them.

Should any risks be identified at your home, your service may not be provided until the risk has been reviewed and resolved.



Cigarettes, e-cigarettes, pipes, cigars, or other items such as vaping devices

Mount Alexander Shire Council has a Non-Smoking Environment Policy for all staff

You will be asked to refrain from smoking inside, in the hour prior to and whilst any of our staff members are in your home.

We also request there is adequate ventilation, through the opening of doors and windows, prior to and or during the visit.

Second hand smoke exposure is considered an occupational health risk for staff



Please do not consume alcohol while we are providing services in your home

Clients, visitors and family members should not consume alcohol during our schedule care visits.

Services will not continue if alcohol use impairs a client's ability to safely receive care or impacts the safety of the work environment for staff.



Ensure electrical items are in good condition

Services will not commence until you have a working smoke detector in your home.

Electrical items need to be in good working order with no frayed cords or exposed wiring.

Electrical leads must not run across the floor and create a trip hazard.



Please advise if visitors will be present during your service

The office needs to be notified if you have visitors at your home when your service is scheduled.

Your service may not proceed unless we have been notified.



Please let us know if your mobility changes

For all services requiring transport assistance, you need to be able to access vehicles with minimal assistance.



No lift policy – lowering risk of injuries

We are committed to eliminating and minimising manual handling tasks performed by our staff to reduce their risk of injury. Our staff do not lift furniture in clients' homes and are encouraged to use specialised equipment where appropriate.



Please keep your home at a temperature suitable for you and our staff

You are required to keep your home cool on very hot days for the comfort and safety of you and our staff.

Visiting staff members can request that you turn on your fans or air conditioner.



Please keep pets and staff safe during service delivery

We know how important your pets are to you

Pets must be secured when any service is being provided at your home (e.g. securely behind a closed door, contained by pet gates or panels, or outside and restrained)

The exception is assistance animals, or if intake and assessment staff identify it is not needed based on you and your pets needs.

Approved Cleaning Products

Cream, Hard Surface and Power Cleansers

Microfibre Cleaning Cloth and water, Jif Cream Cleanser, White Lily or Ajax



Multi-Purpose Surface Sprays and Cleaners

Microfibre Cleaning Cloth, Orange Power Multi-Purpose Cleaner, Earth Choice Multi-Purpose Spray, Sodium Bicarbonate and water.



Floor Cleansers

Vinegar and water, Earth Choice Floor and Surface Cleaner, Earth Choice Wooden Floor & Surface





Toilet Cleaners

Toilet brush, Earth Choice Toilet Bowl Cleaner



Bathroom Cleaners



Microfibre Cleaning Cloth and water, Orange Power Shower Bath and Tile



Cleaning Equipment - Types

Mops



Bathroom



Dusting / Cobwebs



Ironing



Vacuum Cleaners

Prior to commencement of service, one of our staff members will inspect your vacuum cleaner to determine if it is appropriate for use.

- Vacuum cleaners must be fully functional, have adequate suction and be easy to operate and manoeuvre.
- Vacuum cleaners must comply with Australian Standards and be in good condition (i.e. not have frayed cords or any broken parts).
- Vacuum cleaners should be lightweight, have an adjustable height or adjustable pipe with a long hose (depending on the type of vacuum), and retractable cords (if applicable).
- Our staff members can change/empty vacuum cleaner bags or filters if you need assistance. This can be discussed at your Intake and Assessment visit.



Vacuums used may be:

Barrel vacuums, upright vacuums, canister vacuums, cordless vacuums, stick vacuums, bag or bagless vacuums, robot vacuums, handheld



Breakages in your home

We are not liable for damage or breakage.

You are responsible for giving our Direct Care Workers clear instructions on how to use items at your home (including electrical equipment).

While we will take reasonable steps to prevent workers from causing any damage to your property, we are not liable if any equipment or items are accidentally broken or damaged while our care workers are at your home.

We recommend that you do not ask workers to handle precious or fragile items.

Check your insurance – does it cover having care workers at home?

We encourage you to get adequate home and contents insurance. Your insurance policy should cover you for having care workers at your home.

Don't Forget

You are required to be at home for all services. Our staff members do not work in unoccupied homes or lock up premises on your behalf.

Keeping and Cancelling your Services

Please avoid making appointments on your usual day of service. Our Direct Care Workers work to a tight schedule that makes it difficult to accommodate changes to your service times.

