

Live your best life

Community's Aged Care Services Guide
supporting your independence & wellbeing

community
together we can Qld





About Us

Community is an independent, profit-for-good organisation. Locally based, we provide opportunities for people, whatever their stage of life, to join activities that are interesting, stimulating and that support an active, healthy and socially connected life.

We are committed to finding innovative ways to tailor services that respond to people's changing needs and preferences, and to provide community members with affordable, flexible and genuine solutions to the changes that life can present as we age. Our support is underpinned by a focus on wellness, reablement and restorative care.



Our Team

The Community team comprises highly trained professionals who can provide you with the expert help you need and will work with you, your family members and your carers to give you the friendly, sensitive support you are looking for. Our committed staff and volunteers are carefully recruited and participate in regular training to ensure they are working with the latest knowledge and skills specific to their specialist roles. Together we can work to assist you to live independently and to continue to contribute to family, community and society. Our team shares a belief that every community member should feel valued, respected, connected and supported in a way they choose in order to live their very best life.

In-Home Care

Most people, as they get older, prefer to live as independently as possible in their own homes. Remaining at home is achievable when the right services and supports are available. We can provide the assistance that will make managing at home easier, safer and more comfortable for you. We have a range of support options and activities that you can choose from to keep you healthy, active and connected. With a focus on enablement we can assist with many everyday things from bathing and dressing to home maintenance, domestic chores, laundry and cooking. We can support you getting to medical appointments, the shops or regular activities. We can also match you with a local volunteer who can visit you regularly at home or help with your shopping.



Our Services

Domestic Assistance

A little assistance around the home can make a big difference to your independence. We recognise that everyone is different so Communify's team will work with you to decide what your priorities are and which areas you need help with. We will arrange to come to your home for regular, subsidised assistance with your housework.

Door to Door Transport

A safe, comfortable and friendly lift to your regular activities or to medical appointments with our drivers is more than just a ride. Communify's drivers are people you'll get to know and will look forward to seeing regularly. Bookings can be made with as little as 48 hours notice and we welcome regular bookings especially for our group shopping outings or fitness activities. Where one of our drivers isn't available for your trip we may be able to arrange for a subsidised taxi service to get you there on time. The cost of your trip will vary according to the distance travelled and will be in line with the national fee policy. A quote for your

trip will always be given in advance so you can make an informed choice.

Home Assist Secure

Home Assist Secure offers free, personalised information and advice about security, safety at home and home maintenance. We can link you to skilled and screened tradespeople who will provide you with quotes for any work you may require. The information we offer can give you the confidence to arrange essential work around the home. Home Assist can also offer subsidised installation of specialist adaptive technology, ramps, handrails, kitchen and bathroom alterations, basic home maintenance as well as home safety and security work. Our service can also arrange an occupational therapist to visit you at home for an assessment of your needs and to make recommendations about any changes to improve the safety and comfort of your home.

Meals on Wheels

More than just a meal, a friendly check-in by our volunteers can help you to feel connected to your community. Our Meals on Wheels home visiting service can help at times when you are recovering from illness or injuries or can be a long-term arrangement that gives you the confidence that your nutrition and meals are being taken care of while you relax and enjoy life. Meals are delivered fresh each weekday by our volunteers who can also assist you to prepare meals in your own home. We are also able to home deliver frozen meals.

In-Home Nursing

Our friendly community nursing staff can visit you at home to conduct assessments of your needs including cognitive and lifestyle assessments. We can also assist you with medication management, wound care, post-discharge support and general nursing interventions. Referrals for our nursing service can come from your GP, hospital, family member or you can self-refer.



The Paddington Centre

Our Centre in the heart of Paddington is a thriving hub for active seniors.

We offer a range of social and stimulating activities that are complemented by physical programs to keep your body toned, balanced and strong. The flexible timetable allows you to book in for a single activity or a full day of activities including delicious home-cooked, nutritious meals. You can even book appointments with our visiting hairdresser or podiatrist. Door-to-door transport is included in our subsidised fee making the decision to spend a day with us affordable and simple to arrange.

Personal Care

In maintaining an independent lifestyle it's important to get any necessary assistance with the things that can be difficult to manage alone as you get older. We can assist with your daily bathing routine in the ways you choose, at times that will suit you. The sensitive, discrete help we offer can include showering, shaving, grooming, dressing and getting ready for the day ahead.

Shopping Assistance

Our staff and volunteers are on hand to help you with your regular shopping. We can arrange for your shopping to be done for you or we can accompany you on your trip. Your outing can even include a stop for a social cuppa or a walk in the park.

Allied Health Services

Our allied health professionals provide both one-on-one support and group support. We can design a personalised program or course of therapy to help you achieve your wellness goals.