We may not be able to accommodate a change in time or day. If we are unable to schedule a new appointment, you may have to wait for your next scheduled visit (except where a lack of support may affect your health or wellbeing).

Contact the Community Wellbeing office as soon as possible if you:

- are planning to go on a holiday
- go into hospital or are unwell
- will not be home on the regular day or time of service
- need to cancel your service

You will be charged for any cancellations within 48 hours of your scheduled service.

If the office is not notified that you will not be home for your usual service, you will be charged for the service.

If you do not respond when our Direct Care Worker attends and we have concerns for your welfare, we will phone your nominated contact person, GP and local hospital. As a last resort, we will notify the police and request assistance to enter your home to check on your wellbeing.

Rescheduling Services

Sometimes we may need to reschedule or cancel your service due to unforeseen circumstances, such as your Direct Care Worker being unwell. If this happens, we will phone you as soon as possible to let you know. If we are able to, we will try to arrange a new time for your service.

Client Contributions and Charges - Fees

Fees apply to all of our services. Community Wellbeing fees are subsidised by the Commonwealth Government and Mount Alexander Shire ratepayers.

You are required to pay a small contribution for the support you receive, if you can afford to. We provided you with a schedule of fees at your Service Commencement visit. Your fees are determined at this visit, and are based on your income and individual circumstances. We recognise that some people may have difficulties contributing to the cost of their services. In cases of identified financial hardship, your fees may be reduced through an exceptional circumstance as identified by the Commonwealth

Please contact the office on 5471 1766 if your circumstances change and you wish to discuss your fees.

We review our fees annually and we advise you in writing of any changes to these. We issue our accounts every four weeks. Your account statement will be sent to you at your nominated postal address. You can pay your account using the options explained on the bottom of your account. These include:

- B-Pay
- Australia Post - in person at any post office
- In person at the Civic Centre, Corner Lyttleton and Lloyd Streets Castlemaine - full EFTPOS facilities are available or you can pay by cash
- In person at Bendigo Community Bank Branches at Maldon
- Direct Debit – call us for an application form to pay directly from your bank account monthly
- Centrepay – Contact Services Australia to arrange for this to occur. Can access a form at www.humanservices.gov.au
- Via link on council website www.mountalexander.vic.gov.au
- By phone with your credit card. 1300 486 757 (select option 4)

CHSP Fee Schedule 2026 - 2027, effective 1 July 2026

Service Type	Low Income	Medium Income	High Income
Home Care - per hour Includes accompanied activities, home care shopping and home care cooking. Transport – per hour	\$9.70	\$22.75	\$75.70
Personal Care - per hour Includes home exercises and foot care program	\$8.65	\$20.55	\$86.50
Foot Care Program Podiatry Kit One-off cost on commencement of service	\$51.90 Replacement items are charged at cost		
Flexible Respite Care - per hour	\$5.40	\$19.50	\$86.50
Property Maintenance and Home Modifications - per worker, per hour of service. - Materials extra at cost.	\$16.25	\$28.60	\$90.90
Delivered Meals – per each meal	\$12.95	\$17.30	\$30.80
Group Social Support – per activity Activity and meals may be extra.	\$17.30	\$19.50	\$30.30
Individual Social Support	\$8.85	\$22.45	\$70.20

Please note: These fees do not apply to services from the Veterans Home Care Program or Home Care / Support At Home packages.

Fees are per hour of service, unless otherwise indicated, and are G.S.T. exempt [ie. nil G.S.T. is payable].

Services for private clients will incur G.S.T.

Weekend services provided may incur an additional charge.

Cancellations – a cancellation fee may be charged if you cancel with less than 48 hours' notice of commencement of a scheduled service.

* Services will not be delivered at all to homes that are located in a high fire risk area.

Services may be modified for multiple consecutive extreme heat or fire rated days.

- Stay informed by listening to ABC Local Radio 91.1 FM
- Find current days fire rating www.cfa.vic.gov.au/warnings-restrictions/total-fire-bans-and-ratings

Social Support Fees & Charges, effective August 2026

Service Activity	Low	Medium	High
Full day activity, including transport both ways: • Fridays Out and About	\$17.30	\$19.50	\$30.30
Half day activity ¹ , including transport both ways: • Scrabble and Morning Tea • Musical Memories Singing Group • Say G'Day • Intergeneration Activities • Men's Group	\$12.65	\$14.25	\$22.15
Maldon Community Lunch Transport each way (Lunch at own expense)	\$4.00	\$4.50	\$7.00
Chewton Senior Citizens Bus each way (Lunch at own expense)	\$4.00	\$4.50	\$7.00
Gentle Water Exercise Program Bus each way . Pool entry at your own cost.	\$4.00	\$4.50	\$7.00

If Mount Alexander Shire provides an activity including transport, the full price will be charged as per the schedule of rates. For meals at commercial spaces, it is the responsibility of the client to make and pay for their own purchase.

¹ Half day activities are activities scheduled for 4 hours or less. Two Half Day Activities attended on the same day are charged at a Full Day Activity rate.

HACC PYP Fees & Charges, effective 1 July 2026

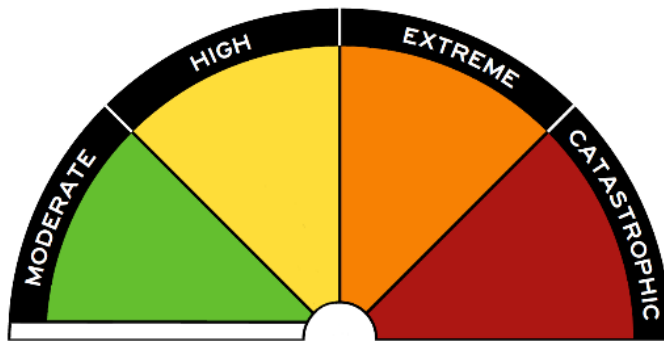
Service Type	Low Income	Medium Income	High Income
Home Care - per hour Includes accompanied activities, home care shopping and home care cooking Transport – per hour	\$9.50	\$22.25	\$74.10
Personal Care - per hour Includes home exercises and foot care program	\$8.50	\$20.10	\$84.65
Foot Care Program Podiatry Kit One-off cost on commencement of service	\$50.80 Replacement items are charged at cost		
Flexible Respite Care - per hour	\$5.30	\$19.05	\$84.65
Property Maintenance and Home Modifications - per worker, per hour of service. - Materials extra at cost.	\$15.95	\$28.00	\$88.95
Delivered Meals – per meal	\$12.70	\$16.95	\$30.15
Group Social Support – per activity. Activity and meals may be extra.	\$16.95	\$19.05	\$29.65
Individual Social Support	\$8.85	\$22.45	\$70.20

Fees are expressed per hour of service, unless otherwise indicated, and are G.S.T. exempt [i.e. nil G.S.T. payable].

Weekend services provided may incur an additional charge.

Cancellations – A cancellation fee may be charged if you cancel with less than 48 hours' notice of commencement of a scheduled service.

Australian Fire Danger Rated Days



MODERATE

Plan and prepare

HIGH

Be ready to act

EXTREME

Take action now to protect life and property

CATASTROPHIC

For your survival, leave bushfire risk areas

Fire Danger Rating	Fire Behaviour Index (FBI)	Service delivery that day
CATASTROPHIC	100+	No services provided
EXTREME	75-100	Personal Care – No service after 10 am Stockings – No service after 10 am Delivered Meals – Deliveries start earlier in the morning Home Care - No service provided Home Safety - No service provided Respite - No service provided unless agreed by Manager* Shopping - No service provided Home Exercises – No service provided Foot care – No service provided Social Support Activities – No service provided
EXTREME	50-74	Personal Care – No service after 1 pm Stockings – No service after 1 pm Delivered Meals – Deliveries start earlier in the morning Home Care – No service after 1 pm Home Safety – No service after 1 pm Respite – No service after 1 pm, unless agreed by Manager Shopping – No service after 1 pm, client does not attend Home Exercises – No service after 1 pm Foot care – No service after 1 pm Social Support Activities – No service provided

HIGH	25-49	Normal service provided
MODERATE	12-24	Normal service provided
Respite will be triaged and approved by Manager Community Wellbeing on a case-by-case basis Note: Manager Community Wellbeing reserves the right to approve service delivery outside the above, in response to identified client need.		
Fire Behaviour Index (FBI) Each fire danger rating corresponds to a range of Fire Behaviour Index (FBI) values. These index values provide finer detail about fire behaviour than the ratings and allow users to see conditions where the index is near the top, or the bottom of a rating category. Council is now using FBI to determine the level of service delivery on extreme Fire Danger days. This information can be located on the Bureau of Meteorology website: http://www.bom.gov.au/vic/forecasts/fire-danger-ratings.shtml Office staff can send SMS to alert client's of fire danger rating and corresponding modified service delivery with client consent.		