We offer a variety of services including:

- Centre-based Exercise Physiology
- Occupational Therapy
- Hydrotherapy
- Podiatry
- Referrals for Social Work and Counselling
- Health and Wellness Programs
- Active Seniors

Healthy and active things to do

Activities for a fit and flexible body as well as an active enquiring mind are important for everyone.

As you get older you gain the time to try new things that can help achieve your goals of maintaining your independence and community involvement. Our focus on enablement involves specialised, individualised programs. It is not about doing things for you, it is about giving you the skills, support and confidence to do things independently. Transport can be arranged for most activities if needed.

Stay in touch with what's on by subscribing to our e-news at www.communify.org.au

For Carers

Supporting an older relative or friend to live independently can be satisfying and rewarding but can also be, at times, exhausting and challenging.

Our services can help you with some of the tasks that you are taking care of so that you can take the time to care for yourself, to work and to rest.

Taking care of your needs will help you better fulfil and enjoy your caring role. Our carers' group meets regularly to offer information and support to people who are caring for others. Talking about your challenges and sharing the wisdom you have gained through your invaluable role can be helpful for you and the group.





Eligibility & Assessment of Your Needs

We welcome enquiries and we can support you to access the new My Aged Care gateway. Community is funded to provide services to people who are CHSP (Commonwealth Home Support Program) eligible from July 2015. This program replaces the commonwealth HACC (Home and Community Care) program.

Commonwealth CHSP services are intended for older people needing support to continue living in the community who are:

- aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people); or
- carers of older Australians eligible for services under the Commonwealth CHSP Program.

Charter of Rights & Responsibilities for Home Care

Aged Care Act 1997, Schedule 2 User Rights Principles

Your Rights as a Communitify Client

1. General

- a) to be treated and accepted as an individual, and to have my individual preferences respected
- b) to be treated with dignity, with my privacy respected
- c) to receive care that is respectful of me, my family and home
- d) to receive care without being obliged to feel grateful to those providing my care
- e) to full and effective use of all my human, legal and consumer rights, including the right to freedom of speech regarding my care
- f) to be treated without exploitation, abuse, discrimination, harassment or neglect

2. Participation

- a) to be involved in identifying the home care most appropriate for my needs
- b) to choose the care and services that best meet my assessed needs, from the home care able to be provided and within the limits of the resources available
- c) to participate in making decisions that affect me

- d) to have my representative participate in decisions relating to my care if I do not have capacity

3. Care & Services

- a) to receive reliable, coordinated, safe, quality care and services which are appropriate to my assessed needs
- b) to be given before, or within 14 days after I commence receiving care, a written plan of the care and services that I expect to receive
- c) to receive care and services as described in the plan that take account of my lifestyle, other care arrangements and cultural, linguistic and religious preferences
- d) to ongoing review of the care and services I receive (both periodic and in response to changes in my personal circumstances), and modification of the care and services as required

4. Personal Information

- a) to privacy and confidentiality of my personal information
- b) to access my personal information

5. Communication

- a) to be helped to understand any information I am given
- b) to be given a copy of the Charter of Rights and Responsibilities for Home Care
- c) to be offered a written agreement that includes all agreed matters
- d) to choose a person to speak on my behalf for any purpose

6. Comments & Complaints

- a) to be given information on how to make comments and complaints about the care and services I receive
- b) to complain about the care and services I receive, without fear of losing the care or being disadvantaged in any other way
- c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern

7. Fees

- a) to have my fees determined in a way that is transparent, accessible and fair
- b) to receive invoices that are clear and in a format that is understandable
- c) to have my fees reviewed periodically and on request when there are changes to my financial circumstances
- d) not to be denied care and services because of my inability to pay a fee for reasons beyond my control

Responsibilities

As a care recipient you have the following responsibilities:

1. General

- a) to respect the rights of care workers to their human, legal and industrial rights including the right to work in a safe environment
- b) to treat care workers without exploitation, abuse, discrimination or harassment

2. Care & Services

- a) to abide by the terms of the written agreement
- b) to acknowledge that my needs may change and to negotiate modifications of care and service when my care needs do change
- c) to accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk

3. Communication

- a) to give enough information to assist the approved provider to develop, deliver and review a care plan
- b) to tell the approved provider and their staff about any problems with the care and services

4. Access

- a) to allow safe and reasonable access for care workers at the times specified in my care plan or otherwise by agreement
- b) to provide reasonable notice if I do not require a service

5. Fee

- a) to pay any fee as specified in the agreement or negotiate an alternative arrangement with the provider if any changes occur in my financial circumstances
- b) to provide enough information for the approved provider to determine an appropriate level of fee



Australian Government
Department of Social Services



Contact Us

Community General Enquiries
3510 2700

Domestic Assistance
3366 7476

Home Assist Secure
3366 3066

In-home Nursing & Allied Health
3367 0699

The Paddington Centre
3368 3723

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