We encourage all clients to complete and have a have an emergency plan. A Red Cross RediPlan is available on their website or we can provide you with a printed copy. It is a free disaster preparedness guide that includes hints and strategies to help you prepare and plan.

Bureau of Meteorology (BOM) days forecasted at 38°C and above

BUREAU OF METEOROLOGY (BOM) DAYS FORECASTED 38° CELSIUS AND ABOVE	SERVICE DELIVERY ALTERATIONS: • Home Care – No service after 1pm. - Service will be cancelled if there is no appropriate cooling • Personal Care – No service after 1pm - In Home Exercises will be cancelled - Footcare will be rescheduled - Stockings will not be applied in the morning if client has no means of removal after 1.00pm • Respite – cancelled if service is out of home or no appropriate cooling. - Essential Respite may be provided on a case-by-case basis * • Delivered Meals – No service after 1pm* • Shopping – No service after 1pm. - Only limited unescorted services will be provided • Social Support groups – Service will be Cancelled
	Client Responsibilities: • Clients are required to have the air conditioner and/or fans on if the temperature is forecast to reach 38° Celsius or over, or if the house is too hot for the Direct Care Workers. • If a client refuses a request by a Direct Care Worker to turn on their air conditioning and/or fans, a Direct Care Worker may decline to provide the service.

* Services will not be delivered at all to homes that are located in a high fire risk area. During multiple consecutive extreme heat or fire rated days, services may be further modified.

To find the current temperature visit <http://www.weatherzone.com.au>

Please note: All services will cease when the temperature reaches 38°C in Castlemaine.

Client Feedback Form

We value your complaints, feedback, compliments, comments, and suggestions for improving the quality and effectiveness of our services, so please tell us what you think.

SEND TO: Manager – Community Wellbeing
 Mount Alexander Shire Council
 P.O. Box 185
 Castlemaine VIC 3450

- Give this feedback form to your Direct Care Worker, Volunteer or any Council staff member. Your Direct Care Worker can also assist you in filling in this form.
- You can also return it to our Customer Service Centre
- Or if you wish to talk about your suggestions or complaints, you can telephone our office on 5471 1766.

If you require an advocate to assist you in the complaints process, please contact one of the following external advocacy complaints agencies:

- National Aged Care Advocacy Line – 1800 700 600
- Elder Rights Advocacy (03) 9602 3066 or email admin@era.asn.au
- Regional Information and Advocacy Council Inc – Bendigo Office 5443 0550 or 1800 221 944
- Seniors Rights Victoria – 1300 368 821
- Aged Care Quality and Safety Commission – 1800 951 822
- Victorian Ombudsman – 1800 806 314
- Victorian Equal Opportunity and Human Rights Commission
1300 292 153
- Office of the Public Advocate – 1300 309 337
- Regional Department of Health Office – 1800 020 103

Thank you for helping us provide a better service for our community.

PRIVACY STATEMENT

Personal information is collected by Mount Alexander Shire Council for the provision of community services. To protect the confidentiality of this information it will be stored securely and will be used solely for the provision of community services and other directly related purpose.

Mount Alexander
Shire Council

☐ Please tick this box if you wish to remain anonymous			
Name:		Phone Number:	
Address:			
Signature:		Date:	<u> </u> / <u> </u> / <u> </u>

Please detail your complaint / feedback / compliment here:				
Are you a: (please tick)	☐	Client	☐	Family member or client representative
	☐	Advocate	☐	Direct Care Worker (on behalf of client)
	☐	Carer/Nominee	☐	Other: _____
☐ Please tick this box if you like would one of our team members to contact you to discuss your feedback.				

Office Use Only			
Coordinator or Community Wellbeing Manager to complete:			
Name:		Date Received:	____ / ____ / ____

Action Plan	Who	By When (date)	Date Completed
☐ Client follow up required			
☐ Listed on Coordinators Meeting Agenda			
☐ Listed on DCW Meeting Agenda			

Complaint/ Feedback Closure - Evaluation (Describe how action/improvements and results):			
Complaint/Feedback Outcome or End Result (Tick applicable boxes):			
☐ Issue resolved - no improvements implemented			
☐ Improvement implemented			
☐ Other (Describe):			
Complaint /Feedback Closed Out / Complete:			
Coordinator/Manager Name:		Date:	____ / ____ / ____
Signature:			